



**BUFFALO RIVER SERVICES, INC.**

# Human Resource Policy Manual

**Buffalo River Services**  
**Human Resource Policy Manual**  
**Table of Contents**

**Introduction**

Purpose	5
Application	5
Revision and Distribution	5
Definitions	5-7

**Standards of Conduct**

Employee Responsibilities	8
Delegation of Authority	8
Confidentiality	8
Social Media	10
Social Networking	13
Media	16
Rules of Conduct	17
Fraud and Fiscal Abuse, Whistleblowers Protection, False Claims	17
Workplace Violence	19
Harassment	19
Persons Served, Public Relations and Personal Integrity	20
Dress and Image	22
Conducting Personal Business	24
Workplace Solicitation	24
Telecommuting/Remote Work	25
Children at Work	25
Error Correction	25

**Safety and Health**

Fleet Usage	26
Vehicle Emergency Procedures	27
Agency Vehicles for Personal Use	27
Recycling Waste and Management	28
Flu Vaccinations	29
Infectious or Communicable Disease	29
Employee Safety	29
Maintenance of Work Areas	31
Personal Property Security	31
First Aid/Accident Response	32

## Employment Practices

Drug Free and Tobacco Free Workplace	33
Conflict of Interest	48
Equal Employment Opportunity	49
American with Disabilities Act	50
At Will Employment	50
Orientation Training and Development	51
Probationary Period	52
Work Hours	53
Meal Periods	53
Rest Breaks	54
Attendance and Punctuality	54
Inclement Weather	54
Unscheduled Absence	54
Termination	55
Exit Interview	55
Resignation	55
Employment Information	56
Employee Records	56
Personnel Records	57
Reference Checks & Employment Verification	57
Categories of Employment	58
Volunteer Services	59
Employee Discipline	60
Grievance Procedures	62
Performance Review	64
Employee Selection/Pre-Employment Process/Backgrounds	65
Job Posting	67
Employment of Family Members of Persons Supported	68
Agency Purchasing	69
Length of Time Records are Kept	70
Cash Control System	70
Residential Program Resources/Procedures	70
Emergency Procedures	70
Participation in Professional and Civic Organizations	72
Emergency On-Call	72
Quality Assurance	75
Management/QA Self-Assessment/Supervision Plan	75

## Compensation

Salary Administration	76
Payroll Corrections/Deductions	76
Bonus/Longevity	77
Regular Pay Procedures/Direct Deposit	77
Time Cards/Sheets/Electronic/Telephone Time	78

## Benefits

PTO	79
Long Term Sick Leave	81
Holidays	82
Jury Duty	82
Leave of Absence	82
Family Medical Leave	82
Military Leave	83
Administrative Leave	83
Medical/Dental/Vision	84
Short & Long Term Disability	84
Basic Life	84
Disclosure of Benefits	85
The Mentor Program	86
The Scholar Program	87
Worker's Compensation	89
Educational/Training Assistance	91

## JOB DESCRIPTIONS

Accounting/Human Resources Assistant	93
Administrative Assistant	95
Chief Financial Officer	97
Direct Support Professional	99
Executive Administrative Assistant	101
Executive Director	103
LPN	105
Payroll Clerk	107
Program Assistant	108
Program Coordinator	110
Program Coordinator Special Services	112
Program Director	114
RN/Director of Nursing	116
Senior Accounting Clerk	118
Team Leader Attachment	120
Physical Demands	121

## INTRODUCTION

### PURPOSE

The purpose of this manual is to provide direction in those areas of human resource management that are important to the effective and efficient operation of Buffalo River Services. The policies are designed to provide for fair, equitable, and consistent decisions on those matters relating to Buffalo River Services employees.

### APPLICATION

The policies in this manual apply to all employees of Buffalo River Services. Exceptions to these policies may be made only with the written approval of the Executive Director. Benefits discussed are available to those employees who meet eligibility requirements.

### REVISION AND DISTRIBUTION

This manual may be revised as necessary. A copy of this manual and all revisions must be provided to senior management, supervisors, and employees in hard copy or electronically. Each supervisor shall ensure that this manual is accessible to all employees.

### DEFINITIONS

Some of the terms used throughout this policy manual are defined as follows:

- A. "Accidents" within the meaning of this policy means an occurrence where an employee is injured in the workplace or in the scope of employment which must be recorded in the OSHA 300 log; an employee causes injury to another employee, person served or the public through his or her actions; the employee creates a hazardous situation which represents danger either to the employee, another employee, a person served, or the general public; or an employee is involved in a vehicular accident in a BRS vehicle or while using BRS equipment or while on BRS business.
- B. "Alcohol" as used in these rules shall have the same meaning as in the federal regulations describing procedures for the testing of alcohol by programs operating pursuant to the authority of the United States Department of Transportation as currently compiled at 49 Code of Federal Regulations (C.F.R.) Part 40.
- C. "Alcohol test" means an analysis of breath, or blood, or any other analysis, which determines the presence, and level or absence of alcohol as authorized by the relevant regulations of the United States Department of Transportation.
- D. "Conviction" means a finding of guilt, including a plea of guilty or no contest, by any judicial body charged with the responsibility to determine violations of federal or state criminal alcohol or drug statutes.
- E. "Confirmation test," "confirmed test," or "confirmed drug test" means a second analytical procedure used to identify the presence of a specific drug, or alcohol, or metabolite in a specimen. Confirmation testing must be done by certified agency using approved methods providing requisite specificity, sensitivity, and quantitative accuracy.
- F. "Drug" means any controlled substance subject to testing pursuant to drug testing regulations adopted by the United States Department of Transportation.

- G. "Drug rehabilitation program" means a service provider that provides confidential, timely and expert identification, assessment and resolution of employee drug or alcohol abuse.
- H. "Employee" means a full-time, part-time, or temporary employee of Buffalo River Services, Inc.
- I. "Employee Assistance Program (EAP)" provides confidential counseling and referral services to employees for assistance with such problems as drug and/or alcohol abuse or addiction. It is the employee's responsibility to seek assistance from the EAP prior to reaching a point where his or her judgment, performance, or behavior has led to imminent disciplinary action. Participation in the EAP after the disciplinary process has begun may not preclude disciplinary action, up to and including termination of employment
- J. "Fail a test" or "test positive," means that the alcohol or drug test shows positive for a prohibited drug or alcohol in a person's system.
- K. "Injury" means a harm or damage to an employee occurring in the workplace or in the scope of employment which must be recorded, in accordance with Occupational Safety and Health Administration (OSHA) reporting guidelines, in the covered employer's OSHA 200 log.
- L. "Prohibited drug" means the drugs and classes of drugs, which are tested for under this policy. This policy tests for the presence of the following five classes or panels of drugs: amphetamines, cocaine, marijuana, opiates, and phencyclidine ("PCP").
- M. "Substance abuse professional" means a licensed physician; i.e., a medical doctor (or a licensed or certified psychologist, social worker, employee assistance professional, or addiction counselor) certified by the National Association of Alcoholism and Drug Abuse Counselors Certification Commission, with knowledge of and clinical experience in the diagnosis and treatment of drug and alcohol-related disorders.
- N. "Post-accident" - conducted after accidents on employees whose performance could have contributed to the accident (as determined by a citation for a moving traffic violation) and for all fatal accidents even if the employee is not cited for a moving traffic violation.
- O. "Reasonable suspicion" - conducted when a trained supervisor or company official observes behavior or appearance that is characteristic of drug or alcohol misuse.
- P. "Random" - conducted on a random unannounced basis just before, during, or just after performance of safety-sensitive functions, meaning basically any time while the employee is working, just before working or just after performing any job function at BRS.
- Q. "Return-to-duty and follow-up" - conducted when an employee who has violated the prohibited alcohol conduct standards returns to performing safety-sensitive duties. Follow-up tests are unannounced. At least 6 tests must be conducted in the first 12 months after an employee returns to duty. Follow-up testing may be extended for up to 60 months following return to duty.
- R. "Safety-sensitive" - All jobs and functions at all locations of Buffalo River Services, Inc., at any time or day, everyday are considered safety-sensitive. We are responsible for the wellness and safety of vulnerable people all the time. Each and every employee might at any time be called upon to provide direct support and service for an individual served. Extreme care and caution is necessary at all times to protect the life and well being of those whom we serve.
- S. "CFO" means the chief financial officer of BRS.
- T. "Classification/Reclassification" means the placement of a position in a specific job classification at a specific pay grade based on the duties and responsibilities of the position.

- U. "Compensation" means the combination of salary or wages and benefits provided to an employee.
- V. "Discipline" means any action taken by the executive director, human resources or a supervisor that is designed to correct the job performance or work-related behavior of an employee.
- W. "Employee" means an individual who receives compensation for employment with BRS.
- X. "Executive Director" means the executive director of BRS.
- Y. "Exempt employee" means an employee who is not subject to the overtime requirements of the Fair Labor Standards Act.
- Z. "Non-exempt employee" means an employee who occupies a position that is subject to the minimum wage and overtime requirements of the Fair Labor Standards Act.
- AA. "Promotion" means the reassignment of an employee from the employee's present position to another existing position that is at a higher pay grade.
- BB. "Salary" means a fixed portion of an employee's compensation that is paid on a regularly scheduled basis.
- CC. "Supervisor" means an employee who is responsible for assigning work to others, determining the standards of performance, and providing formal evaluations of others' work performance. The term "supervisor" may be used interchangeably with the term "manager" and/or "team leader".
- DD. "Temporary employee" means an individual employed in a position that is time-limited in duration.
- EE. "Transfer" means a personnel action that results in the reassignment of an employee from one position to a different position that has the same pay grade as the employee's previous position and that does not result in a break in service.

## STANDARDS OF CONDUCT

### EMPLOYEE RESPONSIBILITIES

All employees of BRS are required to comply with all policies contained in this manual.

### DELEGATION OF AUTHORITY

#### POLICY:

In the absence of the Executive Director/Administrator the following positions will be in charge of the Agency, in the noted order:

1-Chief Financial Officer for all areas except Nursing, Director of Nursing for Nursing

2-Program Director for all areas except Nursing, Director of Nursing for Nursing

3-Senior Accounting Clerk for all areas except Nursing, Director of Nursing for Nursing

If all of the above positions are out, the person in charge will appoint someone.

In the event the Director of Nursing is out, the Medical Director will be contacted as their back-up

### CONFIDENTIALITY

#### POLICY:

The Agency is committed to maintaining confidentiality in dealing with persons served, employees and proprietary information.

#### PRACTICE:

1. Employees will, to the best of their ability, insure confidentiality and privacy in regard to history, records and discussions about the people we serve. The very fact that an individual is served by this Agency must be kept private or confidential; disclosure can be made only under specified conditions, which are described below, for reasons relating to law enforcement and fulfillment of our mission. This means that employees shall not disclose any personally identifiable information (including names, activities, behavior and conditions) gathered in the Agency helping relationship about a person to anyone outside of this organization unless authorized by the Executive Director or other authorized personnel. The principle of confidentiality must be maintained in all programs, teams, functions and activities.
  - a. No information requested by someone outside the Agency will be given over the telephone. Employees are instructed to respond with the statement: "Agency policy does not permit me to give out this information." This includes whether or not a person is or has been served by this Agency.
  - b. Information about persons served will be released only with the written approval of the person served and/or that individual's parent/guardian/ conservator.

- c. If records are inspected by an outside agency, the individual(s) who inspects the records must be specifically authorized to do so by the Executive Director. The copying of records or removal of records is specifically prohibited in such cases.
  - d. Employee will not discuss any individual or information contained in the individual's record with unauthorized individuals, whether on or off duty. All employees are required to sign a confidentiality acknowledgement stating their responsibility and commitment in regard to persons served information.
2. Information concerning the Agency's employees is considered personal and confidential and is not to be disclosed to outside parties, except through written consent of the employee or by legal attachment in response to subpoena. Therefore, leadership will not discuss your employment and/or employment issues with your family members. If a family member attempts to discuss employment issues with leadership, this can be grounds for disciplinary action against the employee. All requests for personnel information should be referred to Human Resources or designee. All past employees seeking information about their personnel files must speak to Human Resources or designee as their point of contact. No one else will be the point of contact.
  3. Proprietary information is handled with care, including such things as budget data, confidential correspondence, computer data, personnel records; individuals served records and mailing lists. Questions concerning whether certain information is proprietary should be referred to the Executive Director.
  4. **Employment Verification:** The Agency must have a signed release in the personnel file from the employee before any reference is given to a prospective employer. References will be checked prior to interviews by this Agency. The protection of confidential business information and trade secrets is vital to the interests and the success of BRS. Such confidential information includes, but is not limited to, the following examples:

- \*compensation data
- \*computer programs and codes
- \*salary information
- \*computer processes
- \*all person served information
- \*financial information
- \*pending projects and proposals

All employees will be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment, even if they do not actually benefit from the disclosed information.

## SOCIAL MEDIA POLICY

### **Buffalo River Services, Inc. Electronic Records and Digital Signature Policy OVERVIEW**

Buffalo River Services, Inc. (BRS) utilizes electronic forms of communication, data collection, record management and evaluative measures in order to provide the highest possible level of support to individuals with intellectual and developmental disabilities, the elderly and/or disabled. This policy is intended to safeguard and properly manage all records created, received, maintained, used, or stored on electronic media.

Buffalo River Service's Chief Financial Officer serves as the information technology coordinator. This coordinator trains or delegates training, guides and directs BRS personnel in the maintenance and utilization of computers that are located in all locations affiliated with the agency. Buffalo River Services also utilizes the skills of an information technology company. This company provides hardware, software and networking services for the agency.

Buffalo River Services complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) in the use of all electronic media. Every effort will be made to maintain appropriate administrative, technical and physical safeguards to protect the integrity, confidentiality, security, and availability of electronic records. Ongoing efforts will take place to prevent, detect, contain, and correct security violations.

#### **I. ELECTRONIC SIGNATURE**

Buffalo River Services defines an electronic signature as a digitized identifier intended by the person using it to have the same force and effect as the use of a manual signature by employing a private identification password as the method of attaching the digitized identifier.

As documents are verified by the composer, a digital signature is attached to each document to authenticate the entry. Every digital signature is unique to the signer because every staff member is required to complete a password code each time a signature is required. The password code is known only by the staff member. Staff members are not allowed to divulge their password code to any person. Once the password code is submitted, the staff member's name (as used in a signature) will appear in the signature line. Once signed, the system will not allow any modification to the original note without another signature. If the staff member recognizes an error or realizes that additions or modifications to the note are necessary, the staff member must log an addendum to the note and sign it separately. Given the fact that a signature private identification password is initially assigned by the computer from a random set of symbols and that no other person can have the staff member's private identification password, staff members will not be allowed to deny the willful and intentional signing of a document.

Procedure:

1. Sharing of passwords is prohibited.
2. Electronic signature identifies staff person and title
3. Staff will sign Statement of Assurance – Computer Password Integrity

#### **II. ELECTRONIC COMMUNICATION – Internet, Mail, Social Networking (See Social Networking Policy)**

This policy establishes broad use of the internet, media, and other electronic methods of communication. All computing resources are the property of Buffalo River Services, Inc. As such, the agency reserves the right to monitor all electronic communications.

The agency encourages the use of the internet, email, and electronic methods to support the mission and the working of BRS. These services provided by the agency, like other BRS equipment and resources are generally to be used only for authorized purposes, such as Agency business, research, training, and professional development.

Every employee at Buffalo River Services is expected to read all of their agency emails in the database whenever on duty, in a timely manner. Upon opening the database email, employees are responsible for all of the content data. In addition, employees are encouraged to reply appropriately and in a timely manner. The agency owns all TIMAS and other agency email and archives these emails for future reference.

To further clarify the use of email as memos, as information, as policy changes – it is expected that all employees upon opening the mail and reading its contents, that if there are questions or concerns about that email, the employee would go to their immediate supervisor with those questions or concerns. The agency email is considered a communication and documentation module.

**A. Other information in general:**

1. Internet traffic will be blocked when it has been determined to be detrimental to network resources or causes a security concern.
2. Emails containing viruses, video files and/or extremely large attachments may be blocked from entering the agency network.
3. Certain types of websites may be blocked within the agency network.
4. Employees should be aware that their use of BRS equipment is monitored. Anyone using equipment consents to such monitoring. If monitoring reveals evidence of possible misconduct or criminal activity, such evidence may be referred to law enforcement or other officials for appropriate action. In addition, direct observation of receipt of inappropriate materials may be cause for such action. To the extent that employees wish that their private activities remain private, they should avoid use of agency internet or email for such activities. Specifically, employees may not use agency computers for:
  - a. Pursuit of private commercial business activities or profit-making ventures.
  - b. Use that could generate or result in an additional charge or expense to the agency.
  - c. Participation in or encouragement of illegal activities or the intentional creation, downloading, viewing, storage, copying, or transmission of materials that are illegal or discriminatory.
  - d. Use of Buffalo River Services emails address in a manner that will give the false impression that an employee's otherwise personal communication is authorized by the agency. An employee may not use his/her title or the name of the agency when using email for personal communication as it might imply the communication is official.
  - e. Any emails that discriminate against employees by virtue of any protected classification including race, gender, nationality, religion, etc. will be dealt with according to the policies reflecting discrimination.

**B. Social Networking (See Social Networking Policy)**

**C. Staff Activities in Social Networking (See Social Networking Policy)**

**D. Service Recipient Generated Interests in Social Networking**

In regards to a policy that addresses the participation of client-generated interest in social networking sites, we believe that this is best handled through the auspices of the client's Individual Support Plan (ISP) and their advocates, families and support staff. The ISP cannot circumvent and or supersede state and federal laws. Parents and conservators will provide permission for social networking activities and acknowledge and assume all risks inherent in computer based communications. They will provide the agency with a "hold harmless and indemnify" disclaimer relating to any injuries or harm experienced as a result of social networking (for BRS and any employees directed to assist individuals in social networking activities).

The ISP will identify and designate an appropriate staff member to facilitate (input/typing, guidance, use of the computer, etc.) the individual's participation on his/her own personal social networking site. This staff member will receive an "orientation briefing" from the agency (prior to their facilitating) as to the proper topics to be included on the site, protecting against privacy violations and other avenues to insure the individual's safety and security.

**III. MANAGEMENT OF ELECTRONIC DATA/MEDIA**

Buffalo River Services, Inc. will protect records generated, stored, and/or retrieved in electronic format in a manner consistent with federal guidelines.

**A. Storage of Electronic Records**

Confidential information stored on electronic media, including both mainframe and PC – generated data, is stored in a single location by way of an extensive Wide Area Network. To ensure that local machines contain no

confidential data, each machine is periodically reformatted and reloaded with its original or upgraded image. In the event that a PC is to be discarded, the storage media is removed from the unit and destroyed prior to the unit's placement in public disposal bins. If a PC is transferred to another position, it is given a fresh new image.

**B. Safety of Electronic Records**

To prevent theft or intentional destruction of data, the physical access to the media is protected by a single entrance that can only be accessed by authorized personnel provided a key access code. To prevent destruction of data from disaster, all data is copied to a removable media on a daily basis. This copy is then removed from the agency by agency personnel designated to do so. In the event that the computer resources become temporarily unavailable due to severe damage to the servers, the data can be restored on other servers maintained by IT professionals.

**C. Confidentiality and Integrity of Electronic Records**

Access to any data belonging to Buffalo River Services requires a login and password combination unique to each user. Each position or computer is assigned an authorization level that only allows access to data on a need-to-know basis predefined for that position. Further, the ability to read information, add information, update or remove information are all recognized as separate modes of access, and positions are assigned only the modes appropriate for their job function.

**D. Physical Security**

The information systems facilities are designed to prevent the total loss or corruption of data from environmental hazards and theft. The computer systems are housed in a secure area accessible only by a key entrance into the building.

**E. System Backups**

Taped copies of data backup are removed daily from the agency by designated personnel.

**F. Login Security**

Each individual user of the network resources is issued a unique login ID and a password. Each person is responsible for ensuring the confidentiality of this information. Sharing of login IDs and passwords is prohibited even among peer groups. Forced changing of passwords is periodically completed. Administrative passwords are changed and are cryptic and non-pronounceable.

**G. Data Access**

Each login and password connects an employee to a network of menus that is appropriate for the department in which the employee works. The user can only work with the data that is accessible by programs that reside on the menu assigned to user. There is also a process by which rights are assigned within the system for users in various menus (i.e., some users may be read only; others may be allowed to add, others to delete, etc.).

**H. Suspected Violations**

If a suspected security violation occurs, the employee who becomes aware of the situation must report it immediately to the Chief Financial Officer or Executive Director. The CFO and Executive Director will ensure that an immediate investigation takes place. An emergency meeting of Management within 5 days of the event will be requested to thoroughly review the occurrence and recommended actions. All authorities will be notified of the situation and subsequent follow up will take place as directed by internal and external entities. A final report will be presented by the Executive Director to the BRS Board of Directors within 90 days of the event.

**I. Safeguards**

- BRS runs all information behind a firewall and remote systems are connected to the network through a VPN. Unauthorized access detection mechanisms are built into the firewall system and closely scrutinized by BRS and IT personnel.
- No person is allowed access to the BRS system outside of the firewall. Antivirus software is installed and maintained on all computers that are allowed access to the BRS system, including all incoming and outgoing electronic mail systems.
- All software installed on BRS computers must have a valid license registered to Buffalo River Services
- The only personally owned computers connected to the Buffalo River Services are approved through the Director. These computers are usually owned by management and are installed with the correct VPN connection by the Chief Financial Officer.
- BRS does not use Instant Messaging. Staff members are not allowed to use such software on agency computers.
- BRS will offer Microsoft Office software as the word processing, spreadsheet and presentation programs on applicable computers. Computers will be provided with an Anti Virus, and Acrobat reader program installed. All

BRS computers will have access to the TIMAS database. Any other software that is needed must have a valid license assigned to BRS. Staff members are not permitted to download any software from the Internet without authorization from the CFO of BRS.

- BRS Staff must not attempt to gain access to any computer service or information for which they have not been granted access.
- Problems with the network or with a PC or any other request should be reported to the CFO through the email system. If the matter seems urgent, telephoning the CFO is also allowable.
- BRS Staff must not attempt to repair computer equipment, which would require the removal of the case.
- Any defective equipment must be returned to the agency where it will be removed from the asset list and correctly disposed of.
- Every staff member has access to a username and password to access the BRS network. Additionally, each staff person has a unique username and password to allow access to TIMAS database. This username and password must be known only by that staff member. Staff will not allow anybody to use their username and password to access the network. Anyone having a problem accessing the system must notify the CFO to get the problem resolved.
- BRS web interface email (@brs.com) is the only email system to which the BRS IT Department will provide support. Only management staff is assigned these email addresses. Any staff member who elects to utilize a mail client (i.e. POP3 address) will not receive assistance with its functionality or use.
- All staff members must adhere to HIPAA guidelines when accessing, sharing or storing electronic information.
- BRS will maintain a list of every computer and software system used. Computers will be replaced as needed and in accordance with the cfo/executive director and IT recommendations.

**J. Anticipated Failures**

In spite of ongoing diligence to safeguard equipment, it is understood that failures of equipment and software will occur. Buffalo River Services maintains daily scheduled backups of all electronic information that can be activated in the case of hard drive failure. All electronic records are maintained on tapes and an external hard drive. These servers are constantly synchronized as a primary method of preventing data loss. Every day between 1:00 am and 3:00 am, the backup runs a copy of all data. These tapes are stored each day.

## SOCIAL NETWORKING POLICY

Buffalo River Services, Inc. takes no position on your decision to start or maintain a blog or participate in other social networking activities. However, it is the right and duty of the company to protect itself from unauthorized disclosure of information. Buffalo River Services, Inc.'s social networking policy includes rules and guidelines for company-authorized social networking and personal social networking and applies to all executive officers, management and staff.

### General Provisions

Blogging or other forms of social media or technology include but are not limited to video or wiki postings, sites such as Facebook and Twitter, chat rooms, personal blogs or other similar forms of online journals, diaries or personal newsletters not affiliated with Buffalo River Services, Inc..

Unless specifically instructed, employees are not authorized and therefore restricted to speak on behalf of Buffalo River Services, Inc.. Employees may not publicly discuss clients, products/types of services, employees or any work-related matters outside company-authorized communications. Employees are expected to protect the privacy of Buffalo River Services, Inc. and its employees and clients and are prohibited from disclosing personal employee and nonemployee information and any other proprietary (the right of ownership, or something exclusively owned) and nonpublic information to which employees have access. Such information includes but is not limited to customer information, trade secrets, financial information and strategic business plans.

### Employer Monitoring

Employees are cautioned that they should have no expectation of privacy while using the Internet. Your postings can be reviewed by anyone, including Buffalo River Services, Inc. Buffalo River Services, Inc. reserves the right to monitor comments or discussions about the company, its employees, clients and the industry, including products and competitors, posted on the Internet by anyone, including employees and non-employees.

Employees are cautioned that they should have no expectation of privacy while using company equipment or company facilities for any purpose, including authorized blogging.

Buffalo River Services, Inc. reserves the right to use content management tools to monitor, review or block content on company blogs that violate company blogging rules and guidelines.

#### Reporting Violations

Buffalo River Services, Inc. requests and strongly urges employees to report any violations or possible or perceived violations to supervisors, managers or the HR department. Violations may include discussions of employees and clients, any discussion of proprietary information and any unlawful activity related to blogging or social networking.

#### Discipline for Violations

Buffalo River Services, Inc. investigates and responds to all reports of violations of the social networking policy and other related policies. Violation of the company's social networking policy will result in disciplinary action and may include immediate termination. Buffalo River Services, Inc. reserves the right to take legal action where necessary against employees who engage in prohibited or unlawful conduct.

#### Authorized Social Networking

The goal of authorized social networking and blogging by Buffalo River Services is to become a part of the industry conversation and promote web-based sharing of ideas and exchange of information. Authorized social networking and blogging is used to convey information about company products and services, promote and raise awareness of the Buffalo River Services, Inc. brand, search for potential new markets, communicate with employees and customers to brainstorm, issue or respond to breaking news or negative publicity, and discuss corporate, business-unit and department-specific activities and events.

When social networking, blogging or using other forms of web-based forums, Buffalo River Services, Inc. must ensure that use of these communications maintains our brand identity, integrity and reputation while minimizing actual or potential legal risks, whether used inside or outside the workplace.

#### Rules and Guidelines

The following rules and guidelines apply to social networking and blogging when authorized by the employer and done on company time. The rules and guidelines apply to all employer-related blogs and social networking entries, including employer subsidiaries or affiliates.

- Only authorized employees can prepare and modify content for Buffalo River Services, Inc.'s blog located on buffalo-river-services.com and/or the social networking entries located on Face Book, etc.. Content must be relevant, add value and meet at least one of the specified goals or purposes developed by Buffalo River Services, Inc. If uncertain about any information, material or conversation, discuss the content with your manager.
- All employees must identify themselves as employees of Buffalo River Services, Inc. when posting comments or responses on the employer's blog or on the social networking site.
- Any copyrighted information where written reprint information has not been obtained in advance cannot be posted on Buffalo River Services, Inc.'s blog.
- Business units and departments (Teams) are responsible for ensuring all blogging and social networking information complies with Buffalo River Services, Inc.'s written policies. Business unit and department heads (Program Directors,

Program Coordinators, CFO) are authorized to remove any content that does not meet the rules and guidelines of this policy or that may be illegal or offensive. Removal of such content will be done without permission of the blogger or advance warning.

- Buffalo River Services, Inc. expects all guest bloggers to abide by all rules and guidelines of this policy. Company reserves the right to remove, without advance notice or permission, all guest bloggers' content considered inaccurate or offensive. Buffalo River Services, Inc. also reserves the right to take legal action against guests who engage in prohibited or unlawful conduct.

#### Personal Blogs

Buffalo River Services, Inc. respects the right of employees to write blogs and use social networking sites and does not want to discourage employees from self-publishing and self-expression. Employees are expected to follow the guidelines and policies set forth to provide a clear line between you as the individual and you as the employee.

Buffalo River Services, Inc. respects the right of employees to use blogs and social networking sites as a medium of self-expression and public conversation and does not discriminate against employees who use these media for personal interests and affiliations or other lawful purposes.

Bloggers and commenters are personally responsible for their commentary on blogs and social networking sites. Bloggers and commenters can be held personally liable for commentary that is considered defamatory (false and malicious statement that damages somebody's reputation), obscene, proprietary or libelous (constituting or containing a false published statement that damages somebody's reputation) by any offended party, not just Buffalo River Services, Inc..

Employees are encouraged not to use employer-owned equipment, including computers, company-licensed software or other electronic equipment, nor facilities while on company time, to conduct personal blogging or social networking activities. Excessive use for personal reasons may be challenged. Employees are encouraged to only use cell phones and other devices when on breaks or in emergencies. This includes checking Face Book or other personal blogging or social networking activities. We realize that it is important in today's world to have access to the social networking. However excessive activities of this kind can and will be challenged per person if becomes competitive with caring for clients or interfering with work performance.

Employees shall not use blogs or social networking sites to harass, threaten, discriminate or disparage against employees or anyone associated with or doing business with Buffalo River Services, Inc..

If you choose to identify yourself as a Buffalo River Services, Inc. employee, please understand that some readers may view you as a spokesperson for Buffalo River Services, Inc. Because of this possibility, we ask that you state that your views expressed in your blog or social networking area are your own and not those of the company, nor of any person or organization affiliated or doing business with Buffalo River Services, Inc..

Employees cannot post company-privileged information, including copyrighted information or company-issued documents without permission from management.

Employees cannot post on personal blogs or social networking sites photographs of clients, vendors or suppliers, nor can employees post photographs of persons engaged in company business or at company events without proper permission of management and written releases.

Employees should always have permission of fellow employees before posting. If contacted by the media or press about their post that relates to Buffalo River Services, Inc. business, employees are required to speak with their manager before responding.

Clients or participants in our program are encouraged to have personal choice about having a social networking site as described above. If the person wishes to have social networking staff members and Circles of Support should be responsible to educate the person on Internet Safety and confidentiality issues. Personal identifying information such as social security numbers, telephone numbers, and addresses should be protected. It is the agencies policy to guard personal information on the behalf of our clients. Each staff person is charged to protect the client's information.

If you have any questions relating to this policy, your personal blog or social networking, ask your manager or supervisor.

## MOBILE DEVICE USAGE

Depending upon your position at Buffalo River Services, you may be issued an agency cell phone. These devices should be used primarily for work purposes and any content that is viewed and/or searched must not violate Buffalo River Services' policy.

Personal mobile devices should primarily be used during rest breaks, lunches and/or emergency situations. Mobile device use while driving in Buffalo River Services vehicles is prohibited. Buffalo River Services is not liable for any traffic violation that may be incurred from unsafe driving practices.

## MEDIA

### POLICY:

Employees may not give any person or company a testimonial or endorsement from the Agency in which the Agency recommends a particular product or service.

### PRACTICE:

1. Employees may not give any person or company a testimonial letter for commercial purposes in which the Agency's name is used as recommending a product or service, unless approved by the Executive Director.
2. Employees should release no statement or stories in which the name of the Agency is mentioned to the news media, unless approved by the Executive Director.
3. Employees who write or prepare articles for publication may not represent a position as the Agency's without prior approval from the Executive Director.
4. The Executive Director is the Agency's official spokesperson to the media or in public gatherings unless delegated by the Executive Director to another employee.

## **RULES OF CONDUCT**

### **POLICY:**

To insure orderly operations and provide the best possible work environment, BRS expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

### **PRACTICE:**

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Being less than alert or sleeping while on the Agency clock caring for Individual(s) Served
- Leaving an Individual(s) Served unattended
- Neglect of an Individual(s) Served
- Falsification of any and all records including timekeeping
- Working under the influence of alcohol or illegal drugs
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or person served-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct
- Substantiated cases of abuse, neglect or mistreatment of a person served

## **REPORTING FRAUD AND FISCAL ABUSE, WHISTLEBLOWERS PROTECTION AND FALSE CLAIMS ACTS**

### **POLICY:**

All staff members, board members and other partners of Buffalo River Services, Inc. are expected to report all known or suspected violation of Federal False Claims Act (FFCA) or the Tennessee False Claims Act (TFCA) and collectively referred to as FCA to their supervisor, department head, or the Buffalo River Services, Inc. Executive Director.

### **PRACTICE:**

Employees may report TennCare/Medicaid/Medicare enrollee fraud and fiscal abuse to the State of Tennessee Office of Inspector General, TennCare Fraud division at 1-800-433-3982. Employees may report TennCare (Medicaid) provider fraud and fiscal abuse to the Tennessee Bureau of Investigation, Medicaid Fraud Control Unit at 1-800-433-5454.

### **DEFINITION OF FRAUD:**

An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable Federal or State Law.

#### **B. DEFINITION OF PROVIDER FISCAL ABUSE:**

Provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to the Medicaid program, or in reimbursement of services that are not medically necessary or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost to the Medicaid/TennCare/Cover TN Program.

#### **C. TYPES OF FRAUD AND PROVIDER FISCAL ABUSE:**

Examples of cases that the Office of Inspector General investigates include unreported income or insurance, TennCare/Cover TN recipients living out of state, drug seeking behavior, incarceration, individuals receiving bills (or EOB statements) for services never provided, provider billing irregularities, over or under utilization of health care services, and misrepresentation of credentials. Provider fraud involves not only doctors, but nursing homes, home health, durable medical equipment, pharmacies, mental health facilities, laboratories, transportation and dentists, to name a few.

- **The Act establishes liability when any person or entity improperly receives from or avoids payment to the Federal government—tax fraud excepted. In summary, the Act prohibits:**
- Knowingly presenting, or causing to be presented to the Government a false claim for payment;
- Knowingly making, using, or causing to be made or used, a false record or statement to get a false claim paid or approved by the government;
- Conspiring to defraud the Government by getting a false claim allowed or paid;
- Falsely certifying the type or amount of property to be used by the Government;
- Certifying receipt of property on a document without completely knowing that the information is true;
- Knowingly buying Government property from an unauthorized officer of the Government, and;
- Knowingly making, using, or causing to be made or used a false record to avoid, or decrease an obligation to pay or transmit property to the Government.

It is also the policy of Buffalo River Services, Inc. that persons reporting such violations, sometimes known as “whistleblowers” will not be retaliated against for making such reports in good faith even if the report turns out not to be correct.

All persons making reports or compliance concerns are assured that such reports will be confidential to the extent permitted by law. Such reports will be shared with others only on a bona fide need-to-know basis.

#### **NO RETALIATION**

Buffalo River Services, Inc. prohibits retaliation against anyone for the good faith reporting of a perceived violation or cooperation with an internal or external investigation. Such retaliation by any Employee or third party is a violation of our Policy and Procedures.

## WORKPLACE VIOLENCE

### POLICY:

BRS is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, BRS has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

### PRACTICE:

All employees should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of BRS without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a person served, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate Supervisor or any other member of management. This includes threats by employees, as well as threats by individuals served, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a Supervisor/Program Director or Guidance Team Member. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

BRS will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, BRS may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

BRS encourages employees to bring their disputes or differences with other employees to the attention of their Supervisor or Program Director and, ultimately, the Guidance Team before the situation escalates into potential violence. BRS is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

## HARASSMENT

### POLICY:

Verbal or physical conduct by any employee that harasses disrupts or interferes with another employee's work performance or which creates an intimidating, offensive or hostile environment will not be tolerated.

### PRACTICE:

1. Each employee has a responsibility to maintain the workplace free of any form of harassment.

2. Any employee who believes that the actions or words of a fellow employee constitute harassment has a responsibility to report or complain as soon as possible to the appropriate Supervisor or Program Director or the Executive Director or his designee.
3. With respect to sexual harassment, the Agency prohibits offensive comments, jokes, innuendoes, suggestive comments about an individual's dress or body, other sexually-oriented statements, unwelcome sexual advances, flirtations, touching, requests for sexual favors, the display of sexually suggestive objects or pictures and all other verbal or physical conduct of a sexual or otherwise offensive nature, especially where:
  - Submission to such conduct is made either explicitly or implicitly a term or condition of employment.
  - Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment, evaluation, wages, advancement, assigned duties, career development.
  - Such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment.
4. The Agency also expressly prohibits any form of employee harassment based on race, color, religion, sex, national origin, age, disability or status in any group protected by state or local law.
5. The Agency prohibits retaliation against anyone for having raised a complaint in good faith or cooperating with an investigation of a complaint.
6. All complaints of any type of harassment will be investigated promptly in as impartial and confidential manner as possible. If an employee is not satisfied with the handling of a complaint or the action taken by the appropriate Supervisor or Program Director, the employee should bring the complaint to the attention of the Executive Director. In all cases, the employee making a complaint is to be informed about the findings and conclusions reached regarding the complaint.
7. Any employee who is found, after appropriate investigation, to have engaged in harassment of another employee will be subject to appropriate disciplinary action up to and including termination.
8. These apply to relationships between employee and persons served also.

Buffalo River Services does not permit or condone sexual harassment of any Employee, by any Employee, or by any third party interacting with Buffalo River Service Employees.

## **PERSONS SERVED, PUBLIC RELATIONS AND PERSONAL INTEGRITY**

### **POLICY:**

Because persons outside the organization form their opinions of the Agency based on the attitudes and actions of employees, employees are expected to deal with individuals served, families and the public in a helpful, respectful and business-like manner.

### **PRACTICE:**

1. Employees are expected to listen carefully to individual inquiries and complaints and deal with them in a prompt, responsive, caring manner. Employees are expected to build goodwill with the individuals served. The point of contact for persons served family issues must always be the Supervisor and/or the Program Director.

2. Employees are to exercise courtesy and thoughtfulness in using the telephone. A positive telephone contact with anyone who calls the Agency builds goodwill, while a negative experience can destroy a valuable relationship.
3. Calls from the media are referred to the Executive Director. The Executive Director approves formal public programs on behalf of the Agency.

The successful business operation and reputation of BRS is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of BRS is dependent upon the trust of the persons served, and we are dedicated to preserving that trust. Employees owe a duty to BRS, its persons served, and shareholders to act in a way that will merit the continued trust and confidence of the public.

BRS will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment based on high ethical principles will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Guidance Team for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every BRS employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

## DRESS/IMAGE

### POLICY:

BRS expects employees to be appropriately groomed and dressed for the work situation. Dress and behavior are an important expression of professionalism and safety.

### PRACTICE:

1. Employees often have contacts with the public and therefore represent the Agency in their appearance as well as in their actions. All employees are to use good judgment in choosing their attire.
2. Since employees serve as models for individuals served with whom they have contact, they should be aware of the appropriateness of their attire. Part of our job is to teach normalization and how to fit in with the majority of the community.
3. The Agency is not responsible for jewelry broken or stolen and clothing damaged while at work. For this reason, we encourage employees not to wear expensive clothing or jewelry at work.

#### BOTTOM WEAR (WAIST AND BELOW)

Bottom wear must be size appropriate (no sagging) and worn securely around the waist. No form-fitting spandex material will be allowed.

#### SHORTS/SKORTS

Shorts or skorts must be no shorter than 3" (dollar bill width) from the top of the knee.

#### TOP WEAR

All top wear must be size appropriate. Sleeveless shirts/blouses must fit around the arm. No bare midriffs, strapless or spaghetti straps, or muscle shirts are allowed. Appropriate undergarments must be worn. Cleavage revealing tops are not allowed

#### DRESSES/SKIRTS

Ladies may wear dresses/skirts that are no shorter than three inches above the top of the knee. Dresses must also conform to the top wear code (from the waist up). Sagging pants are not allowed

#### SHOES

Shoes must be worn at all times. While working in direct care, employees must wear a closed toe, closed heel shoe with a slip resistant sole. House shoes are not allowed

#### ALL APPAREL

Any other type of clothing, personal item, or tattoos, bearing reference to alcoholic beverages, tobacco products, drugs, drug-related slogans, and/or other wording, drawing, pictures, etc., which in any way can be interpreted as being sexually suggestive, obscene, or offensive, such as references to death, etc., must be covered while working at this Agency.

Employees are to wear clothing in the manner it was designed to be worn – i.e. clothing worn backward or inside out, suspenders undone are not allowed. No see-through or cut-out clothing is allowed.

Pajamas are not allowed

HEADWEAR

No hats, bandanas, hoods, sweatbands, curlers, rollers, or sunglasses will be worn in the building except for medical reasons or on special occasions such as “dress-up” day. Hats are not appropriate in the office or for formal meetings. Head covers that are required for religious or to honor cultural tradition are allowed.

JEWELRY/ACCESSORIES

Employees are not to wear jewelry, ornaments or accessories which distract/irritate individuals served, such as excessively noisy jewelry and/or belts. No body-piercing jewelry is allowed to be seen except to the ears. No heavy metal chains (such as made out of steel, chrome, alloy, etc.) and look-a-likes that are not formal jewelry are allowed around the neck, around the waist, or hanging from the waist into the pocket. Employees may not wear metal-spiked apparel or similar accessories.

Employees wearing earrings should not wear hoop earrings while in direct care (for safety reasons). Studs are appropriate.

OTHER

Employees are not to wear extreme facial makeup that is disruptive to the work environment.

Employees are required to wear their hair in such a manner that is not considered unkempt, unclean, or impairing vision. Employees are not to wear hair sprayed or dyed in unnatural colors (such as blue, pink, green, yellow, etc.).

Employees with long hair should have their hair put up in some environments for safety.

Employees working in environments where biting or scratching occur should wear long sleeves.

## CONDUCTING PERSONAL BUSINESS

### POLICY:

Employees of the Agency are expected to refrain from conducting personal business during work hours. Additionally, Agency resources (telephones, copy equipment, secretarial support, etc.) are not to be used for reasons other than Agency business.

### PRACTICE:

1. Personal calls, local or long-distance, should be made only when necessary and conversation should be kept as brief as possible.
2. Employees may not make personal long distance calls using the individual served personal phone. Any long distance calls made regarding the clients themselves must be documented on a phone log as to who was called, the number called, and the reason.
3. Employees may use Agency resources for personal business only with the approval of the Executive Director or his designee. The Agency shall be fully reimbursed for the use of any resources at an agreed upon rate.
4. Agency equipment may be used for personal business only with the prior approval of the Executive Director. Employees shall assume full responsibility for the return and any necessary maintenance and repair of such equipment.
5. Employees who have outside business interests or employment shall not engage in such pursuits while at work in Agency facilities or while on duty on Agency business.

## WORKPLACE SOLICITATION

### POLICY:

Buffalo River Services may periodically allow selected non-profit organizations to solicit voluntary contributions from, or distribute information materials to, Buffalo River Service Employees in the workplace. Any actual or implied pressure to make such a contribution or accept such information materials constitutes harassment under our Policy. Workplace solicitation or distribution not approved by Buffalo River Services is prohibited because it may pose conflicts of interest; create discomfort among solicited Employees, and cause distraction from normal business operations.

## **TELECOMMUTING & REMOTE WORK GUIDELINES**

Buffalo River Services recognizes that in today's working and living environment Employees and/or Buffalo River Services may have the need for flexible work arrangements. Buffalo River Services believes that alternative work arrangements are, at times, in the best interest of the Employee and the business, and in fact, there are certain positions within the organization that require an Employee to telecommute or to work remotely.

## **CHILDREN AT WORK IN COMMUNITY LIVING PROGRAM**

### **POLICY:**

Direct care employees are employed to work with customers, therefore children are not allowed at work with the direct care employees, unless otherwise stated.

## **ERROR CORRECTION POLICY**

The Agency does not use liquid paper, whiteout or any method that eliminates what was initially written, to make correction of errors on permanent records.

When an error is made and the wrong word or words are written, the staff member must draw a single (one) line through the part that is incorrect, write the correct entry and initial it.

## SAFETY AND HEALTH

### FLEET USAGE

#### POLICY:

In providing and maintaining a fleet of vehicles, the Agency must assure that all vehicles are used in a responsible manner to fulfill its service mission.

#### PROCEDURES:

1. In order to operate any Agency vehicle, the driver must possess a current Class D Operator's License with an "F" endorsement issued by the Tennessee Department of Public Safety. The driver's license number and expiration date should be on file in the employee's personnel file.
2. It is the employee's responsibility to keep this information up-to-date, including reporting to Human Resources any moving violations or changes in driving status within five (5) days of the violation or change.
3. Agency vehicles may be operated only by Agency Employees specifically approved by the Executive Director.
4. Agency vehicles may be utilized only for specifically authorized purposes, for the benefit of the persons served of Agency services, and for conducting the business and services of the Agency. They shall not be used for the benefit or convenience of employees, individuals or groups either affiliated or nonaffiliated with the Agency without specific authorization of the Executive Director.
5. Agency vehicles shall only transport persons served, employees as appropriate, or other persons specifically authorized, in writing, by the Executive Director. No unauthorized persons shall be transported on or in Agency vehicles.
6. The individual operating an Agency vehicle is responsible for buckling their seatbelt and assuring that the driver and ALL passengers are secured by a seat belt or other proper restraining device(s).
7. The individual operating an Agency vehicle is responsible for maintaining the vehicle in a clean and orderly condition, including removing debris, closing windows and locking the vehicle at the conclusion of the trip.
8. The individual operating an Agency vehicle is responsible for checking the water level, oil level, and tire pressure each time gas is put in the vehicle. If training is needed in order to do this, the Program Director should be notified immediately.
9. The individual operating an Agency vehicle is responsible for promptly reporting any maintenance needs or operating problems to the appropriate person(s), in writing, unless it is an emergency situation.
10. The individual operating the vehicle is responsible for the completion and submittal of all required operating documentation, such as Van Mileage Log and gas sheets.
11. The individual operating the vehicle is responsible for insuring that passengers behave in an orderly and responsible manner and do not exhibit behaviors that would reflect negatively on the Agency or the individuals it serves.
12. If any Agency vehicle is involved in an accident resulting in any injury or property or vehicle damage, the proper law enforcement officers should be called immediately and a police report completed. All accidents, no matter how minor, should be reported to the CFO immediately.

13. Any individual driving an Agency vehicle is responsible for obeying all applicable traffic laws and regulations. If any Agency vehicle receives any moving traffic violation, the driver should submit a written report to Human Resources within twenty-four (24) hours. All reports of traffic violations, e.g., exceeding the posted speed limit, shall be investigated. Any repeated offenses or any offense occurring when persons served/residents are in the vehicle shall result in disciplinary action and possible termination. Multiple accidents may also result in disciplinary action (accidents defined as fender benders, running into stationary objects, and major accidents, but are not limited to such).
14. Agency vehicles should not be utilized for trips further than one hundred (100) miles (round trip) from the vehicle's home base without specific authorization from the CFO or Executive Director.
15. The use of tobacco products (including e-cigs and/or any other vapor device or nicotine device, pipe, etc.), alcohol or drugs in Agency vehicles by drivers or passengers is strictly prohibited.
16. No food or drinks, except for water, are allowed to be opened or consumed in Agency vehicles.
17. All vehicles, Agency or personal, shall be locked while on any Agency property. Vehicles with open beds shall be free of any and all sharp objects or hazardous and/or flammable materials.
18. You may not use your cellular phone or similar device to receive or place calls, text messages, surf the Internet, do Facebook, check phone messages, or receive or respond to email while driving if you are transporting people we support and/or driving an agency vehicle at any time. If a person must use their device, the vehicle must be parked in a safe manner and the ignition switched off. This could result in progressive disciplinary measures or termination if we determine it to be serious enough. There will be consequences if you are seen doing this. It has now become a potential Reportable to the state if you are seen doing these things and you could face serious consequences as it can turn into an investigation. Cell phones may not be used while re-fueling an Agency vehicle; it presents a fire hazard.

## VEHICLE EMERGENCY PROCEDURES

Emergency procedures for vehicle operation are:

1. In the event of a flat tire or mechanical difficulty, pull off the roadside as safely as possible, turn on the emergency flashers, place gear into park or set the hand brake, advise the riders to sit quietly, and remove the key from the ignition. Then, make contact with the Agency. If necessary, stop a passing vehicle and request assistance. Make sure individuals served are in a safe place away from the road.
2. In the event of an injury or vehicle accident, gather the riders in a secure place away from the road, stop a passing vehicle for assistance or send one rider for help. Perform first aid, if needed. Call the proper authority and get a police accident report for insurance purposes. Do not move the vehicle prior to police arriving on the scene.
3. In the event of fire, evacuate the vehicle and move the riders a safe distance from the vehicle. Then attempt to extinguish the fire, if the attempt does not constitute a danger.
4. In the event of tornado or severe storm, move the riders from the vehicle to a ditch, depression or other safe place.

## AGENCY VEHICLES FOR PERSONAL USE

Procedures for Agency employee using Agency vehicles for personal transportation to work:

1. If Supervisors cannot find anyone else to cover at a residential/supported living facility, Program Directors may give approval for employees to use an Agency vehicle to transport them to work that shift. **This should be an isolated**

**situation and NOT an ongoing situation.** The employees must NOT be on the Agency clock until they arrive at the location for which they have agreed to work and should clock out at the end of their shift before driving back. The Agency will charge the employee \$5 each trip (\$10 round-trip). All Program Directors involved will be responsible for talking with each other and agreeing that their vehicle is available for use in this situation. Unless the Program Directors agreed who would do the documentation when they communicated, the Program Director needing the coverage will be responsible for documenting the information about who, what, when, and where and turning it in to administration (payroll).

2. If On-Call Employee get a last-minute call out, they have the authority to approve a one-time isolated situation for an employee to drive an Agency vehicle to work if there is absolutely no one available or willing to work that has transportation. The employees must NOT be on the Agency clock until they arrive at the location for which they have agreed to work and should clock out at the end of their shift before driving back. The Agency will charge the employee member \$5 each trip (\$10 round-trip). Information about who, what, when, and where must be documented and turned in to administration (payroll).
3. Both of these situations must be documented by Program Directors/On-Call Employee, and a copy of that documentation must be submitted to the administrative office. The trip fees must be paid no later than the next payday. If non-payment becomes an issue, disciplinary action will occur.

## RECYCLING AND WASTE MANAGEMENT

BRS supports environmental awareness by encouraging recycling and waste management in its business PRACTICE and operating procedures. This support includes a commitment to the purchase, use, and disposal of products and materials in a manner that will best utilize natural resources and minimize any negative impact on the earth's environment.

BRS encourages reducing and, when possible, eliminating the use of disposable products. Source reduction decreases the consumption of valuable resources through such workplace PRACTICE as:

- communication through computer networks with e-mail
- posting memos for all employees
- two-sided photocopying
- computerized business forms
- reusing paper clips, folders, and binders
- reusing packaging materials
- reusing wooden pallets
- turning off lights when not in use

Whenever possible, employees of BRS are encouraged to purchase products for the workplace that contain recycled or easily recyclable materials. Buying recycled products supports recycling and increases the markets for recyclable materials.

By recycling, BRS is helping to solve trash disposal and control problems facing all of us today. If you have any questions or new ideas and suggestions for the recycling program contact the Executive Director.

While the Buffalo River Services is committed to making reasonable efforts to accommodate an Employee's personal request for an alternative work arrangement, it is essential that any approved arrangement meet the needs and interests of the Employer, deliver quality service, and provide support to the organization and other Employees. To ensure the success of alternative work arrangements, requests should be made to Human Resources and your supervisor. Fair consideration will be given to requests.

## FLU VACCINATIONS

The agency will offer flu vaccine to all employees annually at no cost to the employee as long as the agency is financially able to do so. Each employee must sign a form either accepting or declining the flu vaccine.

## INFECTIOUS OR COMMUNICABLE DISEASE

In order to reduce the incidence and spread of infectious or communicable disease, the following procedures shall be implemented.

1. Any employee contracting an infectious or communicable disease must inform the Team Leader immediately
2. Upon request of the Team Leader, the employee shall present a physician's statement concerning the status of the disease
3. Employees with an infectious or communicable disease will not be allowed to perform work that will bring them in direct contact with person supported
4. The Executive Director or designee in consultation with the Team Leader and in accordance with policy shall determine the employee's work assignment or work status.
5. Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. BRS supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, BRS will make reasonable accommodations, in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.
6. Medical information of individual employees is treated confidentially. BRS will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.
7. Employees with questions or concerns about life-threatening illnesses are encouraged to contact Human Resources or the BRS Employee Assistance Program for information and referral to appropriate services and resources.

## EMPLOYEE SAFETY

The Agency provides a work environment as free as possible from recognized hazards. Employees are expected to comply with all safety and health requirements whether established by management or by federal, state or local law.

To assist in providing a safe and healthful work environment for employees, persons supported, and visitors, BRS, INC. has established a workplace safety program. This program is a top priority for BRS, INC. The Risk Management Chairperson has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

BRS, INC. provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, memos, emails, or other written communications.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

1. The Executive Director has appointed a Safety Officer who is the Team Leader of the Risk Management Team. This team is assigned the task of developing a comprehensive safety program suited for the Agency's particular needs. The Risk Management Team's responsibilities include:
  - a. Monitoring compliance with the Agency's safety rules and regulations and the applicable safety and health standards established by the Occupational Safety and Health Administration (OSHA);
  - b. Investigating, correcting and eliminating recognized unsafe working conditions or potential hazards;
  - c. Representing the Agency during investigations conducted by the OSHA;
  - d. Establishing fire prevention programs and monitoring fire drills; and
  - e. Investigating all accidents and fires involving the Agency employees or which occur on the Agency's premises, and preparing all reports.

All employees are to:

- a. Inspect their work areas periodically.
- b. Familiarize themselves with all safety and health procedures relevant to their work.
- c. Receive safety training.
- d. Identify conditions that are recognized as being unsafe.
- e. Report accidents to Team Leader in writing. Team Leader should send report to administrative office the same day of accident.

## MAINTENANCE OF WORK AREAS

### POLICY:

For reasons of public image, safety, health and security, all employees are expected to keep their work areas organized, clean and orderly at all times. This includes vehicles.

### PRACTICES:

1. Employees are responsible for the orderliness and cleanliness of their work areas. This includes:
  - a. cleaning the area and restrooms
  - b. storage of all work materials in designated areas
  - c. emptying waste cans, which contain materials that will spoil (i.e. food waste)
2. Machines, equipment and supplies should be properly used and cared for during business hours. They should be stored, covered and turned off when not in use.
3. Desk and other work areas should be free of clutter and waste materials.
4. Personal attention and concern for safety by employees in the work place will avoid unnecessary accidents. Only one file cabinet drawer should be opened at one time. Desk drawers should be closed immediately after use. Electrical and phone cords should be kept away from walkways. Objects, which may cause a fall, should be removed from areas where someone could trip. Sharp objects should be properly stored in areas away from general traffic.
5. Food and beverages should be consumed only in designated areas.
6. At the end of the workday, all cabinets and files should be locked. Designated equipment, computers and lights should be turned off. Materials of a sensitive or confidential nature should be stored properly in a locked cabinet. All outside doors should be properly secured.

## PERSONAL PROPERTY SECURITY

### POLICY:

For the benefit and convenience of employees, reasonable efforts are made to provide security for the Agency's employees and their personal property, the Agency's property and the property of authorized visitors to the premises.

### PRACTICES:

1. Employees are responsible for safeguarding personal property while at work.
2. The Agency does not assume responsibility for the loss or theft of personal belongings. Employees are advised not to carry unnecessary amounts of cash or other valuables with them when they come to work.
3. Employees use the parking lots at their own risk and should keep their cars locked while on the lots. The Agency assumes no responsibility for any damage to, or theft of, any vehicle or personal property left in the vehicle. Pick-up beds of trucks should be clear of all hazardous and/or sharp materials.
4. Employees are advised not to wear expensive jewelry and/or clothing to work. The Agency does not assume responsibility for the loss or damage.

## FIRST AID/ACCIDENT RESPONSE

In the event of an accident resulting in injury or in the case of illness, prompt and appropriate treatment will be sought.

1. A first aid kit is maintained at each Agency facility and on all Agency vehicles. All employees receive First Aid, and CPR certification.
2. As soon as the injury occurs, notify the responsible Team Member. Do not move the injured party until help arrives unless further injury is imminent.
3. If the condition appears critical, or if the employee is not ambulatory, call 911 to have an ambulance service transport the employee to the hospital of his/her choice.
4. The employee, in the event of injury no matter how slight, receives prompt treatment.
5. Every injury must be reported within 24 hours of the occurrence in order to be recognized as a compensable injury under Worker's Compensation Insurance Policy. Employees who seek their own medical advice and/or treatment for an occupational injury or illness without the Agency's authorization do so at their own expense. (See Worker's Compensation)

## EMPLOYMENT PRACTICES

### DRUG-FREE & TOBACCO-FREE WORKPLACE

#### TOBACCO POLICY:

The Agency's facilities are maintained as smoke free/tobacco-free environments because of concern for the total health of the individuals served and due to the awareness that second-hand smoke is detrimental to the health of non-smokers.

#### PRACTICE:

1. Smoking and/or tobacco products is not permitted anywhere in the Agency's facilities or vehicles. This includes e-cigs and/or any or all vapor or nicotine devices including pipes.
2. In situations where the Agency property is rented or leased to an individual served, that property is considered to be the individual's property.
  - a. If the individual served smokes, he/she should be encouraged to smoke outside, especially when others in the home do not smoke, but ultimately that is up to him/her, as long as the property is maintained in good condition and in a safe manner.
  - b. For safety reasons, a smoking area may be designated at Agency facilities.
  - c. Employees must never smoke in Agency facilities or vehicles. Employees must always smoke outside at appropriate break times, and these breaks should never interfere with work that should be completed or coverage of individuals served.
3. Smoking is allowed outside the Agency's facilities in designated areas, but employees are requested not to smoke in the front entrance of the building. Smoke breaks are not guaranteed for Employees when they are working in direct care.
4. Any use of smokeless tobacco products shall be restricted to the outdoors in designated tobacco use areas.
5. Smokers or smokeless tobacco product users are responsible for keeping the outdoor area clean and free of smoking and tobacco debris.
6. Violation of this policy will result in disciplinary action.

#### DRUG-FREE POLICY:

The Agency strictly prohibits the use, sale, dispensing, possession or manufacture of illegal drugs or alcoholic beverages in the workplace or while engaged in Agency business. Doing so is inconsistent with the behavior expected of employees; subjects all employees, consumers and visitors to unacceptable safety risks; and undermines the Agency's ability to operate effectively and efficiently.

BRS is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs on the job may pose serious safety and health risks. To help insure a safe and healthful working environment, job applicants and employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol. Refusal to submit to drug/alcohol testing is considered a positive and will result in immediate termination.

#### PRACTICE:

All employees are prohibited from unlawfully manufacturing, distributing, dispensing, possessing or using controlled substances. Any employee member violating this policy is subject to discipline, up to and including termination, for a first offense. No employee shall unlawfully manufacture, sell, distribute, dispense, possess, use, or be under the influence of a prohibited drug while on duty for regularly-scheduled or emergency work, or while operating BRS vehicles or equipment, or off the job so as to affect the employee's job performance or integrity on the job as a representative of BRS. No employee shall report to work under the influence of alcohol or use or be under the influence of alcohol while on BRS property, while on duty for regularly scheduled or emergency work or while operating BRS vehicles or equipment. Employees are further prohibited from using alcohol within four (4) hours prior to reporting to duty. An amount of alcohol or prohibited drug in an individual's body equal to or higher than the cut-off-level as detected by an alcohol or drug test will, for the purposes of this policy, be considered to be a prohibited use by the individual in violation of this policy. Violation of this policy subjects an employee to disciplinary action up to and including termination.

As a condition of employment, any employee convicted of violating a criminal drug statute must inform the Executive Director and/or Human Resources of such conviction (including pleas of guilty or nolo contendere) within five (5) days of the conviction occurring. Failure to so inform the Agency subjects the employee to disciplinary action up to and including termination for the first offense. In order to assure a drug-free work place, the Agency requires drug testing of all new employees and may at its discretion require any and all employees to undergo drug testing. Employees may be required to undergo such testing on a random, unannounced basis or when there are incidents that raise questions about potential drug use (e.g., following an auto accident, filing a Worker's Compensation claim).

All employees are prohibited from bringing alcoholic beverages to work; using or being under the influence of such substances while working; or otherwise possessing such substances on Agency premises - including any Agency building, home or facility; any Agency owned, leased, or approved vehicle; or any Agency sponsored work related event or activity. Abuse of alcohol to the extent that it negatively, consistently affects the employee's work performance may be considered alcoholism. If the employee shows a desire to overcome the problem, the Agency will help the employee in his/her efforts toward rehabilitation. If the employee is unwilling to seek assistance, or if rehabilitation efforts are unsuccessful, the employee will be terminated in accordance with Agency employee discipline procedures. An employee who is diagnosed as a drug abuser or alcoholic may be granted a medical leave of absence to undertake rehabilitation treatment. All guidelines for medical leave apply. The employee will not be permitted to return to work until certification is presented that the employee is capable of performing his/her job. Failure to cooperate with an agreed upon treatment plan may result in disciplinary action, up to and including termination.

It is the desire of BRS to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. While on BRS premises and while conducting business-related activities off BRS premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences. To inform employees about important provisions of this policy, BRS has established a drug-free awareness program. The program provides information on the dangers and effects of substance abuse in the workplace, resources available to employees and consequences for violations of this policy.

Employees with questions or concerns about substance dependency or abuse are encouraged to use the resources of the Employee Assistance Program. They may also wish to discuss these matters with their Supervisor, their Program Director, the Human Resource Coordinator, and/or Executive Director to receive assistance or referrals to appropriate resources in the community. Employees with drug or alcohol problems that have not resulted in, and are not the

immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance and abides by all BRS policies, rules, and prohibitions relating to conduct in the workplace and if granting the leave will not cause BRS any undue hardship.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify BRS of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction. Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their Supervisor, the Program Director, Human Resource personnel and/or Executive Director without fear of reprisal.

#### **I. PURPOSE:**

##### **ALCOHOL AND DRUG RULES: AN OVERVIEW**

The information is intended to provide a general summary of the rules; it should not be relied upon to fulfill all legal requirements stipulated in the regulations.

##### **WHAT ARE THE RULES?**

The BUFFALO RIVER SERVICES, INC. regulations require alcohol and drug testing of all employee members. Buffalo River Services, Inc. (BRS) rules include procedures for urine drug testing and breath alcohol testing

##### **WHO IS AFFECTED BY THESE RULES?**

The BUFFALO RIVER SERVICES, INC. rules apply to all employees. This policy has been developed in an effort to achieve those goals and represents Buffalo River Services, Inc.'s commitment to comply with the Tennessee Drug-Free Workplace Program, T.C.A. §§ 50-9-101 et seq. and other applicable laws. The provisions of this policy may be amended at any time with or without prior notice to employees, except as required by law. If any provision or part of this policy is declared or determined by a court of competent jurisdiction or governmental agency to be invalid or unenforceable, the validity and enforceability of all remaining provisions and parts shall not be affected thereby, but shall continue in full force and effect.

##### **III. POLICY SPECIFICS:**

A refusal of an employee to be tested for alcohol or prohibited drugs in accordance with this policy will be considered insubordination and will constitute grounds for immediate termination in accordance with Tenn. Code Ann. § 50-9-108(b) and (f). Failing an alcohol or a drug test or refusing to be tested will result in a potential forfeiture of workers' compensation benefits as authored by Tenn. Code Ann. § 50-9-101 et. Seq. and § 50-6-110.

It is a condition of employment for an employee to refrain from reporting to work or working with the presence of drugs or alcohol in the employee's body, and if an injured employee refuses to submit to a test for drugs or alcohol or receives a confirmed positive drug or alcohol test, the employee may forfeit eligibility for workers' compensation medical and indemnity benefits. Tenn. Code Ann. § 50-9-101 et. seq. Pursuant to Tenn. Code Ann. § 50-9-110(c) if an employee tests positive on either a drug or alcohol test it is presumed that the presence of either the drug or the alcohol was the proximate cause of a workplace injury. This presumption may be rebutted by a preponderance of the evidence that such drug or alcohol was not the proximate cause of the injury.

An employee who is not terminated may be mandatory referred to substance abuse counseling and subsequent referral to rehabilitation as described later in this policy. However, nothing in this policy shall be deemed to preclude BRS are from taking steps to terminate any employee found to be in violation of any part of this policy.

#### **IV. PROCEDURES FOR NOTIFYING EMPLOYEES OF COVERAGE:**

As required by the Tennessee Drug Free Work Place Act, BRS will notify all employees that they are covered by this policy and will provide to them a summary of this policy. Applicants for positions covered by this policy will also be given a summary of the Policy prior to pre-employment testing. Employees and applicants will be advised that the Chief Financial Officer/Human Resource Personnel will be available to them should they have any questions regarding this policy or the testing procedures used by this policy. Employees will also be advised in the summary that copies of this policy and of BRS's testing procedures will be made available to all employees and applicants upon request.

#### **V. RESPONSIBILITIES:**

The Executive Director has responsibility over all of BRS's drug and alcohol prevention and testing program and for approving disciplinary actions that occur as a result of a positive alcohol or drug test or refusal to be tested. The Chief Financial Officer/Human Resource Personnel has the functional responsibility for the administration of this program, coordinating with the Medical Review Officer and the laboratory selected for testing, keeping records relative to alcohol/drug testing, and coordinating and initiating testing of applicants and employees.

#### **VI. SUBSTANCE ABUSE COUNSELING:**

Employees are reminded that costs of counseling treatment or rehabilitation may be covered under the employee's group health insurance plan, subject to eligibility requirements, limitations and conditions of the plan. All costs of counseling, treatment or rehabilitation that are not paid by the employee's insurance carrier will be the responsibility of the employee. BRS strongly encourages employees misusing alcohol or using illegal drugs to voluntarily refer themselves to a counseling or rehabilitation program. BRS's Employee Assistant Program offers resource information on various sources of employee assistance in our community including but not limited to, drug and alcohol abuse programs. Nothing contained herein should be construed as restricting BRS's right to terminate a covered employee for violating this Substance Abuse Policy.

#### **VII. TESTING PROCEDURES AND METHODOLOGY**

Buffalo River Services, Inc., and any MRO, laboratory, collection site personnel, and their agents will conduct drug and alcohol testing in accordance with the Tennessee Drug-Free Workplace Act and the Department of Transportation Procedures for Transportation Workplace Drug and Alcohol Testing, Programs. 49 C.F .R., Part 40 ("DOT Procedures"), unless it is impossible or impracticable to do so and except as stated herein. To ensure control, identity, integrity and accuracy of the test results, all individuals involved in the testing will follow appropriate specimen collection methods, preparation and transportation of the specimens, chain of custody procedures, analysis, and reporting in accordance with DOT Procedures, except as stated herein or in the Tennessee Drug-Free Workplace Act.

##### **A. Drug Testing Procedures:**

Drug testing under this policy consists of an analysis of urine samples for the following drugs or classes of drugs.

- Amphetamines; Methamphetamine, Amphetamine
- Barbiturates; Amobarbital, Butalbital, Pentobarbital, Secobarbital, Phenobarbital
- Benzodiazepines; Desmethyldiazepam, Diazepam, Oxazepam, Valium
- Marijuana metabolites; Canabinoids, 9 Carboxy- THC
- Cocaine Metabolites; Benzoyllecgonine

- Methadone; Methadone, Methadone Metabolite
- Opiates; Codeine, Morphine, 6- Monoacetytmorphine
- Phencyclidine (PCP); Phencyclidine
- Propoxyphene; Norpropoxyphene, Darvon

BRS reserves the right to test for any other controlled substance. The current cutoff levels at this reading may be adjusted without notice to meet laboratory standards. The MRO will be the resource for data concerning the cut-off levels. Drug testing under this policy will involve the screening of urine samples for the prohibited drugs. The initial test performed on the urine sample will be an immunoassay test, which will be used to eliminate negative urine specimens from further consideration. Any specimens identified as positive on the initial test will be confirmed by using gas chromatography/mass spectrometry ("GC/MS") techniques at the cutoff levels set forth above.

The initial and confirmation testing will be performed at BRS's expense. Any applicant or employee who tests positive may arrange for a retest by a Department of Health and Human Services ("DHHS") certified laboratory. However, any retest must be performed on the original sample and will be at the applicant or employee's expense. The urine samples will be collected at designated collection sites by personnel trained in the process of collecting urine specimens and seeing that correct chain of custody procedures are followed. Collection sites can be any suitable location permitted by DHHS guidelines and regulations, including properly equipped mobile facilities.

BRS or any other designated contracted entity performing BRS's urine specimen collection shall have all necessary personnel, materials, equipment, facilities, and supervision to provide for the collection, security, temporary storage, certified drug testing laboratory designated by BRS

BRS will choose a laboratory, which is a DHHS certified lab to perform the testing. The laboratory will be responsible for performing the required test in a professional manner and in accordance with its standard operating procedures. The laboratory will maintain strict confidentiality of any test results, and will communicate test results only to the employee tested, a Medical Review Officer, (if one is designated), and/or to the Chief Financial Officer/Human Resource Personnel or the Executive Director of BRS

It is the employee's or job applicant's responsibility to notify the laboratory of any administrative or civil action brought pursuant to the State of Tennessee's Drug Free Workplace Program.

All individuals being tested will be required to sign authorization forms necessary to allow BRS or its designated contractor to perform the drug test and to allow BRS to be advised of the results. In addition, BRS reserves the right to test for any other controlled substance or prohibited drug in addition to the drugs or classes of drugs identified by this policy.

**B. Alcohol Testing Procedures:**

Alcohol testing will be conducted using evidential breath testing ("EBT") devices approved by the National Highway Traffic Safety Administration ("NHTSA"). The locations for alcohol testing will afford sufficient privacy to the individual being tested to prevent unauthorized persons from seeing or hearing test results. BRS (or its agents for alcohol testing) may utilize mobile collection facilities that meet the privacy requirements.

A qualified breath alcohol technician ("BAT") utilizing an EBT will perform a screening test. Any screening test with an alcohol concentration less than 0.02 percent is considered a negative test, and no further action will be taken. However, if the alcohol concentration in the screening test is 0.02 percent or greater, a second or confirmation test will be conducted after a 15 -minute waiting period. The confirmation test must be performed no sooner than 15 minutes and no later than 30 minutes after the initial screen.

The confirmation test result is deemed to be the final result upon which any disciplinary action will be taken under this policy. The employee and BAT will complete and sign an alcohol testing form and the BAT will report the test results to the Chief Financial Officer/Human Resource Personnel. An alcohol concentration of 0.10 percent is presumptively positive and will subject the employee to disciplinary actions up to and including termination. Employees with a concentration between 0.04 and 0.10 percent may be subject to disciplinary action, including termination, depending upon the circumstances. If an employee is found to have an alcohol concentration of 0.04 percent or greater, but less than 0.10, the employee will be removed from his or her position without pay for the remainder of the shift. The employee will not be allowed to perform or continue to perform his or her functions until the start of the next regularly-scheduled shift, but not less than 24 hours following the administration of the test and only after testing below 0.04 on a breath alcohol test before performing his or her next shift. An employee testing between 0.04 and 0.10 on the follow-up retest is subject to disciplinary action up to and including termination.

In the event the employee is seriously injured, unconscious or otherwise unable to evidence consent to an alcohol breath test, BRS will take all reasonable steps necessary to obtain a blood sample for testing. Any physician, registered nurse, licensed practical nurse, clinical laboratory technician, licensed paramedic, or licensed emergency medical technician approved to establish intravenous catheters and withdraw blood is qualified to take the blood sample, which will be processed by a DHHS certified laboratory. An alcohol concentration of 0.10 percent is presumptively positive and will subject the employee to disciplinary action, up to and including discharge. Employees with a blood alcohol concentration between 0.04 and 0.10 percent may be subject to disciplinary action, including termination, depending upon the circumstances.

Alcohol is a legal substance; however, using alcohol is prohibited while performing functions of work or while engaged in any BRS job duties. All job functions of BRS are considered to be "safety-sensitive".

Performance of safety-sensitive functions is prohibited:

- While using alcohol
- While having a breath alcohol concentration of 0.04 percent or greater as indicated by an alcohol breath test
- Within four hours after using alcohol

In addition, refusing to submit to an alcohol test or using alcohol within eight hours after an accident or until tested are prohibited. This may result in disciplinary action against the employee up to and including immediate termination of employment.

#### **HOW DOES RANDOM ALCOHOL TESTING WORK?**

Random alcohol testing must be conducted just before, during, or just after a employee member's performance of safety-sensitive duties. The employee member is randomly selected for testing from a "pool" of subject employee members. The testing dates and times are unannounced and are reasonably spread throughout the year. Each year, the number of random tests conducted by the employer must equal at least 10% of average number of employee member positions subject to the regulations. For our purposes, this is to be 12 employee members randomly tested for drugs twice per year for a total of 24 random, individual screenings. Alcohol random screenings will be done according to the discretion of management.

#### **HOW WILL ALCOHOL TESTING BE DONE?**

The rules allow for screening tests to be conducted using saliva devices or breath testing using evidential breath testing (EBT) and non-evidential breath testing devices approved by the National Highway Traffic Safety Administration (NHTSA). NHTSA periodically publishes a list of approved devices in the Federal Register.

Two tests are required to determine if a person has a prohibited alcohol concentration. A screening test is conducted first. Any result less than 0.02 alcohol concentration is considered a "negative" test. If the alcohol concentration is 0.02 or greater, a second confirmation test must be conducted. The employee member and the individual conducting the confirmation breath test (called a breath alcohol technician (BAT) complete the alcohol testing form to ensure that the results are properly recorded. The confirmation test, if required, must be conducted using an EBT that prints out the results, date and time, a sequential test number, and the name and serial number of the EBT to ensure the reliability of the results. The confirmation test results determine any actions taken.

#### **WHAT ARE THE CONSEQUENCES OF ALCOHOL MISUSE?**

Employee members who engage in prohibited alcohol conduct must be immediately removed from safety-sensitive functions. Employee members who have engaged in alcohol misuse cannot return to safety-sensitive duties until they have been evaluated by a substance abuse professional and complied with any treatment recommendations to assist them with an alcohol problem. To further safeguard transportation safety, employee members who have any alcohol concentration (defined as 0.02 or greater) when tested just before, during, or just after performing safety-sensitive functions must also be removed from performing such duties for 24 hours. If a employee member's behavior or appearance suggests alcohol misuse, a reasonable suspicion alcohol test must be conducted. If a breath test cannot be administered, the employee member must be removed from performing safety-sensitive duties for at least 24 hours.

#### **HOW WILL EMPLOYEES KNOW ABOUT THESE RULES?**

BRS must provide detailed information about alcohol misuse, the employer's policy, the testing requirements, and how and where employee members can get help for alcohol abuse. Supervisors of safety-sensitive employee members must attend at least one hour of training on alcohol misuse symptoms and indicators used in making determinations for reasonable suspicion testing.

#### **ARE EMPLOYEES ENTITLED TO REHABILITATION?**

Employee members who violate the alcohol misuse rules will be referred to the EAP counselor or another substance abuse professional for evaluation. Any treatment or rehabilitation would be provided in accordance with the employer's policy or labor/management agreements. The employer is not required under these rules to provide rehabilitation, pay for treatment, or reinstate the employee member in his/her safety-sensitive position. If BRS does decide to return a employee member to safety-sensitive duties, administration must ensure that the employee member: 1) has been evaluated by a substance abuse professional; 2) has complied with any recommended treatment; 3) has taken a return-to-duty alcohol test (with a result less than 0.02); and 4) is subject to unannounced follow-up alcohol tests.

#### **WHO DOES THE TESTING?**

BRS may do this using its own employees or contract services, or by joining together in a consortium that provides services to all member companies. Under certain circumstances, post-accident tests conducted by law enforcement personnel will be acceptable. Any individual conducting the test must be trained to operate the EBT and be proficient in the breath testing procedures.

#### **WHO MAY COLLECT URINE SPECIMENS FOR DRUG TESTING?**

BRS may use any collection agency to collect samples random or otherwise at the Agency's administration's discretion. The Agency may also have Agency personnel trained and may use those employee members for collection at the discretion of administration.

A collector must meet training requirements to be permitted to act as a collector in the drug-testing program and meet each of the requirements of this section. A collector must have:

- a. Basic information. You must be knowledgeable about this part, the current "DOT Urine Specimen Collection Procedures Guidelines," and DOT agency regulations applicable to the employers for whom you perform collections, and you must keep current on any changes to these materials. The DOT Urine Specimen Collection Procedures Guidelines document is available from ODAPC (Department of Transportation, 400 7th Street, SW., Room 10403, Washington DC, 20590, 202-366-3784, or on the ODAPC web site (<http://www.dot.gov/ost/dapc>)).
- b. Qualification training. You must receive qualification training meeting the requirements of this paragraph. Qualification training must provide instruction on the following subjects:
  1. All steps necessary to complete a collection correctly and the proper completion and transmission of the Custody and Control Form (CCF);
  2. "Problem" collections ( e.g., situations like "shy bladder" and attempts to tamper with a specimen);
  3. Fatal flaws, correctable flaws, and how to correct problems in collections; and
  4. The collector's responsibility for maintaining the integrity of the collection process, ensuring the privacy of employees being tested, ensuring the security of the specimen, and avoiding conduct or statements that could be viewed as offensive or inappropriate;
- c. Initial Proficiency Demonstration. Following your completion of qualification training under paragraph (b) of this section, you must demonstrate proficiency in collections under this part by completing five consecutive error-free mock collections.
  1. The five mock collections must include two uneventful collection scenarios, one insufficient quantity of urine scenario, one temperature out of range scenario, and one scenario in which the employee refuses to sign the CCF and initial the specimen bottle tamper-evident seal.
  2. Another person must monitor and evaluate your performance, in person or by a means that provides real-time observation and interaction between the instructor and trainee, and attest in writing that the mock collections are "error-free." This person must be a qualified collector who has demonstrated necessary knowledge, skills, and abilities by --
    - i. Regularly conducting Department of Transportation drug test collections for a period of at least a year;
    - ii. Conducting collector training under this part for a year; or
    - iii. Successfully completing a "train the trainer" course.

- d. Schedule for qualification training and initial proficiency demonstration. The following is the schedule for qualification training and the initial proficiency demonstration you must meet:
  - 1. If you became a collector before August 1, 2001, and you have already met the requirements of paragraphs (b) and (c) of this section, you do not have to meet them again.
  - 2. If you became a collector before August 1, 2001, and have yet to meet the requirements of paragraphs (b) and (c) of this section, you must do so no later than August 1, 2004.
  - 3. If you become a collector on or after August 1, 2001, you must meet the requirements of paragraphs (b) and (c) of this section before you begin to perform collector functions.
- e. Refresher training. No less frequently than every five years from the date on which you satisfactorily complete the requirements of paragraphs (b) and (c) of this section, you must complete refresher training that meets all the requirements of paragraphs (b) and (c) of this section.
- f. Error Correction Training. If you make a mistake in the collection process that causes a test to be cancelled ( i.e., a fatal or uncorrected flaw), you must undergo error correction training. This training must occur within 30 days of the date you are notified of the error that led to the need for retraining.
  - 1. Error correction training must be provided and your proficiency documented in writing by a person who meets the requirements of paragraph (c)(2) of this section.
  - 2. Error correction training is required to cover only the subject matter area(s) in which the error that caused the test to be cancelled occurred.
  - 3. As part of the error correction training, you must demonstrate your proficiency in the collection procedures of this part by completing three consecutive error-free mock collections. The mock collections must include one uneventful scenario and two scenarios related to the area(s) in which your error(s) occurred. The person providing the training must monitor and evaluate your performance and attest in writing that the mock collections were "error-free."
- g. Documentation. You must maintain documentation showing that you currently meet all requirements of this section. You must provide this documentation on request to DOT agency representatives and to employers and C/TPAs who are using or negotiating to use your services.

As the immediate supervisor of an employee being tested, you may not act as the collector when that employee is tested, unless no other collector is available and you are permitted to do so under agency drug and alcohol regulations.

#### **VIII. PRE-EMPLOYMENT DRUG TESTING:**

##### **WHAT ABOUT DRUG TESTING?**

The drug testing rules cover the same employee members as the alcohol testing rules. The types of tests required are pre-employment, reasonable suspicion, post-accident, random, return-to-duty, and follow-up.

#### **WHO REVIEWS AND INTERPRETS THE LABORATORY RESULTS?**

All drug test results are reviewed and interpreted by a physician (Medical Review Officer (MRO)) before they are reported to the employer. If the laboratory reports a positive result to the MRO, the MRO contacts the employee member (in person or by telephone) and conducts an interview to determine if there is an alternative medical explanation for the drugs found in the employee member's urine specimen. If the employee member provides appropriate documentation and the MRO determines that it is legitimate medical use of the prohibited drug, the drug test result is reported as negative to the employer.

#### **WHAT ARE THE CONSEQUENCES OF A POSITIVE DRUG TEST?**

A employee member must be removed from safety-sensitive duty if he/she has a positive drug test result. The removal cannot take place until the MRO has interviewed the employee member and determined that the positive drug test resulted from the unauthorized use of a controlled substance. A employee member cannot be returned to safety-sensitive duties until he/she has been evaluated by a substance abuse professional, has complied with recommended rehabilitation, and has a negative result on a return-to-duty drug test. Follow-up testing to monitor the employee member's continued abstinence from drug use is also required.

All applicants for a position at BRS will be required to submit to a urinalysis test for the detection of prohibited drugs as a part of the required pre-employment process. An applicant refusing to complete any part of the drug testing procedure, or testing positive on the drug test, will not be hired and will not be eligible to be considered for employment until the applicant shows proof of successful completion of a drug rehabilitation program or proof that the applicant has otherwise been successfully rehabilitated and is no longer engaging in prohibited drug use.

#### **IX. POST-ACCIDENT TESTING:**

Accidents that trigger post-accident drug and alcohol testing under this policy are described under Section II, and a drug and/or alcohol test will be administered as soon as possible following such an accident. However, nothing herein is intended to require the delay of necessary medical attention for injured individuals or prohibit an employee subject to post-accident testing from leaving the scene of the accident for a period of time necessary to obtain assistance or necessary emergency medical care. If any employee is injured, unconscious, or otherwise unable to evidence consent to a substance abuse test, BRS will take all reasonable steps necessary to obtain the testing sample but will ensure that any injury will be treated first.

In the case of non-emergency injuries reported to BRS after the fact, the injured employee must submit to testing at the time the injury is entered into the OSHA 200 Log.

If an employee subject to post-accident testing fails to remain readily available for testing, the employee may be deemed by Buffalo River Services, Inc. to have refused to submit to substance abuse testing. Any employee refusing to submit to post accident testing will be charged with insubordination and necessary procedures will be taken to discharge the employee. An employee testing positive on a post-accident test will be subject to disciplinary action, up to and including termination. A positive test or a refusal to test may also result in a forfeiture of workers' compensation benefits.

#### **X. RANDOM DRUG TESTING:**

Under this Substance Abuse Policy, all employees are subject to random drug testing on an annual basis. The process will be unannounced as well as random. The frequency of testing dates will vary, and testing will be reasonably spread

throughout the year. Employees will be notified that they have been selected for random testing after they have reported for duty on the day of collection.

The selection of employees for drug testing under this part will be done using a random number table or a computer-based random number generator that is matched with an employee's social security number or other appropriate identification number. If an employee refuses to submit to random drug testing, the refusal will be considered insubordination and necessary procedures will be taken to terminate the employee. An employee who tests positive on the random drug test will be subject to disciplinary action up to and including termination. BRS will randomly select and test 50% of the entire employee in one 12 month period. This will be done by having no less than two unannounced, random screenings per annum.

#### **XI. REASONABLE SUSPICION TESTING:**

Whenever BRS reasonably suspects that an employee's work performance or on-the-job behavior may have been affected in any way by a prohibited drug or alcohol, or that an employee has otherwise violated BRS's Substance Abuse Policy. BRS may require the employee to submit to a drug and/or alcohol test. Reasonable suspicion sufficient to test will be based on a reasonable and articulable belief that the employee is using a prohibited drug or is misusing alcohol, or is otherwise in violation of BRS's Substance Abuse Policy, and will be grounded upon specific, contemporaneous, or continuing physical, behavioral, or performance indicators of probable drug or alcohol misuse. The decision to conduct a reasonable suspicion test may also be based upon information provided by a reliable and credible source.

Suspicion sufficient to justify testing may be based on, but is not limited to: (1) direct observation of drug or alcohol use or symptoms of drug or alcohol use; such as slurred speech, unsteady walk, impaired coordination, displays of violent, abnormal or erratic behavior, argumentative, improperly talkative, loud or controlled laughter, odor, etc.; (2) a significant deterioration of job performance that has resulted in a pattern of events identifiable with drug or alcohol misuse, to include a high rate of tardiness/absenteeism; (3) a report of drug or alcohol use provided by a reliable and credible source; (4) information that an employee has caused contributed to, or been involved in an accident at work; or (5) other behavior that gives rise to a reasonable suspicion of drug or alcohol use, including but not limited to, an arrest or conviction of a drug or alcohol related offense or identification the focus of a drug-related or alcohol-related criminal investigation.

When BRS is of the opinion there are grounds for reasonable suspicion drug testing a documentation of the facts and basis for this opinion will be recorded by BRS within seven (7) days after testing. A copy of this documentation shall be given to the employee upon request and the original documentation shall be kept confidential by BRS pursuant to Tenn. Code Ann. § 50-9-109 and shall be retained by BRS for at least one (1) year.

An employee who is requested to submit to a drug or alcohol test based upon reasonable suspicion, but who refuses to submit to such a test will be considered insubordinate and necessary procedures will be taken to discharge the employee. An employee who tests positive for drugs or alcohol as a result of a reasonable suspicion test will be in violation of this policy and will be subject to disciplinary action up to and including termination.

#### **XII. RETURN- TO-DUTY AND FOLLOW-UP TESTING:**

Return-to-duty and/or follow-up testing are not an option under this policy if BRS, terminates an employee who has either tested positive or has refused to take a test administered under this policy.

An employee, who has either refused to take or has failed an alcohol or drug test or has been given the opportunity to undergo counseling or rehabilitation, must pass a return-to-duty substance abuse test before the employee will be

allowed to return to duty and will, as a condition of the return to duty, be required to agree to reasonable follow-up testing established by BRS. The extent and duration of the follow-up testing will depend upon the nature of the employee's position and the nature and extent of the employee's substance abuse problem, but will not be less than once a year for a two year period after the employee's return-to-duty. The Agency may consult with its MRO, and/or other substance abuse professionals in determining the appropriate follow-up testing program. Advance notice of a follow-up test is prohibited.

An employee returning to duty after failing a drug or alcohol test will be required to sign a Return-to-Work agreement before returning to duty. This agreement will include, among other things, any required follow-up drug and alcohol testing and other conditions pertinent to that employee's continued employment with BRS. Any employee subject to return-to-duty or follow-up testing who fails an alcohol test or has confirmed positive drug test result, or who refuses to submit to a return-to-duty or follow-up test, will be in violation of this policy and subject to immediate termination.

A return-to-duty alcohol test required by this Section will be conducted immediately before the employee returns to work, and the employee must have a test result indicating an alcohol concentration of less than 0.04 percent before returning to duty. A drug test required by this section will be conducted prior to the employee returning to work, and the results of the test must be reported to Buffalo River Services, Inc. as negative before the employee will be allowed to return to duty.

### **XIII. INSPECTION/SEARCH**

BRS expressly reserves the right, based upon reasonable suspicion of a violation of this policy, to inspect and search an employee's office, desk, locker, and other BRS property under the control of the employee, as well as the employee's personal effects in or on BRS property or job sites, such as parcels, packages, purses, lunch boxes, briefcases, and employee vehicles located on BRS property or in BRS designated parking areas.

Reasonable suspicion sufficient to justify a search may be based upon a reasonable belief, through observation or information provided by a reliable or credible source, that prohibited drugs or alcohol are being used, possessed, distributed, or sold while on duty, while operating BRS vehicles or equipment, while on BRS property or job sites, or that an employee is otherwise violating this policy. The decision to search should be made by a supervisor or manager in consultation with the Executive Director, and the search should be conducted by the supervisor/manager and the Executive Director or their respective representatives.

In certain circumstances, an immediate search may be necessary. Generally, an immediate search is necessary where it is likely that the object of the search may be removed, altered, or destroyed before a more thorough evaluation of the situation can be made. If an immediate search is conducted, the purpose of the search should be explained to the affected employee if the employee is present at the time of the search. At least two members of supervision or management should be present to observe and conduct the search.

An employee who refuses to allow a search of his or her personal property or vehicle will be in violation of this policy and charged with insubordination, and will be subject to immediate termination. Searches of BRS property under the control of an employee (e.g., offices, desks, filing cabinets, lockers, etc.) are subject to being conducted without notice to the employee once the reasonable suspicion standard has been satisfied.

In addition to the foregoing, BRS reserves the right, where it deems it appropriate, to use trained dogs and law enforcement personnel to detect prohibited drugs or alcohol. Identification of the presence of prohibited drugs or alcohol by the trained dogs will constitute individualized reasonable suspicion to allow BRS to search any property pursuant to this Section and to request that the employee submit to a reasonable suspicion test. Any substance in question will be turned over to local law enforcement agencies as soon as discovered.

#### **XIV. CRIMINAL CHARGES AND CONVICTIONS:**

Any employee who is criminally charged with or convicted of a drug-related offense or with violating a criminal law related to operating a motor vehicle under the influence of alcohol, while on or off-duty or off BRS's property, must report the charge or conviction to the employee's supervisor no later than five (5) days after the individual has been charged with or convicted of such an offense. If an employee who drives the Agency's vehicle or equipment has his or her license suspended, revoked or canceled because of a criminal offense, or if the employee is otherwise disqualified from driving due to such an offense, the employee must notify the Chief Financial Officer/Human Resource Personnel before the end of the business day following the day the notice was received. Failure to comply with these reporting requirements will lead to disciplinary action up to and including termination. BRS will investigate the circumstances of the charge or conviction and, depending upon the circumstances, the charge or conviction could result in disciplinary action up to and including termination.

#### **XV. USE OF PRESCRIPTION DRUGS:**

BRS recognizes the use of prescription drugs under the supervision of appropriate health professionals, is protected under the Americans with Disabilities Act. However, illegal use of certain prescription drugs by employees may cause impairment and create dangerous situations in the workplace. Accordingly, employees who are required to take prescription drugs which may cause impairment must strictly conform to the limits prescribed by a licensed medical practitioner familiar with the employee's medical history and assigned duties. Moreover, all employees are directed to advise their physician of any safety-sensitive responsibility that they perform for BRS before taking prescribed medication that may prevent them from performing their jobs in a safe manner.

An employee may not possess or ingest prescription drugs that may cause impairment or create dangerous situations in the workplace without an appropriate prescription issued to the employee. A violation of this provision may subject the employee to discipline, including termination. If the employee's personal prescribing physician determines that working while taking the medication will create a safety risk, the employee is directed to (1) advise his or her supervisor of any safety risks so that accommodations can be made and the assignment of steps can be taken to eliminate the risks, or (2) not report to work while taking any required medication which prevents the employee from performing in a safe manner. Violation of any of the foregoing requirements will lead to disciplinary action up to and including termination.

It is the responsibility of any employee who drug tests positive to inform the MRO of any prescription or non-prescription drug use that may have affected the results of the test. The purpose of this disclosure is to assist the MRO in determining whether such prescription or non-prescription drug use is the source of any positive test results. Any records of prescription drug use in the possession of the MRO will be maintained in a confidential manner and disclosed to BRS only to the extent necessary to address any work-related safety risks.

#### **XVI. MEDICAL REVIEW OFFICER:**

The Agency may at its sole discretion appoint a third party Medical Review Officer (MRO) who will be a licensed physician with knowledge of drug and alcohol abuse disorders.

The MRO is responsible for receiving laboratory results generated by the drug-testing program and for interpreting and evaluating an individual's confirmed positive test result together with his or her medical history and any other relevant biomedical information. The MRO is further responsible for verifying that the laboratory report and assessment are correct and for determining if any positive test occurred as a result of legally prescribed medication or other alternative medical explanation. An employee or job applicant who receives a positive confirmed test result may contest or explain

the result to the MRO within five (5) working days after receiving written notification of the test result. It is the responsibility of the employee to inform the MRO that prescription drug use may have affected the drug test result.

If the MRO determines that there is a legitimate medical explanation for the positive test other than the use of a prohibited drug, or if the MRO concludes, based on available data that a particular test is scientifically insufficient, the MRO will conclude that the test is negative for that individual. If the MRO determines that there is no legitimate explanation for the positive test other than the use of a prohibited drug, the MRO will conclude that the test is positive. The MRO will advise the Chief Financial Officer/Human Resource Personnel of all test results, and will maintain complete confidentiality, except as otherwise permitted by the individual employee or other applicable federal or state law.

If BRS does not appoint an MRO, the laboratory will report positive and negative test results directly to the Chief Financial Officer/Human Resource Personnel who will, in turn, advise the appropriate manager of negative test results and will advise the employee (or applicant) of positive test results. It is the responsibility of the employee (or applicant) to inform the Chief Financial Officer/Human Resource Personnel if any prescription or non-prescription drug use may have affected the drug test result. BRS reserves the right, in its discretion, and to have such an employee's (or applicant's) test results referred to a physician designated by BRS. In that event, the physician will verify that the laboratory report and assessment are correct and will determine if the positive test occurred as a result of legally prescribed medication or other alternative medical explanation. The physician will report whether the test is to be considered positive or negative to the Chief Financial Officer/Human Resource Personnel who will advise the employee (or applicant) and act accordingly.

Employees and job applicants may consult with the MRO for technical information regarding prescription and non-prescription medication. The MRO is responsible for informing the employee (or applicant) of his or her right to request the retest. If the retest does not confirm the original test, the MRO will cancel the test and report the reasons for the cancellation to the Chief Financial Officer/Human Resource Personnel and the employee (or applicant). The person requesting the retest is responsible for paying the cost of the second test, but if the retest is negative/the cost will be reimbursed.

Results of negative tests will be communicated by the MRO to the Chief Financial Officer/Human Resource Personnel who in turn will advise the appropriate manager as indicated by the employment status of the person tested.

#### **XVII. SUBSTANCE ABUSE EDUCATION/AWARENESS:**

Each year, in accordance with the Tennessee Drug-Free Workplace Program, BRS must provide at least one (1) hour of education/awareness for all employees about substance abuse in the workplace. Completion of one (1) hour is mandatory. Furthermore, this program is also a good opportunity to reinforce the Agency's policies and procedures regarding workplace substance abuse, treatment options, and helping to produce a more harmonious work environment.

All supervisors are required to have completed a minimum of two (2) hours additional per year of workplace substance abuse recognition training, which includes recognizing signs of substance abuse in the workplace, how to document and collaborate signs of employee substance abuse and how to refer substance abusing employees to proper providers for treatment.

#### **XVIII. RECORD KEEPING - CONFIDENTIALITY:**

BRS will maintain records relative to drug and alcohol testing under this policy for a period of at least one (1) year. Information regarding an individual's testing results is confidential. These records will be kept separate from employee's

personnel records in their confidential medical file in a secured facility. The custodian of such records will be limited to the position of the Chief Financial Officer/Human Resource Personnel or their appropriate designee. Such records will be released by BRS only upon the written consent of the individual employee or applicant, except that such information will be released, regardless of consent, to proper governmental authorities or in case of administrative action or a civil action filed in state or federal court, or as otherwise may be required by law. Such consent must include the following information: the name of the person authorized to obtain the information, the purpose of disclosure, the precise information to be disclosed, the duration of the consent, and the employee's signature. BRS's management personnel with a need to know will be informed of the results of any drug or alcohol testing under this policy.

BRS will keep appropriate records in order to document the completion of the employee education/awareness program and supervisor training requirements.

#### **ARE EMPLOYEE MEMBER'S DRUG TESTING RECORDS CONFIDENTIAL?**

**Yes.** Drug testing results and the employer, the drug-testing laboratory, and the medical review officer maintain records under strict confidentiality. They cannot be released to others without the written consent of the employee member. Exceptions to these confidentiality provisions are limited to a decision-maker in arbitration, litigation or administrative proceedings arising from a positive drug test. Employers and drug testing laboratories maintain statistical records and reports. This information is aggregated data and is used to monitor compliance with the rules and to assess the effectiveness of the drug testing programs.

The provisions of this policy may be amended at any time with or without prior notice to employees. Absent a written agreement to the contrary, employment at BRS is at will and nothing in this policy is intended to alter or change that employment relationship.

#### **In Addition:**

Since BRS has many persons served who use prescription medications, it is very important that we have procedures to follow when a medicine is lost or missing. The following will be implemented when medication is found to be missing. The person who discovers that the medication is missing will report this immediately to the Program Director, the Executive Director or one of the Guidance Team members. The medication lock box will be secured by counting all medications immediately. With two employee present, the second employee person will double-check the first count. A list will be made of all medications present. As soon as feasible, all employee having worked in the immediate area will undergo a drug test. The person on-call or the Program Director will notify the DIDD crisis personnel immediately according to state regulations. That person will also immediately report the incident to the local police officials. There may be an investigation by the local police department and if so the Program Director will request a copy of the completed police report.

The ***Violation of Drug Free Workplace Policies Return to Work Contract*** will be used to outline the requirements for any employee to be allowed to resume duties. The contract must be completed jointly with the employee, supervisor and one other approved supervisor and/or Human Resources.

#### **Compliance With Laws and Regulations**

Employees shall conduct all work-related activities in compliance with all laws, regulations, policies, and procedures. BRS employees are charged with understanding the applicable laws, recognizing potential dangers, and knowing when to seek management or legal advice.

## CONFLICTS OF INTEREST

### POLICY:

The Agency expects employees and volunteers to scrupulously avoid any conflict, direct or indirect, between their own respective individual, professional or business interests and the interests of the Agency or its persons served.

### PRACTICE:

1. A conflict of interest exists if an employee or volunteer:
  - a. Seeks or obtains for benefit or advantage, except conformity with Agency policy, anything of more than nominal value that would not normally be available to the employee or volunteer.
  - b. Uses or makes available for benefit or advantage, except in conformity with the Agency's policy, the property, records, services, name, emblem, or endorsement of the Agency's affiliation of the employee or volunteer.
  - c. Publicly uses the employee's or volunteer's affiliation or that of any other Agency's volunteer or employee in connection with personal association with partisan politics, denominationally religious matters or positions on issues that are not in conformity with the Agency policy.
2. **Gifts, Gratuities:** No employee shall accept any gifts, gratuities, free trips, personal property or other items of more than nominal value from any individual served, family member, or vendor with whom the Agency conducts business.

This also includes items that are obtained by trading or bartering with individuals served. The employee who wishes to trade for any item with an individual served for another item that belongs to the individual served must first establish permission from the Guidance Team and the individual and document the transaction in the personal chart. Employees failing to follow this or any other part of this policy could be subject to severe disciplinary action up to termination.

3. **Personal Beliefs:** The Agency recognizes that its employees may hold a wide range of personal beliefs, values and commitments. These beliefs, values and commitments are a conflict of interest only if they prevent the employees from fulfilling their job responsibilities, if employees attempt to use the Agency's time and facilities for furthering them, or if employees continue attempting to convince others of their personal beliefs after they have been asked to stop.
4. **Outside Employment:** Employees shall not engage in or accept outside employment or render services with a person, firm or corporation when such service or employment:
  - a. Is incompatible with the proper discharge of the duties and responsibilities of employment with this Agency, or would impair independence of judgment or actions in such employment.
  - b. Involves such hours of work or physical effort that it would or could reasonably be expected to reduce the employee's quality or quantity of service to this Agency.
5. As employees and volunteers have questions about potential conflicts of interest, they are responsible for taking initiative to explore the potential conflict to the point of clarity.
6. Under no circumstances shall an employee write or sign a check to himself/herself without the proper co-signature. If expenses are incurred on behalf of the Agency or an individual, the employee shall present the receipts to another employee authorized to write checks.
7. Due to the size of our community and the limited number of vendors available from which to purchase items, it is inevitable that purchases must be made from businesses owned by our Board members. It is not feasible to have a

phone vote each time a purchase is made. The Board has agreed that all routine purchases be made according to existing policy. Any unusual purchase (unusually large quantities, items over \$1500) will require the bid process when purchased from Board Members businesses.

Individuals served by our Agency may make purchases wherever they wish regardless of the ownership of the business, for it is their right.

## EQUAL EMPLOYMENT OPPORTUNITY

### POLICY:

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at BRS will be based on merit, qualifications, and abilities. BRS does not discriminate in employment opportunities or PRACTICE on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

BRS will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their Supervisor, Program Director, any Guidance Team member or the Executive Director. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

The Agency provides equal employment opportunities to employees and applicants for employment. No person will be discriminated against because of race, religion, creed, color, sex, age, national origin, marital or veteran status, the presence of a non-job related medical condition or handicap or any other legally protected status.

### PRACTICE:

1. This commitment to provide equal opportunity encompasses all phases of employment including recruitment, selection, classification, promotion, demotion, and selection for training. Similarly, all salaries, wages, other compensation, insurance programs, pension, retirement programs, and all other benefits or privileges of employment will be administered in conformity with this policy.
2. It is the objective of the Agency to hire individuals who are qualified for positions of employment by virtue of job-related standards of education, training, and experience and who have appropriate personal aptitudes.
3. The spirit of this policy applies also to persons served by the Agency, to membership on the governing board, and to all committees and other volunteers.
4. The Agency will address all persons served, employees and associates with respect. Since employees and persons served work closely together, all employees and persons served may address each other by first name. Formal written communications will require courtesy titles of Miss, Ms., Mrs. or Mr. All will be made without regard to race, color, religion, sex, national origin, age, marital or veteran status, the presence of a non-job-related medical condition or handicap, or any other legally protected status.

BRS is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and

employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with BRS within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the CFO. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

BRS is committed to complying fully with the Americans with Disabilities Act (ADA) and insuring equal opportunity in employment for qualified persons with disabilities. All employment PRACTICE and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists.

BRS is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. BRS will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. BRS is committed to taking all other actions necessary to insure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

## **AMERICANS WITH DISABILITIES ACT**

Buffalo River Services prohibits discrimination against qualified individuals with disabilities, and requires all Employees and corporate processes to comply with the requirements of the Americans with Disabilities Act (ADA). Qualified individuals with disabilities are those who meet the skill, experience, education or other employment requirements for the position being sought or held and can perform the essential functions of the job they hold or desire, with or without reasonable accommodations.

## **AT WILL EMPLOYMENT**

Since this Handbook may change from time to time, it is not an employment contract or legal document. You are an "at will" Employee, which means you have the right to resign at any time for any reason; Buffalo River Services may also terminate any Employee's employment at any time for any reason.

## ORIENTATION, TRAINING AND DEVELOPMENT

### POLICY:

To help employees do their best on the job, the Agency orients new employees to the organization's mission and work and offers training and educational opportunities to broaden employee skills and competencies.

### PRACTICE:

1. The primary purpose of the employee orientation program is to provide information to a newly hired employee about the Agency's mission, values, goals, policies, procedures, and benefits, as well as information related to his/her specific job.
  2. All employees are encouraged to engage in approved training/education. All employees are required to engage in training that is mandated by the State and/or the Agency. We conform to the State of Tennessee Division of Intellectual and Development Disabilities and the Home and Community Based TennCare Choices program training guidelines for orientation and training. It is the responsibility of the employee to assure that the appropriate training is achieved during the year.
  3. All employees, who do not have all of their employment requirements and/or training completed within the first 30 days of their employment with BRS, may be dropped to an hourly pay rate of minimum wage. The employee will remain at minimum wage for a maximum of 30 days, at which time, if all of the requirements are not met, he/she may be terminated. The only exception to this is medication training and MANDT training; however, the employee must have both of these classes before his/her pay rate is increased above the initial hire rate. (This applies only if these particular classes are not offered in the 30 day time frame.)
  4. Rules regulating attendance and participation at training are the same as during any other work day.
  5. Certain costs (travel, expenses, texts, tuition, etc.) for training that is required by the Agency will be paid for by the organization. Costs of training that is requested by the employee, but not required by the Agency, may be paid by the organization, the employee, or shared. Such training cost reimbursement requests must be approved by the Executive Director.
  6. Full-time employee that are scheduled to work an eight-hour day on the day of In-service Training will be paid for eight hours;
    - a. unless they have to leave for personal reasons, or arrive late
    - b. unless inclement weather is present, then inclement weather policy will be followed,
    - c. or, unless otherwise stated by the person in charge of the Agency.
- Part-time employee will be paid for the number of hours for which they are scheduled to attend the In-service;
- a. unless they have to leave for personal reasons, or arrive late
  - b. unless inclement weather is present, then inclement weather policy will be followed
  - c. or, unless otherwise stated by the person in charge of the Agency.
7. Employees reaching or exceeding the encouraged training hours each year will receive a gift from the Agency as a training incentive. These employees will also be eligible to be placed in a drawing for at least 2-\$50 cash prizes. In order to qualify for this, an employee must meet all of the items listed below (this is for the time period of July 1 through June 30 each year):

- a. Have at least 40 hours of training for part-time employees or at least 80 hours of training for full-time employees.
  - b. Document this training on a monthly training documentation form with time noted, have Supervisor sign it, and turn it to the Payroll Clerk no later than July 15 of each year.
  - c. An employee does not have to work at BRS for a full year to qualify as long as he/she has all of his/her hours in by the required deadline.
  - d. Salaried employees are not eligible for the drawing.
8. The training curriculum required by the various programs that fund the services that we offer will be found in the Payroll Clerk's office. This will show what training is required and the frequency required. Documentation of these trainings will also be filed in Payroll Clerk's office or on the agency database.

## PROBATIONARY PERIOD

### POLICY:

The Probationary Period allows the Agency and the employee time to evaluate his/her interest in the job and his/her ability to carry out its requirements.

### PRACTICE:

1. The first six months of employment for all new employees and all transferred employees is considered to be an probationary period. Upon successful completion of the review period, the employee will be considered an established Team Member.
2. During the review period, the employee's job performance will be carefully observed to determine if he/she is able to perform the requirements of the job when fully trained. As they become apparent, areas for development will be brought to the employee's attention for appropriate action.
3. After the probationary period, the Supervisor prepares a written evaluation of the employee's job performance.
4. New employees, during their review period, are not eligible for paid absences, nor do they receive other employee benefits such as educational assistance. Successful completion of the review period results in full benefits for an employee retroactive to the date of employment (except as specified elsewhere in these policies and procedures).
5. If at any time prior to the end of the 6 months review period, it becomes obvious to the Supervisor that the job-employee match is unsatisfactory, one of the following actions will be taken: employee counseling, extension of the probationary period, retraining or termination.
6. In no case will successful completion of the probationary period guarantee indefinite employment.
7. Supervisors, Program Directors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted at the end of an employee's probationary period. This period, known as the introductory period, allows the supervisor and the employee to discuss the job responsibilities, standards, and performance requirements of the new position. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

## WORK HOURS

### POLICY:

The Agency establishes the time and duration of working hours as required by person served service needs, workload, and the efficient management of personnel resources.

### PRACTICE:

1. The hours of operation for the Agency's offices are from 8:00 a.m. to 4:30 p.m., Monday through Friday, except on those days observed as holidays.
2. The official workweek begins Sunday at 12:01 AM and ends on Saturday at midnight.
3. Unless specifically exempted, direct contact employee members are expected to be on duty during meal times and will be paid for that time.
4. Employees may be assigned additional hours of work to meet organizational requirements. If hourly employees are required to work hours in addition to their regularly scheduled week, they are paid in accordance with Fair Labor Standards Act (FLSA) regulations.
5. All non-exempt employees are entitled to overtime for all hours worked in excess of forty (40) hours in one week. Overtime is paid as time and a half for all hours worked in excess of 40 per week. If time off can be given in order to avoid paying overtime, this must be done. All overtime must be approved by the Executive Director or his/her designee, prior to working.
6. Exempt employees for whom the Agency has established a specific annual salary shall be considered as fully remunerated for all services rendered regardless of the number of hours worked.
7. Hours and remuneration for contract employees will be specified through the contractual relationship in accordance with the Fair Labor Standards Act.
8. Attendance at lectures, meetings and training programs is considered time worked if attendance is required or approved, prior to the event, by the Agency; the course, lecture or meeting is directly related to the employee's job; and the employee's performance is satisfactory.
9. For safety reasons, the most any employee may work at one time is a 16-hour shift in 24 hours. If an employee has worked for 16 hours and a relief person has not shown up, it is the responsibility of the employee to call the on-call number for assistance. The only exception that can ever be made to this is if the relief person cannot get to the location due to inclement weather. If this happens, on-call must still be notified.

## MEAL PERIODS

Employee meal periods are important to agency productivity and Employee health. Non-exempt Employees who work at least six (6) consecutive hours will be provided a meal break not to exceed 30 minutes. The meal period will not be included in the total hours of work per day and is not compensable. Non-exempt Employees are strictly forbidden from performing any work while on meal breaks and must clock out for meal periods. Managers are strictly forbidden from requesting a non-exempt Employee to work during mandatory meal periods. Employees are not allowed to take their lunch break at their work station. Employees are also not allowed to take their lunch break return to the agency clock then eat their lunch at their work station while on the agency clock.

Direct Care Employees will be provided a meal break and it will be included in the total hours of work per day and will be compensable. During times in which a Direct Care employee is training or performing other duties, outside of direct

patient care, the lunch break will be non-compensatory.

## **REST BREAKS**

Buffalo River Services recognizes that Employees work better and enjoy their work more when they are rested and refreshed. Exempt (salaried) Employees, those that are paid a weekly salary regardless of the hours they work, may choose to take breaks as needed. Non-exempt (hourly) Employees are permitted one 10-minute rest break for each four (4) hours of work. Non-exempt Employees on rest breaks are not required to clock in and clock out since this time is considered “time worked” and is compensable. However, Employees are encouraged to leave their workstations during rest breaks in order to achieve the rest and refreshment the break is designed to give. If necessary, supervisors will advise Employees of particular arrangements necessary for rest breaks in their respective departments.

## **ATTENDANCE AND PUNCTUALITY**

Buffalo River Services provides important services to the people we support. In order to accomplish this mission, it is imperative that every Employee be present and on time when scheduled to ensure we fulfill our commitments.

Although attendance typically is specific to non-exempt (hourly) Employees, exempt (salaried) Employees are still expected to work their regular schedule of hours in the work week and if absent to notify their direct supervisor.

Employees may be disciplined for tardiness and excessive absenteeism even though proper notices have been submitted. If an Employee is absent from work without contacting a supervisor or calling the “on call” number, you will be treated as having voluntarily resigned your position (job abandonment). (Please refer to the Attendance Policy in the Buffalo River Services Manual)

## **INCLEMENT WEATHER**

In the interest of Employee safety, a determination will be made to close the office depending on the seriousness of weather conditions. Employees will be contacted by their supervisor or a member of management to inform them if the office will be closed for the day.

If the office is officially closed, Employees are not expected to report to work. If the office is open, all full-time Employees are expected to make every effort to come to work. Part-time Employees should call to see if they are needed to cover residential locations. If an Employee is unable to report to work, Employees will be expected to take PTO if available.

## **UNSCHEDULED ABSENCES**

### **POLICY:**

Due to the nature of Buffalo River Services’ work it is vital to the Agency for all employees to have reliable attendance. Absenteeism and tardiness negatively impact our ability to effectively provide services to the Individuals Served. The purpose of this policy is to establish the requirements for reporting absences, to provide guidelines for the handling of tardiness, early departures, and unscheduled absences, and to outline employees' need to adhere to established work schedules to maintain efficient, effective operations throughout the Agency.

### **PRACTICE:**

1. Employees must arrive and be prepared to commence work at their scheduled start time.
2. A minimum of a 12 hour notice is required for an approved excused absence.
3. Employees are responsible for notifying their immediate supervisor of absences, late arrivals or early departures.

4. Five (5) or more unscheduled absences, tardiness or unscheduled early departures within a twelve (12) month period may result in corrective action up to and including termination of employment

## TERMINATION

### POLICY:

Termination is the discharge of an employee, initiated by the Agency or by employee resignation. Guidelines for terminations are established to insure that the Agency is in compliance with legal requirements. All terminated employees are provided with prompt and accurate information concerning benefit plan rights and options.

### PRACTICE:

1. All employees are expected to give a written two-week notice of their intent to resign. Such notice generally allows sufficient time to calculate all accrued benefits, if applicable, and to bring the job to a satisfactory conclusion. In order to leave in good standing, an employee must give the two-week written notice and complete an exit interview. It is the employee's responsibility to schedule an exit interview with their Program Director and/or Human Resources
2. The Agency retains the right to determine if the employee who resigned will be allowed to work the full notice period. If an employee is released prior to the last day of the notice, wages will be paid through the last day worked.
3. Any employee who is absent from work without having notified the appropriate person of the absence and the reason for it will be considered as having resigned without notice.
4. Termination may be initiated immediately, without notice, in extraordinary cases of misconduct. (See Employee Discipline, Sec)
5. Former employees who leave the Agency in good standing may be re-employed. However, an employee's last period of employment will not be included when determining benefits.

## RESIGNATION

If you decide to leave the agency, we ask that you notify your supervisor/manager in writing at least two weeks before the effective date. You will be paid through your last day of employment and will be paid for 2/3 accrued PTO days if the following is satisfied:

1. The employee must have been employed for at least six months.
2. The employee must have submitted a written notice and WORK a minimal two week notice
3. The employee workload is current (this is determined by the department head).

An employee terminated for misconduct or not in good standing will forfeit all accrued PTO.

## EMPLOYMENT INFORMATION

### POLICY:

The Agency uses caution in releasing any information about current and former employees, whether the inquiries come from potential employers, credit firms, governmental agencies, friends, relatives, or private investigators.

### PRACTICE:

1. Any information may be released upon order of law with the approval of the Executive Director or CFO
2. Salary information may be released to institutions only if the Agency receives an original copy of release form from the institution signed by the employee. The Agency will verify dates of employment, title, and current salary.
3. Phone numbers and addresses of employees will not be released to individuals not employed by the Agency.
4. The Agency may release position and status of employment to persons seeking reference information regarding the employee's past performance if approved in writing by the employee or past employee.
5. Information requested by a law enforcement agency will be provided if it is believed that an applicant, employee or former employee has been engaged in illegal activities; if actions of the individual threaten physical injury to non-profit property, other employees or persons served; or to protect the legal interests of the Agency. In such cases, any release of information will be made only if approved by the Executive Director or CFO.

## EMPLOYEE RECORDS

### POLICY:

The Agency establishes and carefully maintains personnel records, which meet legal requirements for applicants and employees of the Agency. Appropriate safeguards are established to insure security and confidentiality.

### PRACTICE:

1. All employee records are maintained in the Human Resources Assistant's Office and/or on the agency database.
2. Each employee may review his/her personnel file during normal working hours, with the Human Resources Officer or designee present.
3. Personnel files are confidential. Access to personnel files is limited to the employee, Human Resources Officer, CFO, Executive Director or his designee. Employees of certain state and federal government agencies may have access to specific documents contained within the file as authorized through contractual agreements or by law.
4. Information may be released from the file by order of law with approval of Executive Director or CFO.
5. Employees or ex-employees may have copies of their files, but the Agency will charge a fee for those copies.
6. The procedure for releasing TBI letters or background checks to employees is as follows:
  - a. For employees who have been employed at least one year or are still currently employed, BRS will release a copy of the letter without charge.
  - b. For employees who have left employment and worked less than one full year, there will be a charge to the employee.

## **PERSONNEL RECORDS**

In order to keep your records up-to-date, you should immediately update your personnel record with any changes to your name, contact information, home address, marital status, dependents or your emergency contact information. It is an employment requirement that Buffalo River Services has a valid phone number where you can be reached.

The information about you in these files is treated confidentially within Buffalo River Services and is released only to comply with legal requirements. Supervisors and other Employees are prohibited from providing personal or employment references on current or former Employees. If the Buffalo River Services receives a subpoena or court order requesting information on an Employee, it will be honored.

While you are employed at Buffalo River Services, you can view and request copies of your personnel file (there may be a charge for copies). If there is any incorrect information in your file, you can have it corrected. If you disagree with any comments within your file, you can add a written explanation.

## **REFERENCE CHECKS & EMPLOYMENT VERIFICATION**

Buffalo River Services will not release any information to prospective employers about individual Employees without a written release, unless failure to release information creates a legal liability for Buffalo River Services.

## CATEGORIES OF EMPLOYMENT

### POLICY:

The Agency establishes categories of employment to determine salary and benefits administration procedures.

### PRACTICE:

1. EXEMPT jobs are those, which are, exempt from certain provisions of the Fair Labor Standards Act (FLSA) and are not entitled to overtime pay. Employees holding certain positions as officials, executives, managers, supervisors, administrators or professionals are compensated on a salary basis and hours worked beyond 40 in a workweek do not result in additional pay. Certain contract employees may also be exempt because of the nature of their job or job requirements.
2. For NON-EXEMPT jobs, pay is calculated on an hourly basis with an overtime pay entitlement that is calculated at 1 ½ times the regular hourly rate for all hours worked beyond 40 in a work week. Such positions include support, technical, operations and maintenance jobs.
3. PRN Employees (as needed): PRN employees are expected to work when and where needed unless other full-time employment prevents this. To remain active on the Agency's PRN list of employees, check with the payroll department for PRN criteria. The employee should contact the Program Director to make sure he/she is placed on the schedule. Exceptions to this policy are made only with Guidance Team approval or if he/she is on an extended leave of absence, which would have to be approved by the policy guidelines.
4. There are four other job categories (in addition to the Probationary period described in the Probationary Policy). These categories are created for the purpose of salary and benefits administration. They are regular full-time employees, regular part-time employees, temporary employees, and non-Agency employees (interns, temporary help, and consultants) Each of these categories may be classified as exempt or non-exempt according to FLSA regulations. The definitions of these categories are as indicated below:

Regular full-time: An individual employed to work a full basic work week of 40 (LPNs 36) hours or more, of unlimited employment duration.

Regular part-time: An individual who works less than 30 hours per week, of unlimited employment duration.

Temporary employees: An individual hired for a specific period of time, usually less than one year, either on a full-time or part-time basis. Temporary employees are not entitled to receive benefits except those required by law. Employees in this category may be compensated on either an hourly or salary basis, depending on whether the position they hold is categorized as exempt or non-exempt.

Non-Agency Employees: The following classes of individuals are not considered employees of the Agency and therefore are not eligible for employee benefits:

- a) Interns: Students who work for training benefits and/or educational credit, with or without a stipend.
- b) Temporary Help: Individuals who are working at the Agency under contract with temporary help agencies or through individual contract.
- c) Consultant or Trainer: An individual hired for a definite period of time and working on a specific project or projects.
- d) Volunteers: A person who gives time and labor to the Agency without pay benefits.

## VOLUNTEER SERVICES

It is the policy of the Agency to seek and encourage volunteers in order to supplement the activities of the staff.

1. The Agency recruits volunteers through local church groups, civic organizations, parent groups, and other community resources.
2. Volunteer participation is open to individuals or groups without regard to sex, race, creed, or national origin.
3. In the assignment of volunteers, the preferences and needs of the persons supported, specific needs of the work teams, and the strengths and preferences of the volunteer shall be considered.
4. The Team Leaders or their designee shall be responsible for coordinating the volunteer services within the teams. This shall include:
  - a. Scheduling orientation of new volunteers
  - b. Assignment of volunteers
  - c. Supervision of volunteer activities
  - d. Evaluation of volunteer performance and client response to the volunteer
  - e. Recognition of volunteers for their efforts
5. Volunteers shall be subject to the same general rules and regulations as employees.
6. Each volunteer shall participate in an orientation to Agency services and persons supported, as well as Agency policies, practices, and operating procedures.

## EMPLOYEE DISCIPLINE

### POLICY:

To help insure fair and consistent treatment, employees are expected to comply with Agency standards of behavior and performance.

### PRACTICE:

1. Disciplinary procedures are an established, uniform system of progressive discipline, administered in a consistent manner.
2. Each employee is given an opportunity to improve his/her performance or to correct a disciplinary problem. The team's first responsibility is to have the Supervisor or designee sit down with the employee, explain the degree of seriousness of his/her behavior, explore options for correcting the behavior and agree on actions to be taken, and the consequences of failure to take action.
3. Disciplinary action can mean anything from a mild reprimand to termination. The primary objective of any type of disciplinary action is to correct or improve the behavior of individuals who are not meeting Agency standards of performance or conduct.
4. The following steps outline the progression of disciplinary action that must be followed by the teams in solving discipline problems:

**Feedback:** When performance issues are first recognized, employees receive informal feedback. With feedback, most issues are resolved early. However, if the feedback does not produce necessary changes, more formal actions are taken. Feedback may originate with the Supervisor.

**Counsel:** The Supervisor, the Program Director, and/or Human Resources meet with the employee and formally discuss the employee's problem. They encourage the employee to improve and offer some methods for improvement. After the meeting, the problem and the agreement reached, with time frames for corrected behavior by the employee, is documented. They insure that the employee understands that he/she has been counseled regarding his/her behavior or performance deficiency by all of the above signing the document. One copy is given to the employee and another placed in the employee's personnel file. The Supervisor, the Program Director, and/or Human Resources should monitor that this happens in a timely manner. The Agency sometimes refers employee to our Employee Assistance Counselor as a part of this process.

**Warning:** This step is taken upon repetition or continuation of identified shortcomings after reasonable opportunity and time for correction. This step usually is the result of an employee conducting himself/herself in a way that demonstrates a lack of response to previous counseling. The Supervisor, the Program Director, and/or Human Resources insure that the employee understands he/she is being "warned," i.e., that continuance of the behavior or performance deficiency may result in further disciplinary action, up to and including dismissal. The contents of this meeting will be documented and signed by both the employee and the Supervisor, the Program Director, and/or Human Resources with one copy given to the employee and another placed in the employee's personnel file.

**Final Written Warning:** Final written warnings occur when an Employee is put on notice that any additional Buffalo River Services policy or procedure violated will result in the termination of employment. A final written warning is appropriate when an Employee demonstrates a pattern of unacceptable behavior, repeatedly violates Buffalo River Services' policies, has received multiple Disciplinary Notices and/or commits a serious violation that does not warrant termination for a first offense. Depending on the severity of the violation, prior warnings may or may not have occurred.

**Termination:** This action is the most serious of all disciplinary procedures and is normally used only as a last resort. This action is taken when previous steps have not been successful in solving a problem. Termination requires approval by Executive Director with adequate documentation and recommendation from the Program Director and/or Human Resources.

The Program Director and/or Human Resources advises the employee about the reason(s) for termination. The contents of the terminating meeting are documented and signed by the employee, the designated Supervisor, and the Program Director, with one copy given to the employee and another placed in the employee's personnel file.

5. **Progressive discipline is not required for all offenses.** *The Agency reserves the right to discipline employees, including termination for commission of serious infractions, regardless of progressive discipline guidelines or counseling.*
6. The following offenses warrant immediate termination. These include but are not limited to:
  - a. Abuse/Neglect - of any person with a disability who receives services or supports from the Agency.
  - b. Theft - including, but not limited to, the removal of Agency property, the property of a person served of Agency services or another employee member from Agency premises without prior authorization.
  - c. Falsifying or altering Agency or person served records.
  - d. Drugs/Alcohol - reporting to work under the influence of alcohol or drugs, having or consuming such in Agency vehicles, on Agency property, or while on duty.
  - e. Possession of firearms, ammunition, dangerous explosives, or carrying a concealed weapon on Agency property, including Agency vehicles or personal vehicles operated in the course of Agency business.
  - f. Fighting or provoking or attempting to provoke a fight on Agency property.
  - g. Participation in or involvement (other than as a victim) with a serious crime, on or off duty, without regard to whether or not the employee's conduct results in a criminal conviction.
  - h. Sabotaging or willfully damaging Agency equipment or property or the property of other employee or consumers.
  - i. Absence without notice to the Agency, in which event the employee will have been deemed to quit voluntarily.
  - j. Knowingly breaking confidentiality of Agency's person served or other items of Agency confidentiality.
  - k. Sabotaging or willfully attempting to harm the Agency's reputation in the community.
  - l. Insubordinate behavior.

## GRIEVANCE PROCEDURES

### POLICY:

Employees are encouraged to bring to the attention of leadership their grievances about work-related issues. Employees will be provided an opportunity to present their complaints and appeal leadership decisions through a formal grievance procedure. All grievances will be resolved promptly.

### PRACTICE:

1. A grievance is defined as an employee's expressed feeling of dissatisfaction concerning conditions of employment or treatment by leadership or other employees. Examples of actions that may be causes of grievances include:
  - Application of Agency policies, PRACTICE, rules, regulations and procedures believed to be to the detriment of an employee;
  - Treatment considered unfair by an employee, such as coercion, reprisal, harassment or intimidation;
  - Alleged discrimination because of race, color, sex, age, religion, national origin, marital status, disability or any other non-merit factor; and
  - Improper or unfair administration of employee benefits or conditions of employment such as benefits, promotions, retirement, performance reviews or salary.
2. Employees are encouraged to use this Grievance Procedure and are not to be penalized for doing so. The Agency is responsible for processing the grievance until the employee is satisfied with the level of review or until the employee's right of appeal is exhausted.
3. The following steps outline the Grievance Procedures:
  - a. The employee brings a work-related problem to the attention of the Supervisor or Program Director in writing within five (5) working days from the event that inspires the grievance. The Supervisor or Program Director is responsible for investigating the grievance, attempting to resolve the grievance, and communicating a decision to the employee within 10 working days. If the employee's problem is with the Supervisor/Program Director, the employee is encouraged to talk to the Supervisor/Program Director, but the employee may feel free to talk with Human Resources.
  - b. If the aggrieved employee is not satisfied with the Supervisor/Program Director's decision, he/she is permitted to appeal to the Executive Director within five working days of the impasse. The Supervisor/Program Director documents the employee's grievance and the decision for review by the Executive Director. The Executive Director will discuss the matter with the employee and the Supervisor/Program Director and make a decision concerning the grievance within a five working day period.

- c. If the appeal to the Executive Director fails to satisfy the employee, he or she is permitted to request a hearing with the Personnel Committee appointed by the Board of Directors by requesting an appeal. The aggrieved employee should request a meeting within five (5) working days from the impasse.
  - d. If the appeal to the Personnel Committee is not satisfactory, the employee may request a hearing with the full Board of Directors at their next scheduled meeting. The employee will have the opportunity to address the Board of Directors, along with the Supervisor or Program Director and Executive Director. The Board of Directors will make the FINAL decision and explanation of the decision will be documented. The Executive Director or Chairperson of the Board may expedite this process at their discretion.
- 4. Information concerning an employee grievance will be received in confidence.
  - 5. Time spent by aggrieved employees in grievance discussions with management during their normal working hours will be considered hours worked for pay.
  - 6. Management decisions on grievances will not be precedent setting nor binding on future grievance unless they are officially stated as Agency policy. Whenever possible, the decision will be retroactive to the date of the employee's official complaint.

## **PERFORMANCE REVIEW**

### **POLICY:**

Performance review is a process for assessing the performance and contributions of each employee on an ongoing and continuous basis. It also involves providing feedback to the employee on that performance on an ongoing and continuous basis.

### **PRACTICE:**

1. The Supervisor will provide feedback to employees on their work performance. That process will be formalized in a written performance review conducted for each new employee at the end of an initial 6-month review period and thereafter on the employee's anniversary.
2. Each performance review is thoroughly discussed by all parties. The employee signs the report to acknowledge discussions of its contents and to signify concurrence with the recommendations. Once all parties have signed the report it is maintained in the agency database and a copy is given to the employee. The Supervisor discusses the evaluation with the employee.

## EMPLOYEE SELECTION/PRE-EMPLOYMENT PROCESS/BACKGROUNDS

### POLICY:

Every effort is made to hire employees for jobs that make the best use of their abilities and in which they will be able to be highly productive while achieving personal satisfaction on the job. The Agency is an equal opportunity employer. Individuals are hired solely upon the basis of their qualifications for the job for which they have applied.

BRS relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

### PRACTICE:

1. PREFERENCE FOR INTERNAL CANDIDATES – Job openings are filled by qualified persons from within this Agency when possible. Preference is given to internal candidates over external candidates when both are equally qualified. However, internal candidates are not guaranteed the positions for which they apply.
2. POSTING – Job openings and instructions for applying are posted on the TIMAS Intranet for a minimum of 7 business days. The Agency may begin an external search for applicants simultaneously with the job posting. However, no external applicants will be hired for at least seven (7) working days following the date of posting, except in the case of vacancies which must be filled on an emergency basis. Exception noted above.
3. TESTING/SCREENING – Applicants must provide documentation of their education and experience. Applicants for certain positions may be required to fill out a standard screening instrument and take a test as a condition of being considered for employment. All such tools will not discriminate against any ethnic, religious, disabled or other minority group.
4. INTERVIEWING Applicants – will be screened to determine who should become candidates for a job. Job candidates may be interviewed by more than one person, including an entire team. Part of the interview process may include observation at the job site with other Employees.
5. REFERENCES All applicants must provide three references. All applicants' backgrounds will be reviewed prior to employment. This shall include telephone contact with former employers and personal references, as well as a check for felony conviction records. You may also be fingerprinted for this purpose during your employment. Motor vehicle records will also be requested for any applicants for positions requiring driving.
6. TUBERCULOSIS TESTING – All nursing employees are required to have a tuberculosis test or present evidence of a test in the past year, verifying that they do not have tuberculosis. This screening is at the employee's own expense. Employees who suspect they have been exposed should notify their supervisor immediately and have a test as soon as possible.
7. DRUG SCREENING – Applicants are required to undergo a pre-employment drug screening.
8. BACKGROUND AND REGISTRY CHECKS – will be completed for all new employees whose responsibilities include direct care to a person supported and any current employee who has a change in job responsibilities to include direct care to a person supported, prior to, but no more than thirty (30) days in advance of, employment or a change in duties. If there is a negative result from the final report, the person cannot be hired until, and only if, a clear letter is obtained and notarized by the court. The Agency may decide to hire an industry to perform an additional check at the discretion of the administration. Depending on the nature of the offense, the Agency may choose to decline hiring a person even if an all-clear letter has been obtained. Administration will run monthly OIG checks on all employees, board members and any sub-contract employees to determine if they have obtained serious convictions that BRS may not have been informed of. You will be required to sign a release for a background check during your interview. The following checks will be performed pre-hire:

- a. Tennessee Abuse Registry – Pre-employment, annual for Choices workers
- b. Tennessee Felony Offender Registry – Pre-employment, annual for Choices workers
- c. Tennessee Sexual Offender Registry – Pre-employment, annual for Choices workers
- d. National Sexual Offender Registry – Pre-employment, annual for Choices workers
- e. List of Excluded Individuals/Entities (OIG)(LEIE) – This check will also be done monthly on each employee
- f. SIRS – Pre-employment
- g. ICOTS – Pre-employment
- h. A Background Check which includes MVR
- i. SAMS Registry Check - immediately when assigned to Choices program, then monthly

Any background with the following cannot be an employee of this agency:

- Anyone with a felony conviction
- Anyone with an abuse or assault charge
- Anyone with a sexual abuse record

**Exception Requests on Failed Background Checks: CHOICES**

If a potential employee fails a criminal background check and request an individualized assessment be conducted by this agency, the following process will be followed:

- A letter stating the potential worker has failed the background will be sent to them with background result attached
- The letter will state that according to the attached background check, we will not be hiring them as an employee
- The letter will also state if the information contained in the background report is not true, the employee can provide notarized documents from the Court stating the true circumstances within 10 days of the date of our letter
- If this new information is provided, the agency may re-consider with what has been provided
- The ultimate decision lies with our agency if any exception will be made
- If the agency decides to re-consider hiring them, we will submit a request for approval from the Choices Compliance & Legal Department for approval prior to the potential worker working in the Choices program

9. SELECTION – Selection will be based on a final comprehensive evaluation of applicants. The best-qualified applicant, who has the attributes necessary to become a productive employee, will be selected.
10. NEPOTISM – No employee shall directly or indirectly supervise the work of a close relative. (i.e. spouse, parent, child, sibling).
11. RELATIVE OF BOARD MEMBER – No person who is a close relative (as defined above) of a member of the Board of Directors shall be employed by the Agency.
12. MVR MINIMUM REQUIREMENTS – The Agency will not hire anyone under the age of 18. The agency will not hire/employ anyone that has not been licensed and has at least 3 years driving experience. The Agency will not hire anyone to drive an Agency vehicle that has ANY of the following during the most recent three (3) year period:
  - DWI/DUI
  - Reckless Driving
  - Suspended License
  - Speeding 25 MPH, or more, above the speed limit
  - Drug Offense
  - Hit Run/Leaving the scene of an accident
  - Two or more at-fault accidents
  - Three or more moving violations in the past three years

## JOB POSTING

BRS provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although BRS reserves its discretionary right not to post a particular opening.

Job openings will be posted on TIMAS and remain open for seven working days. Each job posting notice will include the dates of the posting period, job title, department, location, essential duties, and qualifications (required skills and abilities). The agency reserves the right not to post job openings during restructuring and other serious situations.

To apply for an open position, employees should submit in writing via TIMAS email to the CFO. They should describe how their current experience with BRS and prior work experience and/or education qualifies them for the position. Employees should also note what locations/days/hours they would be giving up should they receive the position.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the organization.

### PROCEDURES:

1. The primary purpose of this policy will be more consistency for Agency employee and individuals served. It is hard to provide excellent service if there is constant change.
2. An employee who is in good standing and have "meets expectations or above" performance rating can apply for positions using TIMAS email. Additionally, Employees must possess the qualifications for the position, meet the position requirements, be in their current positions for a minimum of six months (management discretion), and demonstrate effective performance and behavior. Fair consideration will be given to qualified, inter candidates.
3. New employees who are currently in PRN/LPN or part-time positions and are wishing to work a full-time position may apply for open positions even if they have not completed their six months.

**The Agency reserves the right to make exceptions to the above policy depending on each situation.**

## EMPLOYMENT OF FAMILY MEMBERS OF PERSONS SUPPORTED

### POLICY:

Criteria for hiring employees to support persons served who are in the immediate or extended family of a person served.

### PURPOSE:

The purpose of this is to establish policy regarding employment of family members. This policy is to assist administration as a guide when interviewing applicants who are related to persons served. The policy and procedure will guide Agency personnel on what issues might arise that would complicate or enhance supports to the individuals served. This policy will also assist the potential applicant in understanding more about specific expectations of the workplace, making the decision to be a paid position supporting their family member.

All applicants will be expected to fill out the Agency application materials. Family members of our individuals served will not be an exception to this. All applicants will be expected to interview, provide references, and follow all procedures the Agency requires for any potential employee. If hired, the employee must follow all BRS policies and procedures including, but not limited to, attending all required training, following specific individual training, and attending to requirements of the job description.

### RATIONALE:

BRS makes every attempt to approach all work situations from a person-centered point of view. Being an advocate for the individuals we serve is one of the most important functions of our work. One area that creates some conflict occasionally is when a family member makes application wishing to be hired as a Direct Support Professional. This becomes potentially problematic if the applicant makes an expressed request to work with his or her family member.

Confusing issues often arise when opinions of the Agency administration will be in direct opposition to the family. This may arise when the Agency will advocate for the individual served in such a way that may threaten the ideology of the family. Having a family employee in a situation such as this has the potential of causing a conflict between BRS Policies & Procedures and the desire of the family member.

The Agency expects its employees to be able to express opinions and to challenge PRACTICE. However, after all views have been expressed and all discussion has been closed, all employees are expected to follow directions as relayed from Agency management. For some family members, this may be difficult, if not impossible, to do. Family members who become employees often find it too complicated to be able to be an advocate for their family member and also to be completely supportive of the Agency's Mission, Vision, and Policies. On many occasions, Agency administration will be in precarious and paradoxical problem situations. During times when such issues arise, management is required to make decisions for the well-being of the entire Agency. Decisions will be made that will be of greatest benefit for all persons served and employees. Employees are always expected to follow instructions for the best interest to the organization as a whole, which could interfere with wishes for one individual served.

It is because of these potential problems that BRS perceives the act of hiring family members to work with a person served in his/her own family as a particularly sensitive matter. We reserve the right to use all necessary interviewing and administrative analysis techniques to determine if the applicant will be able to function on behalf of the individual served and also the entire organization. This may include, but is not limited to, inviting team members to sit in on interviews, requirements of special additional training, and signing of special letters of understanding.

The Agency reserves the right to refuse employment based entirely on the belief that the person may not be able to remain objective and rational in the job. This belief must be supported with evidence that is documented by personal references, professional references, background checks, observation, self-disclosure, and any other credible information. Documentation will be filed for a period of time per human resources procedures for personnel files. Upon request, the

applicant will be debriefed about why he/she was not selected; however, BRS, in its sole discretion, will make the final decision, and the Agency's decision will prevail.

In the event a family member is employed, the employee will be expected to treat all individuals served equally and not give more attention to his/her family member than any other individual served to which he/she is assigned. Should any conflict occur, the Agency will apply all Policies & Procedures to the situation, including the disciplinary process, up to and including termination.

## AGENCY PURCHASING

The Agency shall require authorization and approval prior to purchase of any supplies, services or equipment.

### 1. Supplies and Services:

- a. Each staff member wishing to make a supply or service purchase with program funds should first submit a Request for these supplies or services as trained by their Team Leader/Program Director.
- b. The CFO will approve if according to budget. A Purchase Order will then be issued.
- c. The purchase order will be returned to the appropriate Team Member to make the purchase. This Team Member is responsible for getting a receipt and turning it back in to the Administrative Assistant for payment. The Team Member must write his/her initials and title on the receipt.
- d. Regular, recurring purchases (gasoline, utilities, etc.) will not fall under these rules.
- e. Purchase Orders will be prepared daily, once per day (unless emergency), so employees must PLAN AHEAD.
- f. All paperwork must be FULLY completed. If not completed in full, the paperwork will be returned to the employee.
- g. Employees are to get a tax-exempt form to prevent any vendor charging BRS, INC. sales tax.
- h. Employees are never to make a purchase without a Purchase Order.
- i. In-house supplies requests should be turned into the administrative office each residential home. See the Administrative Assistant for schedule.

### 2. Equipment

- a. Whenever equipment items (items with an acquisition cost of \$1500 or more) are to be purchased, the requesting staff shall develop the specifications for these items. The CFO shall provide direction if needed.
- b. The staff member shall request written bids from at least three vendors. These bids shall be retained on file at the Agency. Attempts will be made to solicit bids for the Family Support program, although not required, by DIDD.
- c. When bids are comparable, the low bid shall be accepted. Bids will be kept with the invoice once the purchase is made.

## LENGTH OF TIME RECORDS ARE KEPT

The Agency will keep financial records a minimum of seven (7) years. The agency will keep personnel records as required by law for each category.

See Program Section for records retention for people supported.

## CASH CONTROL SYSTEM

The CFO is responsible for control of Agency cash and assets. Revenue is receipted by the Administrative Assistant into a mail receipts form. The Accounting Assistant then receipts to the proper Accounts Receivable journal and makes deposit slips for the proper bank account.

The CFO and/or Senior Accounting Clerk then makes the bank deposit. Bank Statements are reconciled by the Senior Accounting Clerk and then reviewed by the CFO.

## PETTY CASH

Petty cash is available for purchase of items under \$10 (some exceptions). Requests for petty cash forms are available in the Agency form box. Complete all information on the form, get Team Leader approval and bring to the Accounting Assistant.

When purchases are made, remember the Agency is tax exempt and does not pay sales tax. The receipt must be initialed and brought back to the Accounting Assistant (petty cash custodian).

The Agency is not responsible for any purchase made without prior approval from your Team Leader and the petty cash custodian and an invoice/receipt.

## RESIDENTIAL PROGRAM RESOURCES/PROCEDURES

Employees working in Supported Living and working shifts at customers' homes should not eat customers' food. These employees should bring their lunch/dinner from their home. The only exception to this will be when customers invite a staff member to have a meal with them. The customer must be competent to make this decision. The customer's competency is addressed in their Individual Support Plan.

Employees are not to do their personal laundry at any residential facility on or off duty.

Employees are never to sleep while on the agency clock.

## EMERGENCY PROCEDURES

It is the employee's responsibility to familiarize him/herself with emergency procedures.

1. Monthly emergency drills are conducted to insure that employees know evacuation procedures.
2. If an employee becomes aware of a fire or another emergency, he/she should activate the emergency system and all customers should be immediately evacuated from the building utilizing the nearest evacuation routes. Upon evacuation of the building, all customers and staff should be grouped a safe distance from the structure at the designated area and a count of persons made to determine if all are present. The Executive Director shall be notified as soon as possible but at least within one hour of the occurrence.
3. Personnel shall call the fire department (911) as soon as possible.

4. During periods of thunder and lightning, all customers and staff should come indoors.
5. In the event of tornado warnings, all customers and staff shall go immediately to an inside room of the building and wait, sitting, until the warning is lifted.
6. When a customer is discovered missing, the following procedures should be followed:
  - a. All available personnel should begin an immediate search of the building and grounds.
  - b. If the customer is not located within 10 minutes, the police having local authority should be called and provided with a description of the customer. A picture may be provided from the customer's file.
  - c. The Program Director should be called as soon as possible, but at least within one hour. If after office hours, the "On Call" number should be called.

Major disaster will be defined as fire, earthquake, tornado or any other type of natural or unnatural phenomenon that will damage a building so that it cannot be safely used.

If in the event we have a major disaster to one of our day buildings, we will proceed to ask the National Guard Armory in the respective county to allow us to bring our customers to their facilities for temporary occupation until such time that a more permanent building can be found. Community organizations such as churches and civic clubs should be approached for both financial assistance and volunteer help to move the Agency back in to a normal routine as soon as possible. Temporary housing for day activities should be found that will allow for the meeting of the fire and safety codes of the Department of Mental Health and Mental Retardation Licensure and the State Fire Marshall's office.

In the event of such disaster, staff must notify the Executive Director immediately and then proceed to notify all appropriate state personnel. It goes without saying, that during such event happening, all procedures for fire, tornado and other disaster drills will be followed should this occur while during operating hours.

If the disaster occurs at one of the residential units, immediate shelter will be located at one of the National Guard Armory stations in the respective county or in another dually designated location as described by that county's emergency plan. This could be church or other public building. After the immediate crisis is over, the residents may be moved to an arranged living quarter at local hotels or other such establishments.

All salaried staff members are expected to assist in the assessment and stabilization of any such event of disaster to any property of the Agency at any given time. Shifts will be created to minimize the risk of fatigue by staff during the stabilization process.

If needed, professional counselors will be obtained to assist consumers in the adjustment of the trauma of losing home or day building. Routines will be established as quickly as possible to help in relieving as much stress and anxiety as possible. It will be of utmost importance for the Agency to begin business as usual as soon as possible.

Volunteers will be asked to assist in the repair of buildings or structures if appropriate. Special precautions must be made to insure that customers and families continue to receive services as soon as feasibly possible, preferably not to exceed five working days.

Emergency aid will be sought through local Red Cross chapters and local food and clothing donors. If appropriate, federal funding for disaster relief will be procured as soon as it is available. The Agency insurance agent must be contacted as soon as the Executive Director makes an assessment of the situation.

Medications that may have been lost or destroyed during the event must be replaced as soon as possible. Agency staff will locate the appropriate medical chart for each customer affected in another location that holds the client records. The pharmacists will be contacted with names of physicians and type of medication in order for the prescription to be refilled. This must occur within the same day before 6 hours pass.

## PARTICIPATION IN PROFESSIONAL AND CIVIC ORGANIZATIONS

Employees are encouraged to participate in professional and civic organizations that promote professional development and enhance professional networking.

1. The agency pays for a limited number of memberships in designated professional and civic organizations when the budget allows.
2. Employee participation in the activities of these organizations is generally outside working hours. However, such participation can be considered hours worked if the Agency benefits from the activity. This is determined by the Executive Director or his designee.
3. Employees must have advance approval from the Executive Director before seeking or accepting any official position in a professional or civic organization. If approval is granted, the approval will include agreements about limits on work time and other resources in performing office duties.
4. Employees are encouraged to contribute articles, make presentations and give speeches to professional and civic organizations.

## EMERGENCY ON-CALL PROCEDURE

### POLICY:

It is the practice of this agency to have an answering service that will answer call after business hours and on weekends. The answering service will be responsible to notify the staff on call.

### PROCEDURE:

Staff may call 931-722-3217 after regular office hours and on weekends for emergencies that cannot wait until regular business hours. This number should only be used for emergencies and/or to give your 12 hour notice after regular office hours and on weekends.

This is an answering service, so when you call, give the operator the following information

- Your name
- Where you are working or are scheduled to report to work
- Your telephone number – the manager on call will call you back
- The nature of your emergency – you need to give details, as the answering service determines if your call can wait until regular business hours or at least after sleep hours to notify the manager on call
- You are not to call the on-call manager directly unless they have SPECIFICALLY instructed you to do so. Only call the number listed above
- If a BRS manager has not returned your call within 45 minutes and you need to report an alleged abuse, mistreatment, neglect and/or exploitation of a person supported, you are to proceed with calling the State Investigator line as noted on the posters in each home. You can report this directly at any time without calling on call. 1-888-633-1313

## ON-CALL ROTATION

### POLICY:

This policy describes the activities for all employees taking the on-call rotation who are officially required to be accessible by telephone, cell phone, or pager (beeper) and who might return to work sites of Buffalo River Services within a designated period to provide necessary services. The employee must be accessible and available for work upon being contacted via telephone, cell phone, or pager (beeper). If contacted via pager, an employee must call back within a reasonable time frame (usually 15 minutes) and acknowledge that they have received the page and will be following up with staff members. The employee must report to work within a reasonable time if the situation requires after being contacted by answering service usually within one (1) hour if the situation requires bodily presence. The employee must also be in a physical condition that allows him/her to resume duty.

### PROCEDURE:

On-call employees are not required to be at any specific work location while on call. The idea is for the employee to be able to continue with a personal, routine agenda. If the on call employee receives notification from the answering service of a problem, it is necessary for a call to be returned to the individual making the emergency contact. Once that has been done, the on-call staff member must use their best judgment to determine if they need to go to the agency site in crisis or if the situation might be handled remotely. At any rate, efforts to resolve urgent and emergency situations will need to be activated immediately. Once the crisis is resolved, the on-call employee may resume their personal agenda.

Buffalo River Services, Inc. prefers that on-call staff members should not have to go to relieve others who call out absent. It is preferred that on-call employees work a very limited number of times to replace absent staff or to relieve staff that needs to leave the work station. It is desired that on-call staff assist in finding a replacement for absent staff members if at all possible. Employees working in the homes will also assist in finding proper coverage.

On-call employees are only prohibited from engaging in activities that may impair their ability to perform their job safely if called to work. Otherwise, employees on call are encouraged to do personal activities and to not be working on the agency's business while on-call. Employees may be polled occasionally to ensure that they are engaging in activities of their own choice while on-call.

Employees shall be disciplined for outright and repeated refusals to respond to on-call duty.

Administrative and Professional employees are not eligible for on-call compensation, other than those who take weekend on-call, the agency pays a stipend for on-call duty beginning Friday at 4:30p through the following Monday 8:00 a.

Travel time spent to and from work while on-call shall be considered time worked, and the amount of time spent working while on-call must be included when computing overtime for those non-exempt employees who qualify for such compensation.

To be eligible for on-call compensation an employee must be scheduled during a period of normal time off and be available to return to duty, ready to work, within a reasonable time (usually one (1) hour) or be available by phone for giving instruction and problem solving activities.. Employees who are scheduled as "back-ups" are not regarded as being on-call.

On-call employees will be contacted for duty by telephone, cell phone, or pager.

- a) Pagers/cell phones shall be carried by the employee.
- b) Employees who are to be contacted by telephone must leave word where they can be reached with the administrative office and the answering service.
- c) On-call staff members must check in with the answering service if they have been out-of-range or not by the telephone for period of 30 minutes or more.

Employees should be notified in advance, whenever possible, of the days and hours that they will be required to be on-call.

Salaried employees called to work while on-call will be provided a minimum of two (2) hours of flex time, even if the actual time worked is less. If the actual time worked exceeds the initial two (2) hours, they will receive flex time equal to the time worked.

Every staff member with on-call duty is responsible for keeping the following records of time spent by employees while on-call: 1) on-call schedules; 2) home visit logs; 3) logs of the reason for each call-back and the length of the call-back (time records); 4) staff call out forms.

**Normal Working Hours:** Buffalo River Services' normal working hours are from 8:00am – 4:30 pm, Monday- Friday, except Holidays. Support (on-call) calls are defined as any emergency call for support placed outside those hours.

**On-Call List:** The Chief Financial Officer will maintain an on-call roster. The roster will contain as a minimum: the name, pager number, cell phone number, and home phone number, for everyone who is subject to the roster. The roster will list the current call representative at least one month in advance. Unless indicated on the roster, the on-call period will be for one week beginning each Monday at 4:30 P.M. through the following Friday at 8:00 A.M. The hours of on-call will be typically from 4:30 P.M. through 8:00 A.M. the next day, consecutively. Weekend on-call will begin at 4:30 P.M. on Friday and end at 8:00 A.M. on Monday each weekend for the full round-the-clock periods since there are no normal office hours during weekends. Holiday on call begins at 8a on the Holiday and ends at 8a the following day unless it falls during weekend on call hours. (i.e. a Holiday on Friday ends at 430p Friday when weekend on call begins). The on-call roster may be accessed by either the Buffalo River Services answering service or the front desk.

**Switching Duty:** Switching duty is permitted. The on-call representative will ensure notification of the switch to the answering service contact and affected staff members. Employees in the on-call rotation are encouraged to swap times if there is a need. This is allowed but should only be done after making all parties aware of the changes in advance. It is necessary to inform the administrative team and the answering service of changes being made.

**Maintenance of Documentation:** The on-call representative will keep written forms of all events that occur during the period for which he/she is responsible. The forms must contain an entry for each event for which the on-call representative was contacted, and a detailed description of any action taken. A copy of the form will be submitted to the appropriate Program Director, Human Resources and other for review. The on call documentation will be forwarded to human resources & payroll at the end of the on call period.

**Response Time:** Anytime an encounter occurs, the appropriate on-call representative will be notified. The notification from the answering service will first occur by page, cell phone or phone: the work number during business hours; the home number at other times; or at a number specified by the on-call person.

The on-call representative will immediately be paged or phoned. If after 10 minutes from the initial attempt to contact the person on-call, another attempt is to be made. If after another 10 minutes has gone by and there is still no response, the answering service will attempt the next person on the back up list.

The on-call representative will be expected to provide a response to the caller within 15 minutes of notification.

If for any reason you are not able to respond to the initial contact (i.e. the phone number is busy or it rings with no answer), an entry will be made in the documentation. Another attempt will be made after 5 minutes of the initial attempt to respond and will be annotated in the documentation. The On-call representative will make 2 additional attempts to respond. The 3rd and 4th attempts are to be made 15 minutes apart and documented in the documentation.

**Responsibility:** The on-call representative is responsible for timely resolution of any encounter brought to his/her attention. While on-call, the on-call representative should plan his/her activities so that he/she can quickly respond to any call. It is expected for all critical issues that the on-call representative will be available on-site or connect within 60 minutes. Critical issues are defined as matters that require another person to lend support for client safety, wellness, protection or that require the on-call person to stand in for an employee.

## QUALITY ASSURANCE

To assure that our agency provides quality care for the people we support, our agency will at a minimum, do the following:

- A monthly home visit will be made by the Program Director, RN or their designee. Any issues discovered will be brought to the attention of the Guidance Team for help in resolution, if needed.
- A phone call/contact will be made at least quarterly by the Program Director or their designee to determine if there are any issues. Phone calls can be made more frequently, if the need is determined. Documentation of these calls will be kept in the person supported file.
- Any/all issues that cannot be resolved immediately will be brought to the attention of the Guidance Team which meets monthly to assist in resolution.
- Family members/individuals will be given emergency on call contact information in the event of an emergency

## MANAGEMENT/QA-SELF ASSESSMENT/SUPERVISION PLAN

The State of Tennessee Department of Intellectual and Development Disabilities require that our agency have a Management Plan, QA-Self Assessment Plan and a Supervision Plan. These are formal written plans that describe how the provider conducts business to ensure successful operation and compliance with applicable program requirements and how we implement policies and procedures to assure the health, safety and welfare of all persons supported.

The most recent copy of these plans is kept in the Executive Administrative Assistant's office.

## COMPENSATION

### SALARY ADMINISTRATION

#### POLICY:

To attract, retain and motivate above average employees, the Agency attempts to pay wages and salaries that are competitive with rates being paid for similar jobs by other employers in the community.

#### PRACTICE:

1. Salary scales are maintained that compare favorably with those maintained by other non-profit organizations and the local business community for similar work. Salaries are paid in a manner that recognizes the scope, accountability and impact of jobs. Wages and salaries are reviewed regularly to determine whether existing salary ranges remain competitive and whether the salaries of individual employees accurately reflect job requirements and accountabilities.
2. Salary increases, as given, are based on merit. Each employee is eligible for a merit increase annually around the beginning of the new fiscal year if the employee's salary falls below the maximum of his or her range. However, eligibility for a salary increase does not guarantee that an increase will be given.
3. Merit or performance based increases are determined for each individual employee. Increases are related to improvements in results, productivity in achieving results and continuous quality improvement of work procedures. Improvement is based on both individual and team performance. Ongoing and annual performance review discussions serve to summarize progress throughout the year.
4. Salary increases depend on the Agency's ability to meet its budget. Income is not entirely dependent upon the organization itself and its operation, since the sources of income include government funds and local contributions. Therefore, any changes to income by these sources will affect the organization's ability to provide raises.
5. Cost of living adjustments may be made at the discretion of the Board of Directors. Such adjustments depend on the overall financial status of the Agency and are neither automatic nor granted on any regular basis.
6. New employees generally are hired at the base rate assigned to their jobs, except in cases of exceptional experience and performance level.
7. Employees may also be compensated through a contractual arrangement. Such contracts are negotiated individually, including the amount of compensation, benefits and the duration of the contract.
8. In November of each year, the agency will pay staff an amount per year for each year of continuous, fully completed year of employment, up to 30 years of employment. This is considered Longevity pay. There is other criteria that must be met, refer to the Longevity Policy. This plan is always conditional upon the agency's financial ability to do this.

### PAYROLL CORRECTIONS

When an employee logs in and retrieves their paycheck stub, it is his/her responsibility to check it immediately and see if it reflects the hours worked and report any discrepancies to Payroll.

### PAYROLL DEDUCTIONS

Deductions from each employee's paycheck include both mandatory and voluntary deductions. Voluntary deductions are made only with written authorization of the employee.

## **BONUSES AND LONGEVITY**

A percentage of Bonuses & Longevity will be paid to all full-time, part-time, and PRN staff. This will be based on the total hours worked per year, up to 40 hours each week, and staff must be in the active status (worked at least 12 hours per week, every week for the preceding 12 month period).

All part-time and PRN employees must be given first choice to work hours up to 24 hours each week. This gives them the opportunity to earn their maximum of bonuses and longevity. They can only work 24 hours per week unless PRE approved by the CFO.

All staff must keep all required training up to date to be eligible for these benefits. If staff are not dependable, this policy cannot be used against them, Supervisors MUST use the disciplinary process to address these issues.

## **REGULAR PAY PROCEDURES/DIRECT DEPOSIT**

### **POLICY:**

The Agency pays employees on a regular basis for all work hours completed and leave time utilized.

### **PRACTICE:**

1. Employees are normally paid every other Friday.
2. The Agency requires direct deposit. Employees will be provided a web site address, a user name and login to retrieve/see/print their pay check stubs.
3. Changes in the employee deductions or withholdings status must be submitted in writing at least fourteen (14) working days prior to check issue date. Employees are required to use the payroll website as verification of income to outside sources for applying for loans, etc. The administrative office must have a minimum seven working day notice from the employee if something is needed, in writing, to verify employment and income. The agency may charge for this verification as the website is always available to you for verification.
4. Pay cannot be advanced for any employee.
5. In the event that a mailed live paycheck is lost or stolen after delivery to the employee, the Agency must be notified immediately. A stop-payment notice will be placed on the check. The Agency is not responsible for lost or stolen paychecks. If a stop-payment is unable to be made, the employee is responsible for the loss.

### ***DIRECT DEPOSIT***

All BRS employees must have their net pay deposited directly into a checking or savings account.

Each payday, you will be able to log in to the payroll website and access your ePayStub.

BRS will deposit your net pay automatically at your chosen bank. The funds should be in your account for immediate availability as soon as your bank opens each payday.

The Payroll Office has enrollment forms. The forms must be completed to initiate the direct deposit. Please complete all information requested on this form, print your name and social security number, sign and date the Authorization form, attach a voided check or copy of savings account ID card, and forward to the Payroll Office.

## TIME CARDS/SHEETS/ELECTRONIC/TELEPHONE TIME

### POLICY:

Electronic time is used & required at most of our locations. If TIMAS is not available, staff are required to use the call in to clock in system and if both of these are unavailable then time cards/sheets are maintained and turned in by employees. Time cards document actual hours worked and leave used by employees.

### PRACTICE:

1. Employee time cards/sheets are turned in to the payroll office at the established time each Monday for the previous week.
2. Each employee must complete/clock his/her own time card/sheet. Falsifying any time record is an offense and constitutes grounds for disciplinary action, including termination.
3. Each employee must sign his/her time card/sheet at the end of each pay cycle, verifying that the information contained on it is accurate.
4. If an employee works with more than one team or cost center during a pay period, that employee should take extreme care to insure they are clocking into the correct department/cost center/team. Cost center/position should be shown on every time card/sheet.
5. The Supervisor(s) or designee must approve and sign the time card(s)/sheet(s).
6. Time should be clocked on TIMAS when possible. If not possible, time cards/sheets must be completed in ink.
7. Employees must never clock in or out for someone else.
8. If proper PRACTICES are not followed in filling in time cards/sheets and turning them in, the Agency retains the right to withhold pay for time not accurately documented.
9. The Agency is paid for services. Documentation of daily notes, shift notes and Personal Assistant Logs is the means by which we prove to our contractors that we have provided the service. Failure to turn in timely and accurate documentation is also grounds to withhold pay. This is part of your job responsibility.
10. If employee forgets to clock in, he/she may not be paid in the payroll period he/she is expecting to be paid for that day(s). He/she will be paid for that day(s) as soon as the payroll office has a chance to enter data. The reason for this is that entering payroll data sheets is a very timely process and cannot always be entered in a timely manner.
11. Anytime TIMAS is down at clock in time, as soon as it becomes available, the employee must clock in, then complete a payroll data form to adjust time to actual arrival and/or work time.

## BENEFITS AT BUFFALO RIVER SERVICES

### PAID TIME OFF (PTO) PROGRAM

Buffalo River Services understands the importance of vacation time for its Employees' well-being. Paid Time-Off (PTO) provides eligible Employees with a flexible approach to time off, giving the Employee responsibility for managing his/her own PTO hours for vacation, illness, funerals, personal appointments, emergencies and/or other personal needs that require time away from work.

PTO hours will accrue for a full-time and a part-time employee (see payroll office for accrual). Employees may accrue, but may not be paid PTO until the employee has worked for a minimum of six months in the eligible class. The employee will accrue PTO starting from the first month in which he/she worked a minimum of ten regularly scheduled days and was in the eligible class.

If full-time employees work less than 40 hours per week, PTO will be taken. To have an excused absence, an employee must give a twelve (12) hour notice and receive prior approval from the person on call. This applies to all employees scheduled to work.

Cash conversion privileges are available each year for employees with at least one year of service. All PTO hours exceeding a total of 80 hours may be sold back to the Agency at the employee's current rate of pay, not to exceed 80 hours, providing the Agency can financially afford this option.

A limited number of PTO hours may be sold to the Agency if all of the following conditions apply:

1. Staff are subject to losing PTO hours.
2. Time off cannot be scheduled due to coverage issues or can only be covered with overtime hours.
3. The Agency has the financial ability to afford this, and
4. The amount of hours sold does not exceed 80 hours and the staff has taken at least 40 hours leave within the past 12 months.

Employees meeting the criteria above may also elect to transfer 40 hours of PTO to Long Term Sick Leave up to the maximum limit allowed by LTSL. Once a transfer is made, hours cannot be returned to the PTO account.

Employees may also donate their PTO time to employees who do not have leave time or whose leave time has run out under the following conditions:

1. Employees donating must keep a balance of 80 hours for themselves.
2. Employees donating must request in writing the number of hours they wish to donate and the employee they wish to donate to, and the employees must sign this in order for BRS, INC. to remove it from their PTO leave balance.
3. The employee that is receiving the time being donated must have a very serious medical issue going on, and the request must come from their Program Director via the administrative office. Staff are not allowed to ask other staff to donate to them.
4. Employees receiving the PTO donation will not be eligible for the without pay drawing that is held each year to reward those who did not have without pay.

A balance may be carried into the next year, but at no time shall the balance exceed 240 hours for full-time employees and 60 hours for part-time employees.

No PTO is accrued by an employee having 10 days or more without pay in any month.

When an employee transfers from part-time to full-time, his/her PTO accrued while part-time can be used six months from his/her part-time employment date. All PTO he/she accrues while full-time can be used six months from his/her full-time employment date.

#### SCHEDULING:

Personal Time Off should be planned as far in advance as possible. When not possible, a 12-hour notice is required for an excused absence. You must submit a leave slip and get approval from your immediate supervisor for an excused absence. Supervisor will post absence on front calendar and give leave slip to the Payroll Clerk.

Employees are requested to plan at least one week's PTO in consecutive days. The additional time may be taken in increments as low as one-quarter hour, subject to prior approval by the department head.

PTO may be scheduled at any time during the year, after completion of the initial work period, with prior approval of the department manager. Due to staffing requirements of certain departments, PTO may be denied until adequate staffing is found.

Requested PTO conflicts will be settled with the department head having the final authority.

At the request of the supervisor, an employee may use PTO for low census time off.

#### RESIGNATION AND TERMINATION:

If an employee resigns, he/she will be paid for 2/3 accumulated PTO days if the following conditions are satisfied:

1. The employee must have been employed for at least six months.
2. The employee must have submitted a written notice and WORK a minimal two-week notice.
3. The employee's workload is current (this is determined by the department head).

An employee dismissed for misconduct or not in good standing shall forfeit all accumulated PTO.

When an employee transfers from full-time to part-time, 2/3 accumulated PTO will be paid to the employee as long as the above criteria #1 - 3 is met.

If an employee is re-employed after a break in service for any reason, he/she will begin accruing PTO as a new employee and will not be given credit for prior years of service.

PTO cannot be used during the final two-week notice.

#### EXCUSED/UNEXCUSED ABSENCE:

An **excused absence** is when the proper personnel have been notified within the proper time frame, required deadlines are met, approval is given by the proper authority and a leave slip is submitted to the administrative office in advance. The proper authority is the immediate supervisor during business office hours. The proper authority after business office hours for direct care staff is the person on call and for administrative staff is the immediate supervisor.

An **unexcused absence** occurs when the staff member fails to notify the appropriate authority of the absence 12 hours prior to the normally scheduled work time, if the staff member requests permission and permission is not granted, or proper procedure is not followed on submitting your leave slip to the administrative office.

Exception can be made to unexcused absence when a trauma (as defined by the Executive Director) has occurred.

## **LONG TERM SICK LEAVE**

The Agency makes provisions for time away from work for serious/extended illnesses.

Immediate family is defined as the employee, spouse or children living in the employee's home.

1. LTSL will be accrued at the rate of 5 hours per month. LTSL will be accrued only by regular full-time employees.
2. A doctor's note will be required by LTSL.
3. LTSL can only be used after using 40 consecutive hours of Personal Time Off (PTO), Holiday leave, or leave without pay first and can be used for the following:
  - Outpatient testing (immediate family)
  - Outpatient surgery (immediate family)
  - Hospital confinement (immediate family)
  - Long-term illness/treatment (cancer or other serious illness of immediate family)
  - Serious injury (immediate family)
  - Follow-Ups, if above criteria has been met (immediate family)
4. LTSL may be carried over from one calendar year to the next but cannot be accrued beyond 150 hours.
5. No payments are made to staff for accrued unused LTSL in the event of termination.
6. LTSL may not be used during the two weeks following notice of resignation.
7. If LTSL is exhausted and PTO is available, PTO may be used under the same conditions noted above.

## HOLIDAYS

Buffalo River Services provides paid holidays to Employees, but can only be taken if coverage is available for all locations. If you schedule a PTO day before or after a Holiday, please ensure prior approval from your supervisor so adequate coverage can be assigned.

For a current listing of paid holidays, please see the Payroll Office.

## JURY DUTY

If called to jury duty or subpoenaed as a court witness on behalf of Buffalo River Services, you'll have time off from your working hours as long as you're needed in court.

If you're a full-time or part-time Employee, you'll receive your regular pay for up to 30 days per year, in addition to any money paid by the court. Part-time Employees will be paid for the hours they are normally scheduled to work.

You are expected at work on the days you're not needed at court and when you leave court early enough to work part of the day. You are also expected to keep your supervisor informed of your jury duty schedule. You will be required to provide proof & time of jury service.

## TIME OFF TO VOTE

Buffalo River Services encourages Employees to participate in local, state and federal elections. If you do not have sufficient time outside your normal work schedule to vote, contact your Human Resources department for information regarding your state and local voting leave rules.

## LEAVES OF ABSENCE

### *Unpaid Leave of Absence*

Regular full-time and regular part-time Employees who have completed one year of continuous service may request an unpaid leave of absence. Leave without pay is to be used only for serious illness or a serious life situation and can only be approved by the Executive Director or his designee. Abuse of leave without pay will be grounds for disciplinary action, up to and including termination.

## FAMILY MEDICAL LEAVE

The Family Medical Leave Act entitles eligible Employees to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the Employee had not taken leave. Eligible Employees are entitled to:

(1) Twelve work weeks of leave in a 12-month period for:

- The birth of a child and to care for the newborn child within one year of birth;
- The placement with the Employee of a child for adoption or foster care and to care for the newly placed child within one year of placement;
- To care for the Employee's spouse, child, or parent who has a serious health condition;
- A serious health condition that makes the Employee unable to perform the essential functions of his or her job;
- Any qualifying exigency arising out of the fact that the Employee's spouse, son, daughter, or parent is a covered military member on "covered active duty;"

Or

(2) Twenty-six work weeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness who is the spouse, son, daughter, parent or next of kin to the Employee (military caregiver leave).

You are eligible for Family Medical Leave if you have been employed with Buffalo River Services for at least 12 months and have completed at least 1,250 hours of service during the 12-month period preceding the leave.

You are required to use your accrued paid leave during your approved leave of absence. Accrued leave consists of your PTO and/or Long Term Sick time. The remainder of the leave period will then consist of unpaid leave. If accrued leave time is exhausted you are responsible for your health premiums or any other insurance premiums you normally pay (please see payroll for more information). Leave for the birth or placement of a child for adoption or foster care must be taken and concluded within 12 months from the date of the birth or placement.

### **REQUESTING FMLA LEAVE**

You must notify your supervisor/manager and Human Resources as soon as you learn that you will need to request family medical leave. Your request should be given 30 days in advance or as soon as the necessity for leave arises.

For a detailed explanation of your benefits while on approved Family Medical Leave, contact your Human Resources Department.

### **MILITARY LEAVE**

Buffalo River Services is committed to protecting the job rights of Employees absent on military leave. In accordance with federal and state law, it is the organization's policy that no Employee will be subjected to any form of discrimination on the basis of the Employee's obligation to perform service for any of the Uniformed Services of the United States.

The Uniformed Services Employment and Reemployment Rights Act (USERRA) protects service members' reemployment rights when returning from a period of service in the uniformed services, including those called up from the reserves or National Guard, and prohibits employer discrimination based on military service or obligation.

You are eligible for re-employment under USERRA if you have:

1. Provided Buffalo River Services with advance written or verbal notice of your service;
2. Five years or less of cumulative service in the uniformed services while employed at Buffalo River Services;
3. Returned to work or applied for re-employment in a timely manner after conclusion of service; and
4. Not been separated from service with a disqualifying discharge or under other than honorable conditions.

If you are eligible to be re-employed, Buffalo River Services will restore you to the job and benefits you would have attained if you had not been absent due to military service or, in some cases, a comparable job.

### **BENEFIT COVERAGE FOR MILITARY**

When you take an approved Military Leave, you are eligible to continue your existing health plan coverage for you and your dependents for up to 24 months while on active duty. You will be responsible to pay the benefit premiums during your leave.

If you choose not to elect coverage during your military service, you are able to reinstate your health plan when you are re-employed, generally without any waiting periods or exclusions (e.g., pre-existing condition exclusions) except for service-connected illnesses or injuries.

For a detailed explanation of your benefits while on Military Leave, contact Human Resources.

### **ADMINISTRATIVE LEAVE**

Employees may be placed on Administrative Leave when an investigation is being conducted regarding abuse, neglect, mistreatment and exploitation of persons supported. Employees may have three options if taken off work if they have regularly scheduled hours.

1. They may be allowed to work in the office during office hours
2. They may request PTO

3. If no PTO is available, they may request leave without pay

At the Buffalo River Services' discretion, the organization may request an exemption from the Tennessee Department of Intellectual Disabilities for the employee to continue working.

For more information regarding administrative leave guidelines, please contact Human Resources.

## **OTHER BENEFITS AVAILABLE AT BUFFALO RIVER SERVICES**

Buffalo River Services offers a comprehensive and competitive benefits program that promotes healthy lifestyles for you and your family. We are committed to providing tools to help you take full advantage of your benefits and maintain wellness, while managing healthcare costs. As we partner with you to meet your healthcare needs, we will strive to provide a fair, affordable benefits package with a simple, straight-forward design. This represents the principles of our benefits philosophy.

### **MEDICAL, DENTAL AND VISION INSURANCE**

Insurance: A complete medical plan is made available for Employees and is effective the 1st of the month following 60 days after employment. An Employee must be full-time to be eligible. Insurance cost information is available in the Payroll Office. Dental and vision insurance are also available. Insurance costs are available in the payroll office.

### **SHORT-TERM DISABILITY**

The Short-Term Disability (STD) Plan is a Buffalo River Services-paid benefit made available to all full time employees that is designed to protect your income in the event of a qualified disability. If you are unable to work because of a non-job related illness or because of an injury caused by an accident off the job and you are under the regular care of a qualified physician, you may be eligible to receive short-term disability benefits.

### **LONG-TERM DISABILITY**

The Long-Term Disability (LTD) Plan is a Buffalo River Services-paid benefit made available for all full time employees that covers an injury or illness that keeps you away from work for more than 180 days.

For a detailed explanation of STD or LTD plans please contact the Payroll Office.

### **BASIC LIFE INSURANCE**

Life insurance is an important part of your financial security, especially if others depend on you for support. Your beneficiary may use your life insurance to pay off your debts such as credit cards, mortgages and other final expenses. An Employee must be full-time to be eligible.

Please refer to the Payroll Office

## DISCLOSURE OF BENEFITS

The Agency provides its employees with various benefits. Information and summary communications intended to explain these benefit plans are furnished to all plan participants and beneficiaries on a timely and continuing basis.

1. All benefits provided by this policy are described in official documents maintained by the Administrative Team. These documents are available for examination by any plan participant or beneficiary. These documents are the only official and binding documents concerning the Agency's benefits, and all summaries and communications, both written and verbal, must refer to them as binding in cases of questions or disputes. The Agency reserves the right to modify, amend and/or terminate its benefits.
2. The CFO, or any person designated by the CFO, serves as Administrator of the Agency's benefit plans. The Administrator is responsible for all communications and disclosures concerning the Agency's benefits and for compliance with all applicable laws and regulations. In addition, the Administrator is available to answer employee questions concerning benefits and to counsel new employees, employees as they achieve eligibility, retiring employees and non-employee beneficiaries as to specific benefit coverage and required forms and designations to the extent required by law. The Agency does not have an insurance clerk, and the employee has sole responsibility to file their own claims and communicate with the insurance company regarding their benefits and claims.
3. Employees, spouses and dependents covered by the Agency's health benefits plan are to be notified, when appropriate, that they have the opportunity to acquire continuing health protection in certain specified situations including lay off, termination, reduction in hours of employment and separation or divorce.

Subject to the availability of funds, we will pay up to \$50.00 per person, per year for expenses incurred for continued education at an accredited junior (two-year) or four-year college. Other qualifying classes may include business or trade school, if the subjects are relevant to the objectives of that employee's position (i.e. computer training). All expenses must be pre-approved by the employee's Team Leader and the Executive Director, in writing. If an employee makes a grade of less than C+, he/she may be exempt from future benefits of continued educational funding. This decision lies with the Executive Director. The employee must provide proof of completion.

## THE MENTOR PROGRAM

To establish the “Mentor” Program so that all team members who qualify may obtain the rewards and benefits of senior staff members who have been great assets to the Agency. These employees serve as models or examples to other direct contact team members. These people will serve as teachers and role models of excellent customer relations and teamwork.

Mentors will nominate those employees whom they believe meet these requirements. *The Executive Director and core Guidance Team members and Administrative Staff are not eligible to receive this honor.*

1. These employees must be full-time or regular part-time employees for at least two years. They must be Direct Care workers.
  2. They must demonstrate a **positive attitude on a regular basis**, as evidenced by the following:
    - \* Always attempting to find solutions, not just complaining.
    - \* Being supportive of Team values and principles.
    - \* Pitching in to help others with no complaining.
  3. They must have **respect** from the customers, parents, guardians, co-workers, Independent Support Coordinators and people in the community.
  4. These employees must go **above and beyond the call of duty** on a regular basis.
  5. Mentors exemplify the **spirit of willingness** to help others, be they program participants or other team members.
  6. They are prompt and on time. They have **good attendance** and **excellent work habits**.
- The Mentor process has no set limits on the number of staff selected. Anyone who qualifies for the Mentor status will be recognized. There is no competition to attain this status. Mentors are chosen on the abilities and skills they demonstrate, as well as the goodwill they generate. There may be three or thirty.
  - Guidance Team members and current Mentors will nominate staff members to be considered.
  - Only three people can be elected per year. Any number can be nominated. Mentors will be given a bonus of \$ 500.00 dollars and a Mentor Agency ring, value \$250 (Employees will help to design this ring style before the first Mentor is made.) Mentors will become part of the Agency leadership staff, attending Guidance Team meetings as they can and being appointed to certain board level committees. They will be recognized in local newspapers.

The overall quality that expresses the characteristics of a Mentor is that of “servantship”. The final decision by the Guidance Team will be based on this quality being present.

## THE SCHOLAR PROGRAM

At BRS, INC., a Scholar is someone who serves as a model and/or example to other employees. Each year, managers and current Scholars nominate those employees whom they believe meet the requirements of a Scholar role model. There are three tiers or levels that the person must move through to attain the Scholar Award.

To attain the nomination of Scholar, an employee must:

1. be a full-time, non-direct employee for at least three years,
2. display a positive attitude on a regular basis,
3. have the respect of peers, program participants, parents or guardians, and people in the community,
4. go above and beyond the call of duty,
5. exhibit excellent work habits and a willingness to help others,
6. treat others the way he/she would like to be treated,
7. be very knowledgeable in his/her particular job,
8. be seen as an obvious team player.

### **Tier One: Senior**

To be eligible for Scholar, the employee must have been awarded the status of Senior. This award is given to an employee for all the traits mentioned above, and he/she must have been employed for at least two years. Fellow employees and/or supervisors nominate the employee for this honor in writing. The person considered for the Senior award must have evidence of his/her ability to assist other team members. The Senior will be awarded a one-time bonus of \$100.00 and will be recognized by the Board of Directors with a special plaque.

### **Tier Two: Faculty Member**

In addition to being considered for Scholar, they must have gained the status of Senior and maintain that status for at least one year. The person must continue to offer training and information for the remainder of the year to be considered for Scholar. A person may not be nominated for Faculty Member unless he/she is already a Senior.

Employees are determined eligible for Faculty Member status by meeting the following requirements. These staff members excel as subject matters experts. They are knowledgeable in such areas as normalization theory, creativity, administrative techniques, first aid and safety techniques, behavior techniques, teamwork, adaptive equipment, grant writing and specific disabilities such as autism. Because it is the premise of BRS, INC. to have as many staff members as possible engaged in the learning process, it is possible for several employees to achieve the status of Faculty Member.

BRS, INC. has established many areas of concern in which it is useful to have in-house experts. Senior Staff members, who want to share their insight, should apply through their Team Leader or a Guidance Team Member for consideration by the organization's Guidance Team. Once selected, staff persons make a commitment to stay informed of the best practices in their fields of expertise, to calculate appropriate readings, and to be available for individual consultation. They also serve as instructors within the staff continuing education arena and offer to do training on the job or during in-service trainings. They must log 10 hours in instruction. Becoming and maintaining Faculty Member status is the second stage in becoming a Scholar.

Staff considered for this honor must have an in-depth, collective knowledge about all the different areas of Agency operations. They must be able to assist other staff in solving problems in many different areas of the Agency. This must be evident by past behavior. Any direct care staff person may also apply for Faculty Member. This will be taken into

consideration for all nominations for Mentor but is not a necessity. Faculty Members will receive a lapel pin/pendant \$150 value, a check for \$150 and a plaque acknowledging the status.

### **Tier Three: Scholar**

BRS, INC. is dedicated to insuring that each staff member who exemplifies the values and principles of BRS, INC. on a daily basis and who serves as a role model to all employees be recognized. It is hoped that all team members will attain this status of Scholar. To reinforce this goal, the Scholar nomination process contains no set limit on the number of employees selected. Anyone who qualifies for Scholar status will be recognized. It is not mandatory to represent each program area. Employees do not compete with each other to attain this status. Scholars are chosen on merit, whether two or twenty are selected. Only one Scholar may be selected in a 6-month period. Any member of the Guidance Team or any Scholar may bring a Faculty Member's name up for consideration as Scholar.

In addition to a \$400.00 bonus, Scholar Key value \$150(which the Scholars design themselves), and recognition in all local area newspapers, Scholars become part of the Agency's leadership staff. They are included on various committees, participate in seminars and workshops with management, and attend the annual leadership retreat. As excellent workers, they can teach Team Leaders a great deal about Servant Leadership.

### **Fast Track:**

With unanimous approval by the Guidance Team and the Board of Directors of BRS, INC., a person who has met the above criteria and who has seniority at the Agency, along with a exemplary work history may have the honor of Scholar conferred upon them negating the time frame. Several factors must be present before this can happen.

1. A fellow employee must request that the nominee be considered for the "Fast Track" process in writing.
2. The prospective employee must have worked at the Agency 10 years or more.
3. The prospective employee must have an impeccable record.
4. The prospective employee must agree to perform the duties of Faculty Member for one year. This requires the teaching of instructional material beyond the scope of the regular job.
5. In order to apply, three newspaper/journal articles informing the public about BRS, INC. or some other related educational material must be submitted by the prospective employee.

Although they may eventually move into management, they do not have to be in management nor is it the intent of the Scholar program to remove model employees from the job they do so well. Scholars are models of employee performance at the most critical level of the organization. They must be nurtured, encouraged, developed, and recognized.

## WORKER'S COMPENSATION

Staff members are protected under the state worker's compensation law against loss of income due to injury or death that occurs during work activities. The Agency pays the entire cost of the Worker's Compensation insurance premium. Employees must report all job-related accidents, injuries and illnesses immediately after experiencing symptoms. The insurance carrier will determine the benefits, if any, the employee receives.

1. Any employee injured on the job will report the injury immediately to his/her Team Leader and the administrative office, regardless of whether the injury is minor or of no apparent significance.
2. An Incident Report will be completed promptly by the employee, Team Leader or designee to insure documentation and expedite compensation. The incident report must be turned in or at least called in to the CFO or designee within the same working day of the injury. If the administrative office is closed at the time of injury, the report is due at the next opening of the administrative office. In the event the injury is serious, the person on call must be notified. The administrative office will contact the insurance company and file the necessary documentation.
3. Anytime a staff member has an accident/injury to him/herself, that is not inflicted by another individual, or has a vehicle accident with an Agency vehicle, and Agency management cannot readily determine that it is not the staff member's fault, the Program Director will perform a drug test as soon as it is reported. This accident investigation will then be forwarded to the Risk Management Committee for peer review. The Risk Management Committee will make recommendations to the Guidance Team of any safety procedures that should be put in place in order to prevent accidents/injuries from occurring again. The Program Director will do the accident investigation within 48 hours of the accident/injury. A copy of the investigation will be forwarded to the Finance Director and the Risk Management Committee Chairperson.
4. The Agency has the right to deny a claim if the injury is not work-related. Duties may be re-assigned according to physician recommendation and the Executive Director's discretion.
5. If medical care is needed as a result of the work injury the list of approved physicians are posted on the Agency Bulletin Board at each facility.

If you do not use our approved physicians, we are not liable for any cost that you incur. Contact the Finance Director if you feel you need to see a physician; an appointment can be made for you.

6. An administrative staff may accompany you to the physician at any time and/or make the appointment for you. You may choose only one approved physician, and once this physician is seen, you must see no other physician regarding the work injury, unless our approved physician refers you to another physician.
7. At that point, the doctor that you have been referred to is your only approved doctor for worker's compensation benefits. The CFO or designee must be notified, in writing, of this referral and any and all appointments with this physician.
8. If you feel you should see a doctor or any other medical provider other than those approved, you must request, in writing, to the CFO or designee for approval under worker's compensation benefits. The Agency may deny your request. Should you see an unapproved physician, the Agency or its worker compensation carrier will not be responsible for the expenses.
9. You may not, at any time, be seen by two physicians during the same period of time, without the Agency's written permission and both physicians having full knowledge of the treatment plans of the other physician and the CFO having knowledge of any and all appointments scheduled.
10. All claims (medical, pharmacy, etc) must be filed through the CFO's office. Prescriptions received from an approved physician must be brought to the CFO or designee for approval. The CFO/designee will then send you to an approved pharmacy.

11. In the event lost work time arises from the work injury, it is expected that the employee will abide by the doctors' recommendation as to when and how to return to work. If light duty is available, we expect both the physician and employee to utilize this program, with the only exception being a person who is bed-ridden or very seriously ill. Our Agency will work with the physician's recommendation as long as the Executive Director deems it a possible situation. It is further expected that while out of work, the employee will call in to the CFO/designee on a weekly basis with an update of their condition, physician recommendations, doctor's appointments, etc. The Agency may also contact the physician directly regarding work injuries for recommendations, etc.
12. The Agency tries to make light duty work available for staff who have been injured so they may return to work as soon as possible. Light duty work will be performed in the administrative office or other office. It will consist of duties such as answering the telephone, filing, making copies, totaling mileage sheets, and assisting administrative staff in their duties as permitted. A doctor's note is required stating how many hours a staff member may work per day and what the exact limitations are.

Please keep in mind, Worker's Compensation is an insurance benefit for all employees in the event of a work injury. Let's all work together to keep this benefit by being safety conscious everyday while working.

## EDUCATIONAL/TRAINING ASSISTANCE

The Agency encourages employees to continue their education/training. In this regard the Agency may assist a small number of employees in securing additional education/training designed to improve their performance and effectiveness as it relates to job assignment. Educational/Training assistance is provided in accordance with the following guidelines.

1. Educational/Training assistance is provided only for courses of study which the Agency determines are directly related to the employee's present job or which will enhance the employee's potential for advancement to a position within the Agency that the employee has reasonable expectation of achieving. The Executive Director is responsible for determining whether the course is job-related.
2. Fifty dollars (\$50) per year per employee is set aside to help on education/training. In order to guarantee reimbursement, a written request must be submitted and approved prior to enrollment. Reimbursement will be made when proof of completion is submitted to Accounts Payable.
3. Educational/Training assistance is provided only when the budget allows.
4. Our Agency has an Agency library with books, cassettes and videos to further your training. Items may be checked out to the public as well as employees. The public will be required to leave a deposit, their full name, address and phone number on all items checked out. The public will have a due date, and a late charge will be assessed. Employees will have due dates but will not be charged deposits or late fees.
5. All full-time employees of BRS, INC. will be encouraged to have 80 hours of continuing education and training within the 12-month fiscal year. All part-time employees are encouraged to have 40 hours within the 12-month fiscal year. This is from July 1 to June 30 each year.

This training or continuing education can be on topics that are related to the work of the Agency such as mental retardation, autism, medications, First Aid, driver's education, psychology, sociology, etc. The training may also be on such topics as self-improvement, building your financial assets, computers, improving your self-image, management, behavioral techniques, team building, etc.

For new employees, this may include the pre-service orientation and 60 day training required by the state. For other employees, this may include the CMRA Credentialing Training, MANDT training, CPR/First Aid training.

The focus of the type of training is to be very flexible and open. This training may be acquired by watching videos, listening to audio tapes, reading certain books, attending state-sponsored training, attending Agency-sponsored training, going to seminars and taking college or technology school courses. Working on learning foreign languages is also acceptable.

Remember to fill out training documentation forms for your time spent and turn them in monthly to the Payroll Office. The forms are at the administration building in the mailroom.



**BUFFALO RIVER SERVICES, INC.**  
**ACCOUNTING/HUMAN RESOURCES ASSISTANT**  
**JOB DESCRIPTION**

The Accounting/Human Resources Assistant will be responsible to the Chief Financial Officer

**SPECIFIC REQUIRED DUTIES AND ABILITIES:**

**Accounting:**

- To perform Accounts Payable for the Agency.
- To insure all invoices have been properly approved prior to payment
  - To insure all invoices are paid timely
  - Filing of all A/P invoices/check stubs
- To perform Accounts Receivable for the Agency.
  - To insure all payments due to the agency are received timely and follow-up as needed
- To prepare weekly, monthly, quarterly and fiscal reports accurately as needed.
- To serve as back up for payroll.
- To perform all billing for agency (DIDD, TNCare, Choices, Private Pay)
  - To follow-up on billing and re-bill as necessary in a timely manner

**Human Resources:**

- To perform the function of Human Resources Assistant for the Agency.
  - To assist Executive Director, Chief Financial Officer, and Program Director in the process of hiring, disciplinary procedures, and/or termination.
    - By performing all required background checks in a timely manner
    - To maintain current and accurate personnel records and file in a timely manner.
  - To be back-up for handling unemployment claims.
  - To initially enter and then maintain personnel area of the TIMAS database
  - To back-up CFO for orientation of all new staff.
  - To verify employment according to our Policies

**General:**

- Ability to prepare and assist in grant applications.
- Excellent knowledge of computer program applications (word processor, database and spreadsheets & accounting programs).
- Knowledge and ability to perform general office routine, (i.e. answering telephone, working lobby, using copier and fax machine, etc.)
- To serve as back up for other Administrative team members.
- To do some hard physical labor on occasion, as needed, i.e. lifting records/files, transferring clients. See Physical Demands for actual movements required.
- To follow agency Policies and Procedures consistently.
- Must deal tactfully and honestly with the public and co-workers, to be honest in all agency dealings, to exercise good judgement in evaluating situations and decision making, to express ideas clearly, concisely, and convincingly.
- Ability to represent the agency as appropriate, by constructive public relations and marketing techniques.
- Ability to work a flexed schedule and/or travel out of town as needed.
- To follow agency policies and procedures consistently

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator's license with a "for hire" endorsement. Motor Vehicle Record must meet agency insurance guidelines.

**MINIMUM QUALIFICATIONS:**

KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of routine mathematical principles of addition, subtracting, multiplication, and division; good knowledge of principles, practices, and methods of double-entry bookkeeping; good knowledge of office procedures, practices and equipment.

Ability to train other staff as needed; ability to perform mathematical calculations rapidly and accurately; ability to prepare and maintain financial records and reports of great scope and/or complexity; ability to operate with excellent skill, a computer and other office technology.

**EDUCATION AND EXPERIENCE:**

High School diploma required. College course work preferred. Agency prefers 5 years of office/clerical experience, 2 years required.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**BUFFALO RIVER SERVICES, INC.**  
**ADMINISTRATIVE ASSISTANT**  
**JOB DESCRIPTION**

The Administrative Assistant is responsible to the Chief Financial Officer.

**SPECIFIC REQUIRED DUTIES AND ABILITIES:**

**Administrative:**

- To act as Agency Administrative Assistant: greeting visitors; answering telephone, routing messages.
- To do general office functions; typing, copying, postage meter, maintaining an up to date and accurate filing system, receipting and distributing of mail.
- To maintain agency library
- To maintain supply of general office supplies, ability to make good judgement for on-line purchases
- To maintain EAP forms for employees and keep EAP Counselor listing accurate and up to date
- To take meeting minutes and prepare in final form. Ability to compose correspondence for the Chief Financial Officer and/or Executive Director and other staff as designated by the Chief Financial Officer.
- To maintain The William Thomas Helton Foundation donations and send out letters/cards associated with donations for In Memory Of or In Honor Of
- To maintain agencies files for warrants, sign out sheets, and various other files as requested by the Chief Financial Officer and/or Executive Director
- To maintain vehicle maintenance in TIMAS and maintain accurate vehicle listing

**Accounting:**

- To prepare weekly, monthly, and quarterly fiscal reports as needed.
- To maintain inventory of agency assets.
- To maintain supply and distribution of in-house/prepaid supplies.
- To maintain preventive maintenance files, monthly mileage, gas usage, maintenance costs by vehicle.
- To maintain accounting records for Charge Cards/Travel Accounts and insure no overage occurs
- Maintaining an accurate and timely agency Purchase Order System.

**General:**

- To serve on Risk Management Committee
- Good knowledge of computer program applications (word processor, database and spreadsheets).
- Ability to represent the agency as appropriate, by constructive public relations and marketing techniques.
- Ability to work a flexed schedule and/or travel out of town as needed.
- To do some hard physical labor on occasion, small maintenance jobs in office as needed, i.e. lifting records/files, transferring clients. See Physical Demands for actual movements required.
- Ability to provide back up for other administrative staff in their absence
- To follow agency Policies and Procedures consistently.
- Must deal tactfully and honestly with the public and co-workers, to be honest in all agency dealings, to exercise good judgement in evaluating situations and decision making, to express ideas clearly, concisely, and convincingly.

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator's license with a "for hire" endorsement. Motor Vehicle Record must meet agency insurance guidelines.

**MINIMUM QUALIFICATIONS:**

**KNOWLEDGE, SKILLS AND ABILITIES:** Good knowledge of standard business English, including spelling, grammar and sentence structure, and routine arithmetic; good knowledge of standard office practices and procedures. Skills include the operation of the typewriter and/ or computer. Good knowledge of computer operation needed, (i.e. Word-processing, database, spreadsheet, etc.) Ability to learn to perform a variety of typing, general clerical, and secretarial work of routine difficulty; ability to operate a variety of business machines and office technology; ability to operate with excellent skill, a computer and other office technology.

EDUCATION AND EXPERIENCE:

Education equivalent to graduation from a standard high school, and two years experience in office/clerical work. BRS, Inc., would prefer that this applicant have at least five years office/clerical experience, although two years are only required.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**BUFFALO RIVER SERVICES, INC.**  
**CHIEF FINANCIAL OFFICER**  
**JOB DESCRIPTION**

The CFO will be directly responsible to the Executive Director. This employee will be responsible for maintaining agency knowledge of policies of funding sources and other administrative policy requirements; to develop sound fiscal procedures and facilitate daily activities of personnel in the administrative team and the agency in absence of Executive Director. This employee will serve as a member of the Guidance Team and Team Leader of the Administrative Team.

**SPECIFIC REQUIRED DUTIES AND ABILITIES:**

**Accounting:**

- To perform and/or facilitate the full-charge bookkeeping system: accounts payable, accounts receivable, maintenance of general ledger, journal entries, bank accounts, petty cash, inventory control, expenditure reports, reimbursement reports, account analysis.
- Ability to plan, determine and carry out needed or requested studies of agency operations and make fiscal recommendations to the Executive Director and the Board of Directors.
- To maintain accounting records for The William Thomas Helton Memorial Foundation
- To prepare and implement agency budget proposals
- To perform and/or facilitate preparation of monthly, quarterly and annual fiscal reports due to the Executive Director, Board of Directors and funding sources.
- To perform and/or facilitate the payroll process, payroll taxes, Federal and State reports, 403B and Section 125.
- To perform and/or facilitate state cost plans, service plans, billing & payment process.
- To establish budgetary and fiscal systems necessary to the operations of the Agency and satisfactory to meet the fiscal requirements of the funding agencies
- To ensure compensation and benefits are in line with company policies and legislation
- To perform annual salary review

**Human Resources:**

- To act as the Human Resource Officer, facilitating maintenance of current and accurate personnel and attendance records.
- To perform/assist/oversee, as required, Program Director's, in the hiring, disciplinary and/or termination process.
- To perform new staff orientation
- To oversee/facilitate maintenance of staff training dates
- To handle unemployment claims
- To be responsible for assuring the accuracy and confidentiality of personnel records
- To identify and manage training and development needs for employees
- To develop and implement human resources policies and procedures
- To administer HR policies and procedures
- To handle employee complaints, personnel issues and employee discipline
- To maintain the human resource information system and employee database
- To maintain knowledge of legal requirements and government reporting regulations affecting HR functions

**Administrative and General:**

- To assist the Executive Director in oversight of keeping our agency Policy & Procedures current and accurate.
- To oversee/performance administrative of agency's self-insurance health plan
- To be knowledgeable of developing laws and implement them as they relate to the agency
- Be knowledgeable of State of Federal standards (Department of Labor, Tennessee Department of Intellectual and Developmental Disabilities, and OSHA) and monitor agency and staff in regard to these standards.
- To be in charge in absence of Executive Director.
- The ability to search out and apply new technology and knowledge, as applicable.
- Knowledge to be directly involved in agreements entered into by the agency (rental, leases, sub-contracts, etc.).
- To serve on committees as designated by the Executive Director
- To participate in the on-call rotation for the agency
- To oversee coordination of vehicle and building maintenance.

- To oversee and/or facilitate agency insurance coverage and file claims, as necessary.
- To review and update employee rules and regulations
- To represent the agency as appropriate by constructive public relations and marketing techniques.
- To attend Board meetings and maintain minutes and Board files.
- Considerable knowledge of computer program applications (word processing, database and spreadsheets) that are IBM compatible.
- To serve as agency administrator for TIMAS database and program background as needed.
- To serve as agency in-house IT person
- To oversee/prepare for and/or facilitate agency professional days/staff events/awards
- To facilitate the Licensure process, County funds, Drug Free Application, Charitable Solicitations and Corporation Annual reports for the agency.
- Ability to work a flexed schedule as needed to attend Board Meetings, fund raising and other meetings after hours. Ability to travel out of town as needed.
- To do some hard physical labor on occasion, as needed, i.e. lifting records/files, transferring clients. See physical demands for actual movements required.
- To prepare and do in-service training as required for staff and others.
- Ability to prepare grant applications for funding/equipment as needed.
- To follow agency Policies and Procedures consistently and monitor compliance of agency and other staff.
- Must deal tactfully and honestly with the public and co-workers, to be honest in all agency dealings, to exercise good judgement in evaluating situations and decision making, to express ideas clearly, concisely and convincingly.

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator’s license with a “for hire” endorsement. Motor Vehicle Record must meet agency insurance guidelines.

**MINIMUM QUALIFICATIONS:**

KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of routine mathematical principles of addition, subtracting, multiplication, and division; good knowledge of principles, practices, and methods of double-entry bookkeeping; good knowledge of office procedures, practices and equipment.

Ability to assign, train, facilitate and evaluate subordinate accounting technical and clerical staff and their work: ability to perform mathematical calculations rapidly and accurately; ability to prepare and maintain financial records and reports of great scope and/or complexity; ability to operate with great skill, a computer and other office technology.

**EDUCATION AND EXPERIENCE:**

Education equivalent from a standard high school, and experience equivalent to five years of full-time increasingly responsible clerical accounting or auditing work including, at least one year of experience similar in nature to that performed by an Accounting Technician; completion of nine quarter hours in accounting or bookkeeping from an accredited college, technical institute or vocational school may be substituted for two years of the required experience; there being no substitution for the one year of specialized experience; completion of fifteen quarter hours in accounting or bookkeeping from an accredited college, technical institute or vocational school may be substituted for the three years of the required experience, there being no substitutions for the one year of specialized experience. Five years of management and/or Human Resource experience required.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**BUFFALO RIVER SERVICES, INC.**  
**DIRECT SUPPORT PROFESSIONAL**  
**JOB DESCRIPTION**

The Direct Support Professional will be responsible to the Team Leader of the team to which they are assigned. The Direct Support Professional will be familiar with all persons served under their care. The Direct Support Professional's ultimate responsibility is the general welfare of persons served under their care. The Direct Support Professional will be responsible for cleaning, purchasing of supplies and groceries, and for the overall appearance of home and grounds. Other administrative and operational duties may be assigned as required.

**SPECIFIC AND REQUIRED DUTIES AND ABILITIES:**

**PROGRAMMATIC:**

- To maintain adequate staff/client ratios to comply with all state and federal standards.
- To order supplies needed, keeping the facility stocked with an adequate level of necessary supplies.
- Ability and knowledge to handle medical emergencies.
- To train all persons served in all areas noted in their Individual Support Plans.
- To train and implement safety and work skills when and where needed.
- To meet with Independent Support Coordinator(s) as liaison for persons served.
- To maintain accurate and timely daily, weekly, monthly, and annual records, files, and reports for persons served (active or inactive).
- To plan, implement, and carry out activities as noted in the person's Individual Support Plans.
- To develop and maintain meaningful activities for persons served so that the requirements for Community, Facility and/or Home Based, Supported Living, Residential, Personal Assistant and any other funding are met in a "person centered" manner(see operations manual).
- To participate in person's Individual Support Plan with information regarding person as their likes/dislikes based on communication with that person or observation of a non-verbal person.
- To work a flexed schedule as assigned by the Guidance Team to meet the needs of persons served, attend training and/or travel out-of-town as needed.
- To attend required training when scheduled by the Guidance Team.
- To be a Team Player, work as a Team Member, be responsible, hold each other accountable, communicate with each other, solve problems and implement solutions, have fun, and be creative.
- To accurately prepare all paperwork and/or data entry required to meet all federal, state, and local guidelines.
- To maintain good public relations in the community with potential customers and families.
- To educate the general public on the programs, being knowledgeable on each.
- To insure persons served are clean and well-groomed, providing training in this area and/or providing actual personal care as needed.
- To form rapport with persons served and communicate effectively with them and staff.
- Knowledge of computer program applications for an IBM computer (word processor, TIMAS, database, and spreadsheet).
- Considerable knowledge of types of medications, administration, and side effects. Must pass Medication Training as required by funding sources
- To dispense medication as required and allowed by Funding Sources
- To provide back-up for appointments for persons served, if necessary. To transport persons served to medical assessments and meet program staff there if needed.

**OPERATIONAL:**

- To be knowledgeable of all aspects of vehicle operation and have familiarity with all routes for regular driver or substitute; to provide minor maintenance on vehicles.
- To treat agency vehicles and property with respect and take good care of it
- To drive vehicles safely and have considerable knowledge of vehicle safety.
- To document in writing and submit to the administrative office any and all needs for maintenance, vehicle safety, and reporting of accidents and/or minor scrapes and damages.
- To keep vehicles and facilities clean.

- To provide minor maintenance to homes/facilities (i.e. plunging toilets, replacing light bulbs, tightening screws, etc.).
- To keep accurate vehicles records including mileage, tires, oil changes, safety and building checklists, and reports.
- To handle (load and unload) materials in and around buildings/storage area and all areas of pickup and delivery of materials.
- Ability to do some hard physical labor on occasion, i.e. moving/lifting files, transferring persons served. See Physical Demands for actual movements required.
- To provide quality lawn care in mowing, weed-eating, clean-up tasks, and janitorial work when needed
- To be certified in CPR and First Aid and knowledgeable of health issues.
- To monitor persons served self-administer their medications timely and accurately.
- Must follow Agency Policies & Procedures consistently.
- Must deal tactfully and honestly with the public and co-workers; to be honest in all Agency dealings; to exercise good judgment in evaluating situations and decision-making; to express ideas clearly, concisely, and convincingly.
- Must have the ability to provide good public awareness activities; to promote a positive image for the organization.

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator’s license with a “for hire” endorsement. Motor Vehicle Record must meet agency insurance guidelines.

**MINIMUM QUALIFICATIONS:**

KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of proper sub-professional methods and techniques to be employed in the care and treatment of persons served and of pertinent rules and regulations. Ability to do hard physical labor. Ability to learn documentation procedures and to implement them. Ability to learn and demonstrate teaching and planning techniques. Ability to operate office machines: copier, computer, calculator, etc. Ability to operate lawn equipment: mowers, weed-eaters, etc. Ability to operate vehicles. Ability to perform developmental technical work in providing a variety of care and treatment to persons served. Ability to prepare and review a variety of standard operating records and reports. Ability to train less experienced workers as assigned. Ability to operate with good skill, a computer and other office technology.

**EDUCATION AND EXPERIENCE:**

Agency prefers education equivalent to graduation from a standard high school and experience equivalent to one year of full-time employment in care and treatment of persons with disabilities. Course work at an accredited college or university in human service delivery or other acceptable field may be substituted for the required experience on a year-to-year basis. Required Agency training may also be substituted for the required experience. Experience in basic vehicle and home maintenance skills desired.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Buffalo River Services, Inc.**  
**Executive Administrative Assistant**  
**Job Description**

The Executive Administrative Assistant is a utility position. The duties to be performed are of a general and administrative nature. The Executive Administrative Assistant will be responsible to the Executive Director.

**SPECIFIC REQUIRED DUTIES AND ABILITIES:**

**Administrative:**

- Complaints Resolution Coordinator
  - Tracking of family, individual, and/or community citizens complaints
  - Organize meetings & provide minutes,
  - Ensure agency action & resolution/ensure complainant satisfaction
  - Send out annual letter of Complaints Resolution Policy to individuals & family members
  - Attend any scheduled Complaints meetings at DIDD for updates-as scheduled
  - Send out annual letter of Complaints Resolution Policy to individuals & family members
- Title VI Coordinator
  - Ensure that Title VI posters are at all locations
  - Maintain all records of Title VI complaints made
  - Send out annual Title VI Coordinator letter to Program Directors so they can send out to all individuals for signature which then goes in individuals file
  - Title VI training for TDOT (every 3 yrs to renew)
  - Complete annual Title VI survey and send in to DIDD/Complete TDOT Title VI assessment
- Facilitate Training
  - Primary Administrator/Monitor for RLMS classes/Computer updates/installs
  - Facilitate recertification courses
  - Facilitate Initial Courses
  - Scheduling quarterly training for agency calendar
  - People Planning Together-Self Advocate Support Assistant Trainer as needed
  - Make copies of sign in sheets for administrative tracking
  - Maintain files as needed to support training of staff
- Organize, Host, and attend Trainings as required by the Executive Director
- Serve on committees as appointed/requested by Executive Director
- Review salaried time sheets, attendance records & leave slips as delegated by the Executive Director
- Maintain board of director's master file & send out quarterly agenda & minutes and annual orientation of new board members
- Organize CQL interviews & reconciliation
  - Assign CQL interviews to staff that have been trained in Personal Outcome Measures as requested by Executive Director or Guidance Team
  - Set up a meeting for all CQL interviewers to bring data on individuals interviewed
  - Reconcile all data into a report & distribute to Program Directors & Guidance Team members
  - If any action is needed by the Program Directors, the PD's document the action and turn in notes for the file
  - Reports & follow up are filed in the Internal QA notebook by year
- Admin duties assigned by the Executive Director (includes typing letters, memos, sending cards, making & answering phone calls, public relations, relaying messages, attend meetings internal & external & bring back info to the agency, mail outs, etc.)
- To serve in on call rotation as required
- Maintain Internal Quality Assurance documentation for file:
- Gather & prepare agenda items for Guidance Team:
- Conduct RSM Investigations as required
- Coordinate/prepare State Survey Information
- Make home visits as requested by the Executive Director

**General:**

- To communicate effectively, tactfully, and professionally with public in person and by telephone. To make public presentations to groups and individuals.
- Considerable knowledge of assistive technology
- To accurately prepare and maintain statistical and narrative weekly, monthly and/or quarterly reports for funding sources, Guidance Team, and Executive Director. (Satisfaction Surveys, Employment Database, Prevention/Supervision Plans, QA Plan, Management Plan, Fitness Center, etc.) Compile results and disseminate to appropriate staff for reply/correction if needed
- To be creative in public presentations about our Agency
- To perform general office duties.
- To be knowledgeable of the Agency's administrative process and follow this process consistently.
- Must follow Agency Policies & Procedures consistently.
- Must deal tactfully and honestly with the public and co-workers; to be honest in all Agency dealings; to exercise good judgment in evaluating situations and decision-making; to express ideas clearly, concisely, and convincingly.
- To do some hard labor on occasions, as needed, i.e. lifting records/files, transferring clients. See Physical Demands for actual movements required.
- To work flexed schedule, as needed, to attend meetings, fundraisers, etc. after regular scheduled work hours; to travel out-of-town, as needed.
- To represent the Agency as appropriate by constructive public relations and marketing techniques.
- To follow agency policies and procedures consistently

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator's license with a "for hire" endorsement. Motor Vehicle Record must meet agency insurance guidelines.

**MINIMUM QUALIFICATIONS:**

**KNOWLEDGE, SKILLS, AND ABILITIES:** Good knowledge of basic living skills; good knowledge of basic English, sufficient to learn to write reports, keep records, and read instructions; must be certified as CPR/First Aid Instructor. Ability to perform development technician work of routine difficulty in learning to provide a variety of routine sub-professional care to persons served; ability to lift persons served; ability to prepare a variety of routine records and reports. Ability to operate with excellent skill, a computer and other office technology.

**EDUCATION AND EXPERIENCE:**

Education equivalent to graduation from a standard high school. Agency prefers 5 years of clerical/office experience, but 2 years are required.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**BUFFALO RIVER SERVICES, INC.**  
**EXECUTIVE DIRECTOR**  
**JOB DESCRIPTION**

As directed by the governing authority of the Agency and pursuant to all rules and regulations and legislation applicable to the Agency or services provided, to be responsible for the planning, development, operation and evaluation of the Agency's activities. These operational responsibilities include management, clinical supervision, fiscal controls and accountability, planning personnel management, and establishment of adequate reports on the Agency's status and progress. The Executive Director will be responsible to the Board of Directors.

**SPECIFIC REQUIRED DUTIES AND ABILITIES:**

- To organize Agency activities to produce maximum results in all service areas:
  - a. To coordinate the actions of teams and individual staff members in the procurement of work for each person served who has job placement as an ISP outcome.
  - b. To generally assist in all efforts to meet customer ISP outcomes.
- To supervise operation of residential components directly as needed.
- To be knowledgeable of State and Federal standards and work to meet them (Department of Labor, etc.).
- To maintain all property and equipment in a manner that preserves its quality or improves it.
- To represent the Agency, as appropriate, by constructive public relations and marketing techniques, including maintaining representation in social clubs.
- To demonstrate good industrial relationships and knowledge of local industry base by acquiring business opportunities and job options for customers.
- To be responsible for Budget & Fiscal reports with the assistance of the Chief Financial Officer.
- To develop and administer plans and programs to meet the specific goals and objectives of the Agency as related to the policy statement of the governing authority and to satisfy the requirements of any or all funding sources.
- To establish budgetary and fiscal systems necessary to the operations of the Agency and satisfactory to meet the fiscal requirements of the funding agency(ies) with the assistance of the Chief Financial Officer.
- To direct the activities of the employees of the Agency and facilitate a system that provides efficient personnel management, including employee training and annual evaluations of the performance of personnel. Facilitation of all center management, including social services (social work), education, vocational, residential, and administrative.
  - ☐ identify and manage training and development needs for employees
  - ☐ develop and implement human resources policies and procedures
  - ☐ administer HR policies and procedures
  - ☐ ensure compensation and benefits are in line with company policies and legislation
  - ☐ benchmark compensation and benefits
  - ☐ support annual salary review
  - ☐ implement and monitor performance management system
  - ☐ handle employee complaints, grievances and disputes
  - ☐ administer employee discipline processes
  - ☐ review and update employee rules and regulations
  - ☐ maintain the human resource information system and employee database
  - ☐ coordinate employee safety, welfare and wellness
  - ☐ maintain knowledge of legal requirements and government reporting regulations affecting HR functions
- To insure quality of clinical services delivered to persons served.
- To be responsible for the final decision for admission and termination of persons served.
- To coordinate all phases of program to insure that a high standard of professional conduct and quality of services is provided to persons served in accordance with the adopted goals and objectives of the Agency.
- To coordinate activities in compliance with working toward a nationally-accepted standard of care and training as applicable to the purpose of the Agency.
- To interpret the Agency's program to the community; coordinate the work of the Agency with that of other human service agencies in the community; and communicate the needs of the developmentally disabled to the public through publications, writings, speeches, etc., as needed, but with no less than one effort quarterly.
- To be responsible for assuring the accuracy and confidentiality of records of persons served.
- To perform other functions as requested by the governing authority.

- The ability to work a flexed schedule as needed to attend meetings, fund raisers, etc. Ability to travel out of town as needed.
- To do some hard physical labor on occasion, as needed, i.e. lifting records/files, transferring clients. See Physical Demands for actual movements required.
- The ability to search out and apply new technology and knowledge, as applicable.
- Possess leadership skills evident through past experience.
- Knowledge to write grant proposals with expertise.
- Ability to deal tactfully and honestly with the public and co-workers; to be honest in all Agency dealings; have a functional knowledge of community organizations; the ability to relate well with other social service agencies; to exercise good judgment in evaluating situations and making decisions; to express ideas clearly, concisely, and convincingly; and to plan and direct the work of others.
- To participate in on call rotation as required
- To follow agency policies and procedures consistently.

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator’s license with a “for hire” endorsement. Motor Vehicle Record must meet agency insurance guidelines.

**MINIMUM QUALIFICATIONS:**

**KNOWLEDGE, SKILLS, AND ABILITIES:** The professional qualifications of an Executive Director of a community service agency are related to the size and type of the service to be managed.

The Executive Director must possess professional experience and personal qualities related to the demands of the specific agency. Knowledge and abilities required vary little among the levels of Executive Director positions, and are as follows:

- Knowledge of methods and techniques involved in the training and programming to meet the needs of Agency clientele
- Ability to assign, supervise, manage and evaluate activities of personnel knowledge
- Knowledge of equipment and materials required in the delivery of services
- Knowledge of the basic principles of fiscal management
- Ability to operate with good skill, a computer and other office technology

**EDUCATION AND EXPERIENCE:**

Graduation from an accredited four-year college or university with a master’s degree in an area related to the mission of the Agency and at least one-year experience.

**OR**

Graduation from an accredited four-year college or university with a bachelor’s degree and a minimum of two years paid professional experience in a field related to the mission of the Agency.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Buffalo River Services, Inc.**  
**LPN**  
**JOB DESCRIPTION**

The LPN will be responsible to the Program Director/Director of Nursing. This employee is responsible for knowing QA, Licensure, and other mandated policies. This employee is responsible for operating in sound nursing procedures.

**SPECIFIC AND REQUIRED DUTIES AND ABILITIES:**

**Nursing:**

- To provide emergency medical assistance for community living and be prepared to cover homes at any time as emergencies arise and be prepared to provide assistance to the Direct Support Professionals, both routinely and in spontaneous emergencies. To provide adequate coverage as budgeted for homes or be available to work them.
- To act as the liaison with medical providers about persons served.
- To provide nursing needs of persons served as ordered by physician and required by funding sources. Medical services will be provided taking into consideration personal goals, choice, social inclusions, relationship, rights, dignity and respect, health, environment, security and satisfaction
- To inform Director of Nursing/Program Director of medical needs which you cannot perform for persons served
- Maintains contact with physicians as needed regarding health related issues.
- To attend physician visits, obtaining and giving needed information, copy of orders, when needed
- To dispense medications as ordered by physicians for persons served
- To complete daily, monthly, quarterly and annual documentation/reports on persons served as required

**Administrative:**

- Demonstrates the ability to effectively organize, utilize time well and work independently.
- To assists in educating/training Direct Support staff so they may better understand conditions of the person served.
- Demonstrates knowledge of and utilizes infection and exposure control procedures.
- To report medication errors and make required reports, when applicable
- To remain cognizant of client's health care needs. Uses medical protocol for decision-making. To report health concerns to the Program/Director of Nursing and/or their designee.
- To prepare reports as needed, assists in the gathering of data for the annual or quarterly and/or monthly nursing summary and assessment.
- To enter medical data into TIMAS as required/needed

**General:**

- Must deal tactfully and honestly with the public and co-workers, to be honest in all agency dealings, to exercise good judgment in evaluating situations and decision-making.
- Ability to do some hard physical labor on occasion, as needed, i.e. moving/lifting files, transferring clients. See physical demands for actual movements required.
- Ability to work a flexible schedule, as needed, to attend meetings, travel out of town, provide back-up for vehicle routes or other activities.
- To represent the agency as appropriately in public relations and marketing techniques.
- To possess leadership skills and be a positive role model for all team members and persons served, as well as have their respect.
- Good knowledge of computer operation (word processor, TIMAS, database, and spreadsheets) of IBM computers.
- To assume other responsibilities as required by the Executive Director or their designee
- To become familiar with and complies with State and Federal regulations as they pertain to the job position and work environment.; cooperates with State survey teams and other State officials as requested and as applicable.
- To follow all agency Policies & Procedures consistently

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator's license with a "for hire" endorsement. Motor Vehicle Record must meet agency insurance guidelines. Must have annual TB Skin test and furnish proof to the agency.

**MINIMUM QUALIFICATIONS:**

Knowledge, Skills and Abilities: Considerable knowledge of proper methods and techniques to be employed in the care and treatment of persons served. Considerable knowledge of pertinent rules and regulations. Ability to operate with good skill, a computer and other office technology.

**EDUCATION AND EXPERIENCE:**

Must be a graduate of an approved Licensed Nursing Program; current Tennessee Licensed Practical Nursing license required. Minimum 5 year of clinically relevant experience preferred. Experience working with developmental disabilities preferred. Must have knowledge of and technical skills of medical nursing procedures, be certified in first aid and have knowledge in advanced principles of nursing. Must know or be able to learn about mental retardation, seizure disorders, Autism and other associated diagnoses pertaining to the field of Developmental Disabilities.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**BUFFALO RIVER SERVICES, INC.**  
**PAYROLL CLERK**  
**JOB DESCRIPTION**

The Payroll Clerk will be responsible to the Chief Financial Officer.

**SPECIFIC REQUIRED DUTIES AND ABILITIES:**

**Payroll:**

- Knowledge and ability to perform payroll process, payroll taxes, federal and state payroll reports. Full charge of the agency's payroll process.
- To maintain according to guidelines the agency's Cafeteria Plan
- To enroll, disenroll, provide timely open enrollment for Health, Dental, Life, Disability and other Insurance through payroll deduction.
- Knowledge and ability to maintain current and accurate attendance records.
- To provide the CFO and/or Executive Director reports needed in payroll.

**Staff Training:**

- Maintain staff training files and database in a timely and accurate manner
- Notify CFO of potential late training
- Prepare quarterly training calendars for distribution

**General:**

- Good knowledge of computer program applications (word processor, database and spreadsheets).
- Ability to represent the agency as appropriate, by constructive public relations and marketing techniques.
- Ability to work a flexed schedule and/or travel out of town as needed.
- To do some hard physical labor on occasion as needed, i.e. lifting records/files, transferring clients. See Physical Demands for actual movements required.
- Knowledge and ability to perform general office routine, (i.e. answering telephone, working lobby, using copier and fax machine, etc.)
- Provide back up for other administrative team members.
- To follow agency Policies and Procedures consistently.
- Must deal tactfully and honestly with the public and co-workers, to be honest in all agency dealings, to exercise good judgement in evaluating situations and decision making, to express ideas clearly, concisely, and convincingly.

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator's license with a "for hire" endorsement. Motor Vehicle Record must meet agency insurance guidelines.

**MINIMUM QUALIFICATIONS:**

KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of routine mathematical principles of addition, subtracting, multiplication, and division; good knowledge of principles, practices, and methods of double-entry bookkeeping; good knowledge of office procedures, practices and equipment.

Ability to train other staff in payroll as needed. Ability to perform mathematical calculations rapidly and accurately; ability to prepare and maintain financial records and reports of great scope and/or complexity; ability to operate with great skill, a computer and other office technology.

**EDUCATION AND EXPERIENCE:**

High School diploma or GED equivalent required. College course work preferred. Agency prefers at least 5 years' experience in office/clerical, but at least 2 years' experience in payroll is required.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**BUFFALO RIVER SERVICES, INC.**  
**PROGRAM ASSISTANT**  
**JOB DESCRIPTION**

The Program Assistant will be responsible to the Program Director. This employee is responsible for knowing QA, Licensure and other mandated policies. This employee is responsible for facilitating sound programmatic procedures. The Program Assistant will maintain professional services, prepare reports and perform other tasks as assigned.

**SPECIFIC AND REQUIRED DUTIES AND ABILITIES:**

**Case Management:**

- To coordinate with families of persons served and groups, implementing the entry, enrollment and discharge of clients, maintaining accurate records, electronic and manual and interacting with other service providers.
- To insure that all persons served are safe and healthy and reaching goals and outcomes in the Individual Support Plan.
- To monitor and coordinate activities which address the following outcomes for persons served: personal goals, choice, social inclusions, relationship, rights, dignity, respect, health, environment, security and satisfaction.
- To facilitate and document the Individual Support Plan process for persons served in a timely manner.
- To assist with entry and/or discharge for persons served
- To perform all data entry in TIMAS related to case load, scanning and filing documents and insure accuracy
- To insure proper documentation is present for billing
- To perform THDA, food stamp and other required re-certifications for persons served

**Administrative:**

- To support all staff/teams in teamwork.
- To prepare reports and assemble information for the Program Director or other management staff as requested. (Special Olympics, Life Ins, etc.)
- To set example for teaching staff to think safety, wellness, liability and person-centered.
- To give support to Team Leaders as required by Program Director/Program Coordinator
- To provide emergency medical assistance for community living and be prepared to cover homes at any time as emergencies arise, be prepared to provide assistance to the Direct Support Professionals in planning relief schedules, both routinely and in spontaneous emergencies. To provide adequate coverage as budgeted for homes or be available to work them.
- In the absence of the Program Director, the Program Assistant will assist the Program Coordinator as requested with responsibilities while maintaining the responsibilities of the Program Assistant.
- To assist Program Director in training staff in all areas requested
- To assist staff in medication procedures
- To be responsible for prescriptions pick-up, and delivery to a team in a timely manner, when necessary for persons served.
- To provide quality control, follow-up, and accountability in programmatic areas assigned
- To be responsible for monthly monitoring and reconciliation of checking and savings accounts, reviewing purchases monthly for persons served and insuring proper receipts and documentation has occurred. If discrepancies are present, notify Program Director and Senior Accounting Clerk immediately.
- To assist in maintaining building and grounds of immediate work area and community living facilities, including vehicles, etc.
- To schedule maintenance as requested by the Chief Financial Officer or other manager on agency vehicles and coordinate repairs in a timely manner
- To maintain accurate filing of various monthly reports as required. To notify Program Director if reports are not turned in timely and follow-up to be sure all issues noted are resolved in a timely manner. (Monthly safety, vehicle, etc.)
- To assist with coverage of locations and teach Direct Support Professionals how to juggle this schedule to accommodate safety, funding levels, and agency liability

**General:**

- To study and apply TNDIDD, Licensure, Choices, THDA/HUD, State fire codes, policies & procedures of Buffalo River Services, Inc., and all other guidelines of monitoring agencies, working consistently to meet the same.
- To be knowledgeable of other state and federal standards (DOL, QA, OSHA, Medicaid Waiver Licensure) and monitor agency staff/teams in regard to these standards.
- To monitor medications and medication administration as required by the Program Director
- To prepare monthly billing grids for the State of Tennessee and Choices in a timely manner. To insure documentation is present for billing. To monitor attendance and bring to the attention of the Program Director issues which interfere with the annual budget.
- To maintain accurate records and filing system.
- To represent the agency as appropriate by constructive public relations and marketing techniques. To interpret the agency's programs to the community and participate in community affairs.
- To coordinate with all agency components to insure quality care is given and proper documentation of that care is maintained for all persons served.
- To act responsibly in matters regarding budget, grant reports, and maintenance of revenue for expenditures in relation to all assigned areas.
- To work a flexed schedule, working weekends, mornings, or nights as required; fundraisers and other meetings after regular working hours; provide route back-ups, if needed; to travel out of town as needed.
- To follow agency policies and procedures consistently
- Must deal tactfully and honestly with the public and co-workers; to be honest in all agency dealings; to exercise good judgment in evaluating situations and decision-making; and to express ideas clearly, concisely, and convincingly.
- Must follow agency policies and procedures consistently and monitor compliance of agency and other staff.
- Ability to do some hard physical labor on occasion, as needed, i.e. moving/lifting files, transferring clients. See Physical Demands for actual movements required.
- Good knowledge of computer operation (word processor, database, and spreadsheets) of IBM computers.
- To assume other responsibilities as required by the Chief Financial Officer and/or the Executive Director.

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator's license with a "for hire" endorsement. Motor Vehicle Record must meet agency insurance guidelines.

**MINIMUM QUALIFICATIONS:**

KNOWLEDGE, SKILLS, AND ABILITIES: Some knowledge of the principles, practices, methods, and techniques of professional social work; some knowledge of community and other resources available to facilitate work; ability to apply general administrative to problems in work and develop workable and practical solutions; ability to prepare and maintain a variety of detailed records and reports; ability to establish and maintain a variety of effective working relations with others; ability to express one's self clearly and concisely, both orally and in writing; considerable knowledge of proper methods and techniques to be employed in the care and treatment of persons served; considerable knowledge of pertinent rules and regulations. Ability to operate with excellent skill, a computer and other office technology.

**EDUCATION AND EXPERIENCE:**

A High School diploma or GED equivalent is required. At least 2 years of office/clerical experience is preferred, one year is required.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**BUFFALO RIVER SERVICES, INC.**  
**PROGRAM COORDINATOR**  
**JOB DESCRIPTION**

The Program Coordinator will be responsible to the Program Director. This employee is responsible for knowing QA, Licensure, and other mandated policies. This employee is responsible for facilitating sound programmatic procedures. The Program Coordinator will supervise Team Leaders.

**SPECIFIC AND REQUIRED DUTIES AND ABILITIES:**

**Case Management:**

- To monitor and coordinate activities, which address the following outcomes for persons served: personal goals, choice, social inclusions, relationship, rights, dignity and respect, health, environment, security and satisfaction.
- To assist Program Director/RN with medical issues and medication routines for the program
- To oversee/serve as an agency case manager and/or delegate case management, documenting case management notes electronic or manually, required for persons served and completing state required supporting documentation; cost plans, TIMAS and all reports/documentation associated with Medicaid Waiver, Tenn Care Choices and the State of Tennessee.
- To facilitate and/or delegate timely customer assessments and other Social Services supports (i.e. medical, food stamps, Social Security, TN CARE, Medicare, mental health, guardianship, etc.).
- To coordinate with Independent Support Coordinators to facilitate and document the Individual Support Plan process for persons served in a timely manner and provide required documentation to ISC's in a timely manner.
- To facilitate entry and/or discharge of persons served.
- To facilitate maintenance of records and keep annual requirements up-dated for persons served. To maintain accurate checkbooks, records, and filing systems at all times for persons served.
- To request information from third party medical providers for files
- To assure systems are in place at each location and supervise the monitoring of medications and medication administration.
- To be responsible for accuracy and confidentiality of records of persons served
- To monitor personal funds expenditures and reconciliations monthly if requested by the Program Director.

**Administrative:**

- To be facilitator and/or delegate facilitation of the team process by leading the Team Leaders and the Team Members in the team work process. Although this position is responsible for a select set of teams, this position is also expected to share the responsibility of facilitating good teamwork among all teams, as needed.
- In Program Director's absence serve as person in charge of Program and Program Staff
- To serve on committees as appointed by Program Director/Executive Director
- To participate in the on-call rotation as required
- To assist with establishing growth of program in developing new service locations, with responsibilities including coordinating residential/supported living development, staff assignment, training and state required request.
- To respond to all investigations and/or Reportable Staff Misconducts in a timely manner as requested
- To report to the Program Director/Guidance Team on the areas/issues needing attention.
- To provide emergency medical assistance for community living and be prepared to cover homes at any time as emergencies arise and be prepared to provide assistance to the Team Leaders/Direct Support Professional's in planning relief schedules, both routinely and in spontaneous emergencies. To provide adequate coverage as budgeted for homes or be available to work them.
- To be responsible for accuracy and confidentiality of records and personnel issues in residential components.
- To assist the Program Director in backing-up the Incident Management Coordinator, reviewing all incident reports for proper documentation, informing Guidance Team of matters needing attention, and completing the entire process as mandated by the State of Tennessee.
- To provide quality control, follow-up, and accountability in programmatic areas assigned.
- To study and apply TNDIDD standards, TennCare Choices, Licensure regulations, THDA/HUD regulations, State fire codes, policies & procedures of Buffalo River Services, Inc., and all other guidelines of monitoring agencies, working consistently to meet the same, and monitor agency staff/teams in regard to these standards.
- To be knowledgeable of other state and federal standards (DOL, QA, OSHA, Medicaid Waiver, Licensure) To serve as liaison with Middle Tennessee Office of Community Services when needed.
- To prepare and/or facilitate accurate monthly billing for the State of Tennessee and Choices program in a timely manner and insure proper documentation to bill is present. To monitor attendance and bring to the attention of the Guidance Team issues which interfere with the annual budget.
- To maintain accurate records and filing system.

- To act responsibly in matters regarding budget, grant reports, and maintenance of revenue for expenditures in relation to all assigned areas.
- To conduct on-site/unannounced visits of each location supervised and outlined by DIDD regulation and agency Supervision Plan
- To facilitate team meetings as requested by the Program Director
- To assist in training new staff and train team leaders on payroll, as needed
- To complete payroll and check/ensure that all teams are reconciled before submitting to payroll clerk
- To act as petty cash custodian, if required at your location

**General:**

- Must deal tactfully and honestly with the public and co-workers, to be honest in all agency dealings, to exercise good judgment in evaluating situations and decision-making.
- Ability to do some hard physical labor on occasion, as needed, i.e. moving/lifting files, transferring clients. See physical demands for actual movements required.
- Ability to work a flexible schedule, as needed, to attend meetings, travel out of town, provide back-up for vehicle routes or other activities. To be on-call as required by the Guidance Team.
- To oversee/facilitate building and grounds of immediate work area and community living facilities, including vehicles. To schedule maintenance as needed on agency vehicles and coordinate repairs. To schedule preventative maintenance in a timely manner.
- To represent the agency as appropriately in public relations and marketing techniques.
- To possess leadership skills and be a positive role model for all team members and persons served, as well as have their respect.
- Good knowledge of computer operation (word processor, TIMAS, database, and spreadsheets)
- To assume other responsibilities as required by the Program Director and/or the Executive Director or their designee
- To follow all agency Policies and Procedures consistently

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator’s license with a “for hire” endorsement. Motor Vehicle Record must meet agency insurance guidelines.

**MINIMUM QUALIFICATIONS:**

KNOWLEDGE, SKILLS, AND ABILITIES: Considerable knowledge of proper methods and techniques to be employed in the care and treatment of persons served. Considerable knowledge of pertinent rules and regulations from funding sources. Ability to operate with excellent skill, a computer and other office technology.

**EDUCATION AND EXPERIENCE:**

Education equivalent to a bachelor’s degree in a related field and experience equivalent to three years of increasingly responsible full-time work in the care and treatment of persons served, including at least one year of leader experience. Additional course-work at an accredited college or university in Human Service Delivery or other acceptable field may be substituted for the required experience on a year-to-year basis, to a maximum of two years, there being no substitution for the one year of specialized experience. Experience may be substituted for education at the discretion of the Executive Director.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**BUFFALO RIVER SERVICES, INC.**  
**PROGRAM COORDINATOR OF SPECIAL SERVICES**  
**JOB DESCRIPTION**

The Program Coordinator of Special Services is a utility position. The duties to be performed are of a general nature. The Program Coordinator of Special Services will be responsible to the Executive Director.

**SPECIFIC AND REQUIRED DUTIES AND ABILITIES:**

**Family Support Coordination:**

- To serve as the Family Support Coordinator for the agency
  - Maintain active and up-to-date library/database on referral information for the Family Support Program.
  - To perform intake for referral of cases
  - To get cases approved by the Family Support Council prior to initiation of contract agreement with recipient according to State guidelines
  - To maintain all required documentation/reports/data entry in a timely manner
  - To make home visits as required
  - To provide referral to other agencies as needed.

**Administrative:**

- To serve as Incident Management Coordinator for agency
  - To facilitate Incident Review Committee
  - To review all reportable incidents and send them in according to policy
  - To prepare meeting minutes
  - To maintain records of Reportable Incidents and Investigations
  - To conduct Reportable Staff Misconducts
  - To prepare all required reports and keep Guidance Team informed of trends
  - To serve as the agency intake coordinator and liaison between referral sources/families until transition into our program
  - To act as an agency staff trainer to keep the Agency in compliance with all training mandates. To maintain required certification as Instructor in all required areas (CPR, 1<sup>st</sup> Aid, RLMS, etc). To work with the Administrative Team in keeping these requirements timely and furnish completed training to Administrative team in a timely manner.
  - To coordinate training sessions with appropriate staff for group or individual sessions as needed.
  - To compose, publish and distribute agency newsletter
  - To serve on committees as appointed by the Executive Director

**General:**

- To communicate effectively, tactfully, and professionally with public in person and by telephone. To make public presentations to groups and individuals.
- Considerable knowledge of assistive technology, statewide networks and disability resources.
- To accurately prepare and maintain statistical and narrative weekly, monthly and/or quarterly reports for funding sources, Guidance Team, and Executive Director.
- To be creative in public presentations about our Agency, the Tennessee Coalition for People with Disabilities, and Family Support Services Programs.
- To perform general office duties.
- To be knowledgeable of the Agency's administrative process and follow this process consistently.
- Must follow Agency Policies & Procedures consistently.
- Must deal tactfully and honestly with the public and co-workers; to be honest in all Agency dealings; to exercise good judgment in evaluating situations and decision-making; to express ideas clearly, concisely, and convincingly.
- To do some hard labor on occasions, as needed, i.e. lifting records/files, transferring clients. See Physical Demands for actual movements required.
- To work flexed schedule, as needed, to attend meetings, fundraisers, etc. after regular scheduled work hours; to travel out-of-town, as needed.
- To represent the Agency as appropriate by constructive public relations and marketing techniques.

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator’s license with a “for hire” endorsement. Motor Vehicle Record must meet agency insurance guidelines.

**MINIMUM QUALIFICATIONS:**

**KNOWLEDGE, SKILLS, AND ABILITIES:** Good knowledge of basic living skills; good knowledge of basic English, sufficient to learn to write reports, keep records, and read instructions; must be certified as CPR/First Aid Instructor. Ability to perform development technician work of routine difficulty in learning to provide a variety of routine sub-professional care to persons served; ability to lift persons with disabilities; ability to prepare a variety of routine records and reports. Ability to operate with excellent skill, a computer and other office technology.

**EDUCATION AND EXPERIENCE:**

Agency required education equivalent to graduation from a standard high school. Agency prefers 5 years clerical/office experience, but requires at least 2 years.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**BUFFALO RIVER SERVICES, INC.**  
**PROGRAM DIRECTOR**  
**JOB DESCRIPTION**

The Program Director will be responsible to the Executive Director. This employee is responsible for knowing QA, Licensure, and other mandated policies. This employee is responsible for facilitating sound programmatic procedures. This employee will serve as a Guidance Team member and will directly supervise the Program Coordinator and Program Assistant.

**SPECIFIC AND REQUIRED DUTIES AND ABILITIES:**

**Case Management:**

- To monitor and coordinate activities, which address the following outcomes for persons served: personal goals, choice, social inclusions, relationship, rights, dignity and respect, health, environment, security and satisfaction.
- To assist RN with medical issues and medication routines for the program
- To oversee/serve as an agency case manager and/or delegate case management, documenting case management notes electronic or manually, required for persons served and completing state required supporting documentation; cost plans, TIMAS and all reports/documentation associated with Medicaid Waiver, Tenn Care Choices and the State of Tennessee.
- To facilitate timely customer assessments and other Social Services supports (i.e. medical, food stamps, TN CARE, Medicare, mental health, guardianship, etc.).
- To coordinate with Independent Support Coordinators to facilitate and document the Individual Support Plan process for persons served in a timely manner and provide required documentation to ISC's in a timely manner.
- To facilitate entry and/or discharge of persons served.
- To facilitate maintenance of records and keep annual requirements up-dated for persons served. To maintain accurate checkbooks, records, and filing systems at all times for persons served.
- To request information from third party medical providers for files
- To assure systems are in place at each location and supervise the monitoring of medications and medication administration.
- To be responsible for accuracy and confidentiality of records of persons served.
- To provide the HRC Facilitator with necessary documentation to present to HRC committee
- To communicate with families/guardians/conservators as needed to keep them informed

**Administrative:**

- To be facilitator and/or delegate facilitation of the team process by leading the Team Leaders and the Team Members in the team work process. Although this position is responsible for a select set of teams, this position is also expected to share the responsibility of facilitating good teamwork among all teams, as needed.
- To check references, interview, and drug screen prospective new staff
- To provide program director orientation, TIMAS training and other training as needed for all staff. To insure staff are trained timely, as required.
- To serve on committees as appointed by Executive Director
- To participate in the on-call rotation as required
- To assist with establishing growth of program in developing new service locations, with responsibilities including coordinating residential/supported living development, staff assignment, training and state required request.
- To respond to all investigations and/or Reportable Staff Misconducts in a timely manner
- To report to the Guidance Team on the areas/issues needing attention.
- To provide emergency medical assistance for community living and be prepared to cover homes at any time as emergencies arise and be prepared to provide assistance to the Team Leaders/Direct Support Professional's in planning relief schedules, both routinely and in spontaneous emergencies. To provide adequate coverage as budgeted for homes or be available to work them.
- To be responsible for accuracy and confidentiality of records and personnel issues in residential components.
- To coordinate entry of new referrals and/or new homes
- To back-up the Incident Management Coordinator, reviewing all incident reports for proper documentation, informing Guidance Team of matters needing attention, and completing the entire process as mandated by the State of Tennessee.
- To provide quality control, follow-up, and accountability in programmatic areas assigned.
- To study and apply TNDIDD standards, TennCare Choices, Licensure regulations, THDA/HUD regulations, State fire codes, policies & procedures of Buffalo River Services, Inc., and all other guidelines of monitoring agencies, working consistently to meet the same, and monitor agency staff/teams in regard to these standards.
- To be knowledgeable of other state and federal standards (DOL, QA, OSHA, Medicaid Waiver, Licensure) To serve as liaison with Middle Tennessee Office of Community Services.

- To prepare and/or facilitate accurate monthly billing for the State of Tennessee and Choices program in a timely manner and insure proper documentation to bill is present. To monitor attendance and bring to the attention of the Guidance Team issues which interfere with the annual budget.
- To maintain accurate records and filing system
- To gather/prepare/assimilate all documentation needed for HRC and getting these to HRC Facilitator in a timely manner
- To assist Chief Financial Officer as requested in staff professional days/appreciation
- To act responsibly in matters regarding budget, grant reports, and maintenance of revenue for expenditures in relation to all assigned areas.
- To conduct on-site/unannounced visits of each location supervised and outlined by DIDD regulation and agency Supervision Plan

**General:**

- Must deal tactfully and honestly with the public and co-workers, to be honest in all agency dealings, to exercise good judgment in evaluating situations and decision-making.
- Ability to do some hard physical labor on occasion, as needed, i.e. moving/lifting files, transferring clients. See physical demands for actual movements required.
- Ability to work a flexible schedule, as needed, to attend meetings, travel out of town, provide back-up for vehicle routes or other activities. To be on-call as required by the Guidance Team.
- To oversee/facilitate building and grounds of immediate work area and community living facilities, including vehicles. To schedule maintenance as needed on agency vehicles and coordinate repairs. To schedule preventative maintenance in a timely manner.
- To represent the agency as appropriately in public relations and marketing techniques.
- Good knowledge of computer operation (word processor, database, and spreadsheets) of IBM computers.
- To assume other responsibilities as required by the Guidance Team and/or the Executive Director or their designee
- To follow agency policies and procedures consistently

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator’s license with a “for hire” endorsement. Motor Vehicle Record must meet agency insurance guidelines.

**MINIMUM QUALIFICATIONS:**

KNOWLEDGE, SKILLS, AND ABILITIES: Considerable knowledge of proper methods and techniques to be employed in the care and treatment of persons served. Considerable knowledge of pertinent rules and regulations. Ability to operate with excellent skill, a computer and other office technology.

**EDUCATION AND EXPERIENCE:**

Education equivalent to a bachelor’s degree in a related field and experience equivalent to three years of increasingly responsible full-time work in the care and treatment of persons served, including at least one year of leader experience. Additional course-work at an accredited college or university in Human Service Delivery or other acceptable field may be substituted for the required experience on a year-to-year basis, to a maximum of two years, there being no substitution for the one year of specialized experience. Experience may be substituted for education at the discretion of the Executive Director.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Buffalo River Services, Inc.**  
**RN/Director of Nursing**  
**JOB DESCRIPTION**

The RN/Director of Nursing will be responsible to the Executive Director. This employee is responsible for knowing QA, Licensure, and other mandated policies. This employee is responsible for facilitating sound nursing procedures.

**SPECIFIC AND REQUIRED DUTIES AND ABILITIES:**

**Nursing:**

- To provide emergency medical assistance for community living and be prepared to cover homes at any time as emergencies arise and be prepared to provide assistance to the Direct Support Professionals/LPN's in planning relief schedules, both routinely and in spontaneous emergencies. To provide adequate coverage as budgeted for homes or be available to work them.
- Medical issues and medication routines will be the specialty area for this position. This person will be responsible for establishing medication management processes and the training of all staff in such procedures. This person will act as the agency liaison with other medical providers. This position will be totally responsible for medical issues of persons served and provide nursing oversight. Medical services will be provided taking into consideration personal goals, choice, social inclusions, relationship, rights, dignity and respect, health, environment, security and satisfaction
- RN oversight of Licensed Practical Nurses.
- To keep the Administrator, Guidance Team and other program staff well informed regarding health related problems of the persons served; discusses reason for treatments, medications, etc.
- Maintains contact with physicians as needed regarding health related issues.
- Reviews and maintains all incoming physician orders, routes copy to homes and ensures staff record orders correctly.
- Required to attend physician visits, obtaining and giving needed information, copy of orders, when needed
- To train staff in the Medication Administration Course as needed/scheduled
- Assist in developing and implementing policies related to medication administration and other health related issues.
- Monitor and assist with drug disposal as needed. Records such on Disposal logs with witness signature on all controlled substances.
- Assists in the assessment of Tardive Dyskinesia screenings every three (3) months.

**Administrative:**

- Demonstrates the ability to effectively organize, utilize time well and work independently.
- Participate and give input into staff evaluations of LPN's
- Participate in on call rotation as required
- To assists in educating/training all staff so they may better understand conditions of the person served.
- To In-service staff on medically-related issues (i.e. infection control, bloodborne pathogens, seizure care, medication administration and effects, individual diagnosis, etc) as needed or requested
- Demonstrates knowledge of and utilizes infection and exposure control procedures.
- To serve on committees and/or attend meetings as required by the Executive Director
- To serves as the Liaison nurse, assisting the Executive Director in making medical oversight decisions
- To review the quality and quantity of health-related documentation.
- To review medically related incident reports, when applicable.
- To review medication error reports, when applicable, making recommendations.
- To review policies and procedures written for nursing department, suggest any needed revisions.
- To review MARS at the beginning of the month, checking for corrections, placing reasons for meds, times and other pertinent information on the MAR., etc.
- To maintain MAR System in TIMAS
- This person will be responsible for establishing medication management processes and the training of all staff in such procedures. This person will act as the agency liaison with other medical provider

- To remain cognizant of client's health care needs. Uses medical protocol for decision-making. To report health concerns to the Program/Executive Director and/or their designee.
- To prepare reports as needed, assists in the gathering of data for the annual or quarterly and/or monthly nursing summary and assessment.
- To enter medical data into TIMAS as required/needed

**General:**

- Must deal tactfully and honestly with the public and co-workers, to be honest in all agency dealings, to exercise good judgment in evaluating situations and decision-making.
- Ability to do some hard physical labor on occasion, as needed, i.e. moving/lifting files, transferring clients. See physical demands for actual movements required.
- Ability to work a flexible schedule, as needed, to attend meetings, travel out of town, provide back-up for vehicle routes or other activities. To be on-call as required by the Guidance Team.
- To represent the agency as appropriately in public relations and marketing techniques.
- To possess leadership skills and be a positive role model for all team members and persons served, as well as have their respect.
- Good knowledge of computer operation (word processor, TIMAS, database, and spreadsheets) of IBM computers.
- To assume other responsibilities as required by the Executive Director or their designee
- To become familiar with and complies with State and Federal regulations as they pertain to the job position and work environment.; cooperates with State survey teams and other State officials as requested and as applicable.
- To follow all agency policies & procedures consistently.

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator's license with a "for hire" endorsement. Motor Vehicle Record must meet agency insurance guidelines. Must have annual TB Skin test and furnish proof to the agency.

**MINIMUM QUALIFICATIONS:**

Knowledge, Skills and Abilities: Considerable knowledge of proper methods and techniques to be employed in the care and treatment of persons served. Considerable knowledge of pertinent rules and regulations of funding sources. Ability to operate with excellent skill, a computer and other office technology.

**EDUCATION AND EXPERIENCE:**

Must be a graduate of an approved Licensed Nursing Program; current Tennessee Registered Nursing license required. Minimum 5 year of clinically relevant experience required with Management experience required. Experience working with developmental disabilities preferred. Must have knowledge of and technical skills of medical nursing procedures, be certified in first aid and have knowledge in advanced principles of nursing. Must know or be able to learn about mental retardation, seizure disorders, Autism and other associated diagnoses pertaining to the field of Developmental Disabilities.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**BUFFALO RIVER SERVICES, INC.  
SENIOR ACCOUNTING CLERK  
JOB DESCRIPTION**

The Senior Accounting Clerk will be responsible to the Chief Financial Officer.

**SPECIFIC REQUIRED DUTIES AND ABILITIES:**

**Accounting:**

- To serve as back up with the knowledge and ability to perform Accounts Payable and review invoices monthly to insure proper authorization.
- To maintain full-charge bookkeeping system: maintenance of general ledger, journal entries, bank accounts, inventory control, depreciation, reimbursement reports and account analysis.
- To inform CFO of any discrepancies and/or questionable transactions.
- To prepare weekly, monthly, quarterly and annual fiscal reports due to the Chief Financial Officer, Executive Director, Board of Directors and funding sources.
- Coordinate annual audit by CPA, gathering/preparing required working papers
- To perform monthly review of personal funds and report discrepancies back to the CFO and appropriate Program staff.
- 

**Administrative:**

- Upkeep of lease agreements for tenants in agency property.
- Ability to prepare grant applications for funding/equipment as needed.
- Act as Human Rights Committee facilitator, gathering information from Program staff, preparing agenda, liaison with HRC members, coordination of meetings, preparation of minutes and sending them to State HRC.
- To serve as agency worker compensation, property & liability clerk
- To send in claims reports and keep appropriate staff informed
- Coordinate with injured staff/insurance company/doctors/program staff, as needed
- Prepare modified duty letters

**General:**

- Great knowledge of computer program applications (word processor, database and spreadsheets).
- Ability to represent the agency as appropriate, by constructive public relations and marketing techniques.
- Ability to work a flexed schedule and/or travel out of town as needed.
- To do some hard physical labor on occasion, as needed, i.e. lifting records/files, transferring clients. See Physical Demands for actual movements required.
- Knowledge and ability to perform general office routine, (i.e. answering telephone, working lobby, using, copier and fax machine, etc.)
- Provide back up for other administrative team members.
- To follow agency Policies and Procedures consistently.
- Must deal tactfully and honestly with the public and co-workers, to be honest in all agency dealings, to exercise good judgement in evaluating situations and decision making, to express ideas clearly, concisely, and convincingly.

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator's license with a "for hire" endorsement. Motor Vehicle Record must meet agency insurance guidelines.

**MINIMUM QUALIFICATIONS:**

**KNOWLEDGE, SKILLS AND ABILITIES:** Excellent knowledge of routine mathematical principles of addition, subtracting, multiplication, and division; excellent knowledge of principles, practices, and methods of double-entry bookkeeping; good knowledge of office procedures, practices and equipment.

Ability to train other staff as needed. Ability to perform mathematical calculations rapidly and accurately; ability to think/process accounting entries; ability to prepare and maintain financial records and reports of great scope and/or

complexity; ability to operate with great skill, a computer and other office technology. Ability to operate with excellent skill, a computer and other office technology.

**EDUCATION AND EXPERIENCE:**

Education equivalent from a standard high school, and experience equivalent to five years of full-time increasingly responsible clerical accounting or auditing work including, at least one year of experience similar in nature to that performed by an Accounting Technician; completion of nine quarter hours in accounting or bookkeeping from an accredited college, technical institute or vocational school may be substituted for two years of the required experience; there being no substitution for the one year of specialized experience; completion of fifteen quarter hours in accounting or bookkeeping from an accredited college, technical institute or vocational school may be substituted for the three years of the required experience, there being no substitutions for the one year of specialized experience.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**BUFFALO RIVER SERVICES, INC.**  
**TEAM LEADER (DUTIES WHEN APPOINTED TEAM LEADER)**

The Team Leader is the contact point for communication between the team and the rest of the organization, including the Guidance Team. The Team Leader is a full-fledged team member. The Team Leader maintains the responsibility and the authority to implement changes recommended by the team that are within the bounds of Agency guidelines and budget constraints. Some changes must be referred to the Guidance Team or Executive Director.

**RESPONSIBILITIES:**

- To coordinate with other Team Leaders and Team Members for adequate coverage for persons served in the event of staff absence, including day, night, and/or weekend.
- To represent the Team by communicating with the Program Director.
- To facilitate the Team to be effective in all areas. To work toward outcomes and visions during all actions and planning for persons served.
- To insure all paperwork is turned in to the administrative office in a timely manner.
- To bring matters needing immediate attention to the attention of appropriate person(s), such as medical issues, family, safety, and satisfaction.
- To insure proper nutrition for persons served, delegate preparation of all meals and menus, purchase and order groceries and insure adequate inventory to follow menus.
- To insure proper maintenance of checking and savings accounts for persons served. To insure monthly reconciliation of checking accounts and paying of bills in a timely manner.
- To insure adequate scheduling of coverage for persons served at all times.
- To insure team works toward persons served best interest across all settings (home, work, and leisure).
- To call and facilitate meetings.
- To handle and/or assign administrative details.
- To orchestrate all team activities.
- To oversee preparation of reports.
- In crisis intervention, problem-solving and strategic planning situations, the Team Leader will lead the team in forming and writing an action plan, complete with action to be taken, who is responsible, and the time frame for which it is to be completed.
- To handle personnel issues in the team according to policy and procedure and by working with the Program Director and Human Resource Officer.
- To complete the following Team Orientation for all staff:
  1. Team Orientation Form – with all sections completed and signed by the team Leader and new staff (completed after 1<sup>st</sup> day in residential setting)
  2. Code of Conduct Paper – signed by Team Leader and Staff (completed after 1<sup>st</sup> day in residential setting)
  3. Staff Observation Form – completed by Team Leader and new staff (completed after working in residential setting for two weeks)
- To coordinate individual specific training for every person served in the Agency to insure all staff are trained timely
- To train or assign a Senior staff to train all new staff regarding dining plans, dental and hygiene plans, physical therapy and occupational therapy plans, and/or any specific plan for any individual the Agency serves.
- To train and/or assist staff in TIMAS data entry
- To review and approve staff time sheets for accuracy

TEAM LEADERS create and maintain channels that enable team members to do their work. Team leaders must avoid dominating the group meetings. All team members have an equal say and the team must resolve conflict and make decisions in the best interest of the customers. The Team Leader leaves rank outside of team meetings. All members learn from experience and group decisions are needed, not the Team Leader telling the group what to do.

Team Leader Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**BUFFALO RIVER SERVICES, INC.  
PHYSICAL DEMANDS**

<b>ACTIVITIES</b>	<b>DEMANDS</b>
SITTING	Minimal in Direct Care  Maximum required when the person conducting this position would be doing paper work, approximately ___% of the job.
STANDING CONSTANTLY/WALKING	The surfaces may vary from carpeted to concrete. Surfaces outdoors would include various surfaces. As far as transporting persons with disabilities, the driveway as well as the parking lot of the facility is gravel. Surfaces described as uneven basically.
LIFTING/CARRYING	This is described as medium to heavy, depending upon the particular task and it could vary from day to day. The person filling this job position is encouraged to seek help when trying to transfer a person with disability. The same is true for transfer of equipment into the vans and for loading and unloading. The person is trained in proper lifting techniques and when to seek assistance.
PUSHING/PULLING	This is described as a variety of levels and continuous throughout the day. It may vary from day to day in terms of how frequently the persons with disabilities are loaded and unloaded onto the van and transported. This would involve opening and closing doors, retrieving items to set up a job task situation, moving chairs, setting up furniture. Again this varies from day to day, with the particular schedule for that day, and whether the actual tasks that day are on-site or off-site. These also involve pulling and pushing a lawn mower and the pulling required to start the lawn mower.
CLIMBING	Whether the amount of climbing is minimal, frequent or constant would again vary with particular job tasks; however, on an average day this is described as minimal
BENDING	This is continuous and constant throughout the day.
TWISTING	There seems to be no predominance as to whether this would be at the knees or the waist and again described with the variety of tasks through the day, but there is quite a bit of bending and twisting, both at the knees and the waist
CRAWLING	This is described as minimal. This again would be specified by a particular job task, but not an actual detail that would be involved in the job description.
REACHING	This could be described as continuous throughout the day, depending on the particular job tasks assigned, but the person conducting this position would be involved in set-up for each job tasks preparation and then storage of the materials after the completion of the tasks.
REACHING OVERHEAD	This could be described as continuous throughout the day, depending on the particular job tasks assigned, but the person conducting this position would be involved in set-up for each job tasks preparation and then storage of the materials after the completion of the tasks
FINGERING/MOTOR SKILLS	Constant throughout the day. Employer Fine describes this again as required in demonstrations for the persons with disabilities as to how to complete the tasks. Because of the level of some of these people, this may have to be repeated several times during one demonstration.
HEARING/TALKING/SEEING	Constantly required. This position requires that a person provide both verbal and written instructions to those persons with disabilities that are able to follow the written instructions. For the most part, people at this facility rely very heavy on visual and auditory feedback. They require intense one-on-one demonstrations, even after a demonstration for the entire group.

