



POLICIES and PROCEDURES FOR INDIVIDUALS SERVED

REVISION EFFECTIVE 7/2017

RVI POLICIES MANUAL

INTRODUCTION

Policies are defined as the basic rules, which guide administrative action for accomplishing an organization's objectives. Comprehensive and clearly defined policies, consistently and fairly administered, are essential to the success of any organization.

The policies set forth and adopted within this manual supersede all previously written and unwritten policies of Riverview Industries, Inc. (hereafter referred to as RVI).

This policy manual is a guide to be utilized by management and supervisory personnel to ensure uniformity and nondiscriminatory application of the conditions of employment. In the event there is a conflict between the contents of this manual and any applicable laws, those applicable laws shall prevail.

The manual is designed as a tool to enable Individuals Served to know and understand what to expect out of the environment and the organization and to keep them informed. For ease of use, the policies are organized in alphabetical order by section. Questions regarding the interpretation and application of these policies should be directed to your supervisor who will seek clarification. Every effort must be made to ensure that such decisions are made objectively, with the general intent of the policy in mind.

This personnel manual is not an employment contract. It is presented as a matter of information only. Any statements in conflict with these policies made by anyone else are unauthorized, expressly disallowed, and should not be relied upon by anyone. RVI reserves the right to modify, revoke, suspend, terminate, or change these policies and procedures with or without prior notice. However, the RVI Board of Directors and its management do want to develop and maintain a good relationship with employees. Your input about matters addressed in this handbook is welcome and will always be considered.

These policies apply to employees of RVI and pertain to all departments operated by RVI.

Disagreements or requests for waiver or exception to the provisions of this manual are to follow the procedures outlined in the Grievance Procedure.

Section added: 10/2016

The policies contained within this manual are reviewed and revised on an annual basis or as needed. Revisions of specific policies are stated with the policy. Unless otherwise indicated, this policy manual has been reviewed on the following dates:

Reviewed: 03/2016

Section added: 07/2017

For the purposes of this manual, an "employee" is a person who earns wages from RVI and may or may not have a disability. An "individual served" or "person served" is a person receiving services from RVI, and may or may not be an "employee".

All policies have been reviewed per the dates listed below. Revision dates are listed on the specific policies.

Reviewed: 06/20/2017

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1.1 PHILOSOPHY AND MISSION STATEMENT

Mission Statement

The purpose of RVI is to provide a meaningful work experience and quality of life for the benefit of adults with developmental disabilities.

Vision Statement

RVI is recognized as the choice provider agency of services for Individuals with developmental disabilities, the premier employer in Ottawa County, and a preferred partner in the business community.

Core Values

- Service – RVI exists to serve people with safe, secure, predictable, and appropriate manner.
- Safety – RVI is committed to operating in a manner conducive to protecting our employees, the people we serve, and the community.
- Quality – RVI is committed to providing the highest possible quality in our products and services.
- Communications – RVI is committed to open communication.
- Respect – RVI believes all people should be treated with mutual dignity and respect.
- Opportunity – RVI recognizes that all people with developmental disabilities, who are willing and able to work, should have the opportunity to do so.
- Choices – RVI recognizes that all Individuals should have the opportunity to make informed choices about their habilitation, vocational training and employment.
- Fair Wages & Benefits – RVI recognizes that all employees, for work performed, should receive fair and equitable wages and benefits consistent with their abilities.
- Community – RVI values an interdependent relationship with the larger community and such relationship will benefit all parties concerned.
- Financial Security – RVI values good financial health that is maintained through diversification and expansion of existing services and products, sound business practices and fiscal accountability.
- Leadership – RVI recognizes the importance of leaders that exhibit responsibility, planning, vision, initiative, professionalism, respect and role modeling.
- Training & Education – RVI recognizes that learning is a lifelong experience and, therefore, is committed to providing training for both personal and professional growth.

1.2 BEHAVIOR SUPPORT

RVI recognizes that the purpose of behavior support is to support and assist individuals receiving services to manage their own behaviors to promote the growth, development and independence of those individuals and promote individual choice in daily decision-making, emphasizing self-determination and self-management. Staff is required to understand and follow approved Behavior Support plans for individuals receiving services. Appropriate staff will be trained and documented by the plan author or Service and Support Administrator prior to plan implementation.

In accordance with the rule addressing Behavior Supports of the Ohio Administrative Code, and the policies and procedures of relevant county boards, this will be accomplished in such a way as to provide the supports and services needed for individuals with challenging behavior to achieve the greatest level of independent functioning, self-determination and community integration possible, while providing adequate safeguards and supervision to ensure that the health, welfare, due process, and civil and human rights are adequately protected. The intent is to eliminate the unnecessary use of and need for restraint, time-out and other restrictive, aversive or coercive interventions by increasing the quantity and quality of positive behavior supports for individuals with challenging behavior.

RVI is committed to promoting a climate for behavior support that is characterized by:

- Interactions and speech that reflect respect, dignity, and a positive regard for the individual;
- Interactions which are appropriate for the age of the individual.
- The setting of acceptable behavioral standards for staff.
- Staff speech that is even-toned, made in positive and personal terms
- Conversations with the individual rather than about the individual while in the individual's presence.
- Respect for the individual's privacy by not discussing the individual with someone who has no right to the information.
- The use of people-first language instead of referring to the individual by trait, behavior, or disability.
- Specifying and ensuring training for all persons employed by a provider who are responsible for implementing plans.

To this end, please refer to the OAC 5123:2-2-06 Behavior Support Strategies That Include Restrictive Measures.

1.3 CHAIN OF COMMAND

The Board of Directors of RVI is responsible for setting policies. The Board employs the Executive Director, to whom it delegates responsibility for the day-to-day administration of the nonprofit. The Executive Director oversees the staff, using policies approved by the Board of Directors.

RVI's staff members are accountable only to the Executive Director, through whom all communication to the Board is channeled. A staff member who does not follow the stated policy of channeling information through the Executive Director is subject to disciplinary action. The Table of Organization (available from HR Manager) is a visual replica of supervision and responsibility. Employees are encouraged to start with their departmental manager or Human Resources Manager whenever possible and appropriate.

1.4 CONFIDENTIALITY

Each person who is a recipient of services of RVI has the right to confidentiality of information that is known about, obtained about or received on behalf of that individual. Staff has a legal and ethical responsibility to maintain the events of an individual served by RVI in confidence.

Employees will, to the best of their ability, ensure confidentiality and privacy with regard to history, records and discussions about the people we serve. The very fact that an individual is served by RVI 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 staff shall not disclose any information about a person, including the fact that he or she is or is not served by our organization, 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, departments, functions and activities. (Form: Confidentiality Acknowledgement and Form: Release of Information)

Exceptions to this include any investigative authority as provided by law, members of the Individual's team as approved by the guardian or Individual, law enforcement authorities, judicial entities, Children's Services or a legally appointed guardian.

- No information requested by someone outside the nonprofit will be given over the telephone. Staff are instructed to respond with the statement: "RVI policy does not permit me to give out this information." That includes whether or not a person is or has been served by RVI.
- Release-of-information forms will be explained and completed in the presence of the person about whom any information may be released, before it is released.
- No information about individuals or records will be released to state, federal or other agencies that enable the identification of any person by name, address, Social Security number or other coding procedures.
- If records are inspected by an outside agency, the individual(s) who inspect the records must be specifically authorized to do so by the Executive Director. The taking of notes, copying of records or removal of records is specifically prohibited in such cases.
- Staff will not discuss any individual's record with unauthorized individuals, whether on or off duty. All employees are required to sign a confidentiality acknowledgment stating their responsibility and commitment in regard to Individual information.

1.5 EMPLOYEE AND PERSONS SERVED RECORDS

This is a description of the nonprofit's record-keeping system with regard to information on employees and persons served. Each individual file is regarded as confidential information and is treated as such. Individual files are kept by the Skill Development Coordinators, the Nurse, Supervisors, and Business Office; and include, but are not limited to, the following items:

- ISP's/IHP's
- Intake packet information
- Background information
- Goals
- Emergency Medical Sheet
- Evaluations and Assessments
- Medical and/or other correspondence
- Letters of commendation or other indications of exceptional performance
- Warning letters and records of all disciplinary actions
- Leave of absence information
- Payroll information
- Documentation required by state or private regulatory agencies

1.6 GOVERNING AUTHORITY

Role and Responsibilities of the Board of Directors

RVI is governed by a three (3) to fifteen (15) member Board of Directors serving no more than two-three year terms. It is the purpose of the Board to provide direction, leadership and support to the Executive Director, the managers, and staff as well as to act as a monitor of services and service delivery processes. Specific responsibilities are, but are not limited to:

- Approval of the annual budget and business/strategic plan
- Approval of monthly expenditures over \$500; and prior approval of non-ordinary expenses and items over \$1000
- Review of the monthly and annual fiscal reports
- Approval of policies and procedures
- Assist in business/strategic planning through the provision of insight as to the long-term direction of the company
- Evaluate purpose of organization and strategic plan annually
- Perform as business contacts
- Provide assistance as to adequate and appropriate business practices
- Promote the efforts of RVI in the community
- Approval of all vendor contracts over \$10,000 annually
- Monitor the activities of the Executive Director and ensure that the activities of the organization are consistent with those identified in the constitution and the by-laws
- Approve the annual operational calendar
- Other duties as necessary to improve and increase the operational effectiveness of RVI and its services

Board meetings are held at least ten (10) times per year and on a monthly basis. Unless otherwise indicated, meetings are held in the Board Room at the RVI building. The Board does not operate under a committee structure, unless developed for a short-term and specific purpose, but instead utilizes the participation of all Board members.

Attendance at Board meetings is important. If a Board Member will be unable to attend a Board meeting, he or she should call into the RVI office and inform the Business Manager. The member should indicate the reason for failure to attend. At the time of the meeting, the President will ask who is excused. Only those providing prior notification of absence with a valid reason will be excused. Three unexcused absences in a one-year period will constitute removal from the Board.

Conflict of Interest Statements & Protection for Board Members

The Board shall do everything in its power to protect its members and the company against conflict of interest situations. Individual members of the Board shall not receive compensation or financial benefit for attending Board meetings, fund or benefit from investments associated, managed or received by RVI and/or monetary, in-kind or service reimbursement. Board members may, however, utilize the services provided by RVI (fiscal, lawn care, cleaning, etc.) as long as contracts are developed and the costs for such services are usual and customary to those charged other vendors or the general public for similar or equal services.

The Board or any individual member may not use undue influence to establish policy or practices that would benefit themselves, family members, friends, or companies owned and/or operated by Board members. Should a Board member realize that he or she or another Board member is in a position where a conflict of interest exists, he or she shall report the same to the Board immediately and request resolution or resign his/her seat on the Board of Directors.

Roles of Staff

Executive Director

The responsibilities of the Executive Director shall be:

- To oversee the services provided to all eligible persons served as well as those individuals served by RVI and receiving services through other contracts and vendors.
- To directly supervise all managers and ensure the supervision of all other employees and persons served for the purpose of quality and appropriate service delivery.
- To develop budgets, via the input from managers, monitor the same and approve expenditures/income.
- To develop business/strategic plans defining goals and operational standards as necessary subject to board approval when appropriate.
- To schedule and hold regular meetings with staff and managers to ensure on-going communication.

Specific job duties are listed in the job description and included as part of the personnel file.

Leadership Team

The Board of Directors and the Executive Director rely on a leadership team structure and process for the day-to-day management, supervision and direction of the company. All department managers report directly to the Executive Director.

- All managers are responsible for the supervision of staff, employees, and persons served assigned to their department.
- Managers provide the day-to-day supervision of their respective departments.
- Managers are expected to hold a formal meeting at least monthly with their staff.
- Managers are expected to participate in policy development, budget development and monitoring, hiring/termination, business functions and the processes for developing future directions of the company.

For positions directly supervised by the Executive Director, please refer to the Table of Organization (available from HR).

Staff

Staff and management shall be responsible to:

1. Ensure the safety and well-being of persons served
2. Ensure the rights and dignity of persons served
3. Present RVI in an appropriate, accurate and positive manner
4. Supervise and provide meaningful training to assigned persons served
5. Act as a role model for persons served
6. Ensure timely and accurate documentation necessary for reporting the activities of persons served
7. Assist other staff when required or requested
8. Act professionally and responsibly
9. Present a positive image in the community to families, local businesses and other social service organizations
10. Utilize good judgment regarding decision-making relevant to care and assistance of persons served
11. Respect co-workers; demonstrate commitment to Positive Culture (Attachment: Positive Culture Commitment)
12. Recognize the importance of exceptional quality to our customers in the work we produce and demonstrate a commitment to ensuring that quality in our work and the work of the individuals we supervise.

For specific job duties, please refer to individual job descriptions

1.7 INDIVIDUAL FUNDS ADMINISTRATION / MONEY MANAGEMENT

It is our primary purpose to protect and care for the rights of the people we serve, specifically as those rights relate to Individual funds administration. RVI will provide a consistent system that allows Individuals to become as fiscally independent as possible and to ensure accurate record-keeping, Individual's use of money for his/her own benefit, and opportunities for Individuals to participate in their fiscal decision making. Specific procedures for funds administration, checking account maintenance, and receipt handling can be found in the Attachment: Individual Served Funds Handling Procedure.

In addition, money management means services that provide assistance to individuals who need support managing personal and financial affairs, including training to assist an individual to acquire, retain, or improve related skills. The services meet a continuum of individualized needs, from organizing and keeping track of financial records and health insurance documentation, to assisting with bill-paying and maintaining bank accounts. Money management does not take the place of services provided by professionals in the accounting, investment, or social services fields. Money management complements the work of other professionals by facilitating the completion of the day-to-day tasks rather than determining or executing long-term plans. This service will be provided in accordance with 5123:2-9-20 Money Management.

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1.8 INTERNAL MONITORING AND EVALUATION

In accordance with ORC 5126.14, RVI will ensure administrative oversight of services.

For each service provided as identified and defined in a contract with individual agencies in accordance with Policy 3.22 Services Delivery/Termination, the Habilitation Manager shall monitor and ensure implementation of all interventions in accordance with every individual service plan implemented by the staff who work with the individuals receiving the services; provide appropriate training and technical assistance for all staff who work with the individuals receiving services; communicate with service and support administration staff for the purpose of coordinating activities to ensure that services are provided to individuals in accordance with individual service plans and intended outcomes; monitor for unusual and major unusual incidents and cases of abuse, neglect, exploitation, or misappropriation of funds involving the

individual under the care of staff who are providing the services; take immediate actions as necessary to maintain the health, safety, and welfare of the individuals receiving the services; and provide notice of unusual and major unusual incidents and suspected cases of abuse, neglect, exploitation, or misappropriation of funds to the county board of mental retardation and developmental disabilities; perform other administrative duties as required by state or federal law or by the county board of mental retardation and developmental disabilities through contracts with providers. For purposes of obtaining feedback from stakeholders to improve the services delivered to individuals as well as general operations of the non-profit, an Organizational Survey will be conducted on an annual basis by business office personnel including the Executive Director who will analyze the compiled data that will be used to improve the quality of services.

1.9 PHOTO/AUDIO/VISUAL/MEDIA CONSENT POLICY

RVI respects the privacy of everyone the nonprofit serves. The audio- or video-taping of persons served is strictly forbidden unless prior permission in writing is obtained from the legal guardian and the person served (Form: Photo/Audio/Visual/Media Consent Form). Individuals are not required to give this consent as a condition for receiving services.

An Individual will never be audio- or video-taped without his or her knowledge. After consent is given, it may be revoked at any time. Individuals may request that the tapes be destroyed at any time.

A signed Photo/Audio/Visual/Media Consent Form must be obtained for any photos that will be taken for public view. Any form of media where consent has been granted will not be used for any other purposes other than what is specified.

Further use of Individual photographs or video recordings for RVI media purposes (i.e. website, FaceBook, newspaper advertising, etc.) must also be specifically consented to; that consent may be revoked at any time and RVI will discontinue using the images/recordings immediately. Employees are NOT permitted to record or photograph Individuals for personal reasons using personal cameras or camera phones.

1.10 RIGHTS OF INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES

In accordance with rule 5123.63 of the Ohio Revised Code, a copy of the list of rights shall be located in the initial employment packet provided for each individual receiving services from RVI. If the individual is unable to read the list, a Skills Development Coordinator shall communicate the contents of the list to the individual to the extent practicable in a manner that the individual understands. The individual receiving services or the parent, guardian, or advocate of the individual shall sign an acknowledgement of receipt of a copy of the list of rights, and a copy of the signed acknowledgement shall be placed in the individual's file. RVI shall also be responsible for answering any questions and giving any explanations necessary to assist the individual to understand the rights enumerated. Instruction in these rights shall be documented.

RVI shall make available to all persons receiving services and all employees and visitors a copy of the list of rights and the addresses and telephone numbers of the legal rights service, the department of developmental disabilities, and OCBDD (Attachment: Bill of Rights).

1.11 SATISFACTION OF SERVICES

RVI believes that obtaining feedback from the people we serve enhances the quality of the services we provide.

A satisfaction of services survey will be completed by each individual served. Skill Development Coordinators will assist in gathering the information on an annual basis (see Attachment: Satisfaction of Services Survey for Individuals Served).

1.12 SERVICE DELIVERY/TERMINATION

RVI will strive to deliver quality services to individuals in alignment with their person centered plan as defined and identified by the Ohio Department of Developmental Disabilities or in contract form with individual agencies as follows, but are not limited to:

- Medicaid Services
 - Adult Day Services Array
 - Adult Day Support
 - Vocational Habilitation
 - Individual Employment Supports
 - Career Planning
 - Group Employment Supports
 - Non-Medical Transportation
 - Homemaker Personal Care

- Transportation
- Community Inclusion
- Specialized Medical Equipment and Supplies
- Non-Medicaid Services
 - Day Activities/Habilitation
 - Dietary
 - Nursing/Delegated Nursing
 - Supported Employment
 - Supported Living
 - Transportation

In some cases, where the contract is specifically for an individual, the termination of the contract is the termination of services.

Where the contract is based on providing services to many individuals, the termination, rejection, or elimination of service provision for an individual shall be outlined in the contract.

RVI shall only provide services to an individual whose needs RVI can meet and/or is willing to meet, factoring in the individual's interests, as well as RVI's ethics and standards of conduct.

It is our policy to ensure that all Individuals beginning their attendance at RVI have a smooth transition. This means that all paperwork and communication will be in place before the Individual starts his/her first day.

Furthermore, whenever an Individual changes departments, shifts, or areas, the appropriate personnel will be notified before the change.

An Individual will not be able to attend until all intake procedure is complete and necessary communication has taken place.

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1.13 SUBPOENAS, INVESTIGATIONS, SEARCH WARRANTS, AND OTHER LEGAL ACTIONS

RVI strives to protect the privacy of individuals served and staff to the fullest extent of the law.

No confidential information on individuals will be revealed to the authorities without the presentation of a subpoena or search warrant. RVI will retain only as much information as required to provide services. Personal information on Individuals will be discarded in accordance with the agency policy for the retention and destruction of records.

1.14 TRANSPORTATION

Transportation to RVI for day services is typically arranged through the relevant County Board. Transportation services may be provided by RVI as a waiver service per the ISP, through a contract with the county board or as part of the contract with a business customer.

1.15 WAITING LIST MANAGEMENT FOR SERVICES (effective 10/2016)

RVI makes every effort to accommodate individuals who wish to be served by the nonprofit, however, an occasion may arise that requires a waiting list for services. This means that "available resources are not sufficient to meet the needs of all individuals" requesting services offered by RVI. Individuals on a wait list for RVI services will be served in this order, in accordance with waiting list management for Home and Community-based Waiver services:

- Emergencies – The law defines an emergency as any situation where there is a risk of substantial self-harm or substantial harm to others if action isn't taken within 30 days. Examples of emergencies include loss of residence, loss of a caretaker, and abuse, neglect, or exploitation.
- Priorities – Priority categories are defined in statute and rule. Your County Board will determine if a priority category exists on a case-by-case basis. RVI works closely with County Boards of DD in striving to provide services for individuals.
- Date of Request – Waiver services also are offered based on the date you were added to the waiting list.

If you do not agree with being placed on the waiting list for RVI services or with your position on the waiting list, you may follow due process as outlined in the RVI policy manual, which is available upon request.

SECTION 2—NON-DISCRIMINATION

- 2.1 EEO & Affirmative Action
- 2.2 ADA Compliance
- 2.3 Sexual Harassment

2.1 EEO & AFFIRMATIVE ACTION

Equal Employer Opportunity Statement

RVI does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services. Applications for employment and consideration for promotional opportunities will be judged on the basis of the individual's ability to perform the essential job functions of the position with or without reasonable accommodation.

Affirmative Action Statement

This nonprofit provides equal employment opportunity to all persons without regard to race, color, religion, disability, sex, age or national origin, and promotes the full realization of this policy through a positive, continuing program of affirmative action. This nonprofit is committed to equal opportunity for all applicants and employees in personnel matters including recruitment and hiring, benefits, training, promotion, compensation, transfer and layoff or termination. We strive for a staff that reflects diversity.

Each supervisor and member of the management staff must provide equal opportunity for all employees with regard to work assignments, training, transfer, advancement, and other conditions and privileges of employment, and to work to assure a continuation of this policy of equal employment opportunity.

2.2 ADA COMPLIANCE

RVI does not discriminate on the basis of disability in the admission or access to, or treatment of employment in its programs or activities. Executive Director, 8380 West State Route 163, Oak Harbor OH 43449-9602, has been designated to coordinate compliance with the non-discrimination requirements contained in Section 35.107 of the Regulations of the US Department of Justice. Information concerning the provisions of the Americans with Disabilities Act, and the rights provided there under, are available.

2.3 SEXUAL HARASSMENT (revised 4/05)

The administration or the Board of RVI will not condone sexual harassment in any form in the work place, whether or not it rises to the level of actionable sexual harassment.

RVI adheres to the federal and state laws regarding sexual harassment. The Equal Employment Opportunity Commission defines sexual harassment in 29 Code of Federal Regulations (CFR) 1604.11(a) as follows:

Harassment on the basis of sex is a violation of the law. Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,
2. Submission or rejection of such conduct by an individual is used as basis for employment decisions affecting such individual, or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Should you determine that another employee's language, gestures, etc. are offensive, you should, if feasible, approach the individual, communicate your concerns and request that the specific activity stop. In addition, this behavior should also be reported immediately, whether or not it rises to the level of harassment defined above, to your supervisor, to the Human Resources Manager, or to any other management member with whom you feel comfortable discussing the matter. Complaints may be made verbally, in writing or in any other manner that suits the complaining employee.

The Executive Director or his designee will immediately and impartially investigate all allegations of harassment in the workplace, regardless of severity. All reports and interviews shall be documented and interviews may be taped for investigative purposes. RI will take great care to ensure the confidentiality of the parties during the investigation process to the fullest extent possible. If a written report is generated, the report shall be made available to both the complaining employee and the accused employee.

If an accusation of harassment is substantiated, the Executive Director will take immediate disciplinary action, up to and including termination, based on the facts of each particular case. The Executive Director will also work with the complaining employee to ensure that the resolution is satisfactory to that employee. No employee will be subjected to retaliation for making an accusation of sexual harassment or for assisting in an investigation of harassment.

SECTION 3—EMPLOYMENT CONDITIONS & PROVISIONS

- 3.1 Employment Status
- 3.2 Lunch & Work Break Periods
- 3.3 Overtime
- 3.4 Pay
- 3.5 W-2 Forms
- 3.6 Work Schedules

3.1 EMPLOYMENT STATUS

Categories established for Individuals served who are employed by RVI are:

- A. Full-time: An individual who works a full basic workweek of 25 hours or more.
- B. Part-time: An individual who works fewer than 25 hours weekly.

Employment status is re-evaluated at least annually based on the average number of hours actually worked in the prior period.

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3.2 LUNCH & WORK BREAK PERIODS

Lunch - Lunches are to be eaten in the lunchroom or other approved lunch area (outside picnic area when appropriate). Food and beverages should be kept out of work areas. Soft drinks and snacks are available at the employee's or Individual's expense through vending services.

An unpaid lunch break of 30 minutes will be given to every Individual who is scheduled to work 5 or more hours.

Employees must have permission from their supervisor to leave the building during a break time and may be required to clock out.

Breaks – Breaks for full-time, nonexempt employees will be allowed throughout the day. Realizing the need to have some personal time, breaks will be allowed when possible. Employees who are less than full time should be allowed work breaks based on their work schedule. Excessive breaks or those exceeding two 15-minute breaks may result in disciplinary action. Break times should be used for conducting personal business, making personal phone calls, or for snacking. Regular work breaks should not be expected in work situations where there are “built-in work breaks” due to downtime or idle periods during the work shift. Employees on break are expected to return to their work areas in cases of emergencies. Failure to do so will result in appropriate disciplinary action.

Employees working off-site should check with the Department Manager for lunch and break arrangements at each site.

3.3 OVERTIME

RVI recognizes that overtime is sometimes required. Overtime is the actual hours worked exceeding 40 hours in a workweek.

Nonexempt employees who work overtime, with the supervisor's approval, will be paid overtime in accordance with State and Federal wage and hour laws.

Paid time for holidays, vacation, or any other paid benefit does not count as actual work hours for overtime purposes.

All employees eligible for overtime will be compensated at one and one half times their base rate of pay for actual hours worked in excess of forty hours during one workweek.

All actual hours worked in excess of 40 hours (considered “overtime”) in a given workweek must be approved by the Department Manager or immediate supervisor.

When a nonexempt employee works at two different rates, overtime will be paid at the rate of the job working while overtime was earned.

Scheduled overtime that is subsequently canceled for any reason shall not entitle the employee to overtime compensation.

3.4 PAY

Employees are paid semi-monthly. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

Pay will be directly deposited in to employee's bank accounts. Advance written authorization to RVI and a voided personal check to verify the account number will be provided by the employee to the RVI Business Office. Employees will receive an itemized statement of wages when RVI makes direct deposits. Pay advances will not be granted.

RVI has a certificate from the Department of Labor authorizing “commensurate wage rates” for workers with disabilities. Some jobs at RVI are paid based upon each piece being completed, called “piece rate”; otherwise, hourly jobs are paid at a rate no less than minimum wage. Jobs are assigned dependent on availability of work and the skill set of the employee.

In addition, the Workforce Investment & Opportunity Act Section 511 requires employees who receive subminimum wages to receive career counseling prior to being paid subminimum wage, and annually thereafter. The training is

provided by an Opportunities for Ohioans with Disabilities counselor. RVI is responsible to provide information on the training, and will make every effort to arrange for the training to take place on site for each individual, however, it is dependent upon the schedule of the OOD Counselor. Therefore, attendance is important on the day the training is scheduled.

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Error in Pay - Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell the Business Manager immediately. He or she will take the necessary steps to research the problem and to ensure that any necessary correction is made properly and promptly.

Payroll Deductions - Deductions from each employee's paycheck include the mandatory and voluntary deductions described below:

- **Mandatory deductions:** Social Security and state and federal taxes; a employee's paycheck may be garnished for alimony, child support, delinquent loans, or for some other reason, by court order; all mandatory deductions are made without written authorization of the employee.
- **Voluntary deductions:** made only with the written authorization of the employee; voluntary deductions include sums designated for the credit union, retirement plan, charitable contributions, and medical insurance; an itemized statement of all deductions from the r's wages accompanies each paycheck.

3.5 W-2 FORMS

By January 31 of each year, you will receive a W-2 form. This is a record of your total wages paid and tax deductions for the previous year. This should be used when filing your income tax return. If you are no longer employed by the nonprofit, the W-2 will be mailed to your last known address. As a former employee, it is your responsibility to inform us of any address changes.

3.6 WORK SCHEDULES

Work hours are determined in consideration of workloads, service to individuals, and other factors. RVI will establish the workweek and work hours as the work environment necessitates. It is the responsibility of the employee to obtain their schedule as soon as it is available from the Department Manager, no less than three days before the new week.

Work center hours are typically 9 a.m. to 3 p.m. Other arrangements must be approved by their Supervisor and the Executive Director or designee. RVI Business Offices are open Monday through Friday 8:00 a.m. to 4:00 p.m.

SECTION 4—BENEFITS ADMINISTRATION

- 4.1 Bereavement Leave
- 4.2 Holidays
- 4.3 Paid Time Off - PTO
- 4.4 Workers' Compensation

4.1 BEREAVEMENT LEAVE

Bereavement leave is paid for the death of a member of the employee's immediate family. For purposes of this policy, "immediate family" is defined as: mother, father, brother, sister, child, spouse, domestic partner, grandchild, foster child, mother-in-law, father-in-law, sister-in-law, brother-in-law, daughter-in-law, son-in-law, or legal guardian (other person who stands in the place of a parent if there is no parent). Three (3) days of bereavement pay will be issued in this event. One (1) day of pay will be issued in the event of the death of the following: aunt, uncle or grandparent (of employee or employee's spouse).

RVI may allow for additional unpaid days for traveling at the discretion of the Executive Director or her designee.

RVI may allow employees to use paid or unpaid leave for funerals of non-immediate family members as long as permission is obtained from immediate supervisor and notification is made in a timely manner.

Employees who are paid for Bereavement Leave may be asked to provide some kind of evidence of family relationship and/or funeral services.

4.2 HOLIDAYS

Full-time employees should refer to the annual Holiday/Bonus Calendar for a list of all paid holidays, bonus days, and staff in-service days on which the Workshop will be closed.

Administration of Holidays and Bonus Days

Holidays and Bonus days will be paid up to eight hours to employees who fulfill the requirements.

To be eligible for holiday pay, employees must, both, be on **active pay status** and may not call off the full scheduled workday before and after the holiday. Active pay status includes scheduled vacation and bereavement; and does not include calling off. Employees who are not on active pay status, do not work their entire scheduled shift, or call off the workday before and after the holiday would not receive holiday pay.

Not all places of employment observe the same holidays as RVI. Therefore, employees may be expected to work holidays according to the policies of each particular employment site. Employees who fulfill the requirements will receive their regular pay for hours worked in addition to Holiday/ Bonus pay.

Weekend Holidays

When the following holidays fall on weekends, employees (full-time or part-time on **active pay status** and do not call off the full scheduled workday before and after the holiday) will be paid a rate twice their regular rate of pay (double time), in lieu of Holiday Pay, for any hours worked on that day:

- Easter
- Independence Day (4th of July)
- Christmas Eve
- Christmas Day
- New Year's Day

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4.3 PAID TIME OFF - PTO

RVI believes that adequate time must be provided to employees annually for rest and relaxation. For this reason, all employees are encouraged to take their full allotment of paid time off each year. Unpaid leave cannot be taken until available paid leave is exhausted.

For Full-time employees, PTO shall be issued, in January of each year, based on hours worked during the previous year, as follows:

- PTO time will be prorated the first year of employment. The prorated amount will be issued and available for use as soon as January of that first year of employment.
- After one full year of service, every full-time employee will be issued two weeks of paid PTO, annually in January for the first five years of service.
- Three weeks paid PTO will be granted to every full-time employee upon completion of five years of employment.
- Four weeks paid PTO will be granted to every full-time employee upon completion of ten years of employment.
- Five weeks paid PTO will be granted to every full-time employee upon completion of fifteen years of employment.

Unused PTO may be “banked” and/or “cashed out” under the following guidelines:

- No more than two weeks of PTO may be banked at any point in time.
- Unused PTO as of December 31st in excess of 2 weeks, including the banked amount, will be automatically “cashed out” at the rate of 80% of the cash value in January.
- Any amount of the banked PTO can be cashed out at 80% throughout the year by notifying the Business Manager. Current PTO cannot be cashed out during the year awarded.

PTO used by an employee is considered non-work time for purposes of calculating overtime pay.

Requests for PTO time shall be submitted to your immediate supervisor on the appropriate leave request form (Form: Leave Request Form) or via the electronic timekeeping process at least five (5) days, and not more than six (6) months, prior to the requested date. For scheduling purposes, employees working outside the workshop should make every effort to submit PTO requests at least two (2) weeks prior to the requested date. PTO may be used for call-offs, however, the employee is subject to the attendance policy.

Every effort will be made to accommodate the employee’s request but there may be an occasion when the request cannot be granted due to a scheduling conflict. When that occurs, PTO will be granted on a first-come, first-serve basis, if at all. PTO requests will, whenever possible, be granted or denied within seven (7) days of the request or by at least seven (7) days prior to the requested date.

PTO pay will be included in the employee’s paycheck for the pay period in which it is used.

Upon separation, only eligible hours will be paid (earned and awarded); accrued hours that have not yet been awarded are not eligible.

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4.4 WORKERS’ COMPENSATION

Employees are protected under the state workers' compensation law against loss of income due to injury or death that occurs during work activities. The nonprofit pays Workers' Compensation insurance premiums in order to insure this coverage. Employees must report all job-related accidents, injuries and illnesses immediately upon experiencing symptoms or within 24 hours (Form 9). The state insurance fund will determine the benefits, if any, the employee is entitled to.

Guidelines for administering Workers’ Compensation are set forth below:

- a. Should an employee be injured during the course of employment, the employee shall immediately notify his/her supervisor and shall complete an injury form. This report shall be completed, regardless of the apparent seriousness of the injury, and regardless of whether medical attention is required. Such report shall be signed by the department manager following an investigation of the injury/accident and forwarded within 24 hours to the Human Resources Manager.
- b. Should an employee's injury require medical attention, the injured employee shall notify the attending physician that the injury occurred during the course of employment. Workers’ Compensation claim forms shall then be completed by the attending physician and the injured employee and forwarded to the Human Resources Manager for certification. The employee must also schedule an appointment with the HR Manager to complete internal paperwork associated with the injury and claim within 24 hours of medical treatment or as soon as medically possible.
- c. Upon approval by the Bureau of Workers’ Compensation, a claim number will be assigned and mailed to the injured employee.
- d. The Human Resources Manager must be advised and continually updated if an employee continues to be absent due to a work-related injury. Employees are responsible for providing a physician's statement identifying the nature of the disabling condition and the projected date of return. Physicians’ statements must be current and updated regularly and on time. Failure to provide a current physician’s statement may result in the employee being sent home without pay until such statement is obtained.
- e. ***Employees should make every effort to schedule medical appointments before or after work.*** If this is not possible, medical appointments scheduled during work time for work-related injuries will be paid up to 2 hours, provided the employee works on the day of the appointment (before and/or after the appointment). Prior approval must be obtained from the HR Manager for such time to be paid. Failure to obtain approval in advance will result in such time being unpaid.
- f. An injured employee may elect to use accrued leave time prior to receiving payments from Workers' Compensation. Employees are prohibited, however, from receiving payment while simultaneously receiving payment from Workers' Compensation. The employer may, at the discretion of the HR Manager, elect to offer Wage Continuation benefits to the injured worker in lieu of Workers’ Compensation benefits.
- g. Employees receiving treatment for work-place injuries are required to submit to a post-accident drug and alcohol test per the Drug Free Workplace policy. Failure or refusal to test will be grounds for termination. Details available in Attachment: Drug Free Workplace Program/Policy.

SECTION 5 – PERFORMANCE & DISCIPLINE

- 5.1 Attendance Policy
- 5.2 Disciplinary Philosophy
- 5.3 Disciplinary Probation
- 5.4 Service Termination
- 5.5 Final Pay
- 5.6 Grievance Procedure
- 5.7 Warnings

5.1 ATTENDANCE POLICY

The regular attendance of each employee is vital to the effectiveness of the organization. Services to customers are most effective when performed with the continuity provided by regular employees as opposed to substitutes. RVI expects every employee to report to work promptly and ready to begin at the start of the scheduled shift. Exceptions will be permitted as outlined and allowed below.

Employees are encouraged to schedule routine medical/dental appointments and other personal business during non-working hours. When this is not possible, employees will be required to use a paid benefit or unpaid hours for the time missed. Any employee found to be doing personal business during working hours without taking the appropriate time off will be subject to discipline.

A. Tardiness

Employees are to be on time and ready for work according to the schedule. Any employee who is tardy for work should report to his/her supervisor immediately upon arriving at work. Patterns of tardiness or excessive tardiness will result in disciplinary action. Time missed due to tardiness will be unpaid unless paid benefits are available and employees will not be permitted to "make up their time."

B. Excessive Absenteeism

Frequent absences are detrimental to the organization and could subject the employee to discipline. Absences will be monitored by the management team for consideration as excessive. Excessive absenteeism will result in discipline. Due to the nature of our business, a rule of thumb is **three** call-offs in one month.

Any employee missing 3 or more consecutive days due to illness will be required to provide a doctor's excuse prior to returning to work. Further, a doctor's excuse can be required for absences of less than 3 days if the employee is on unpaid leave or if the periods of illness are frequent or suspicious in nature. Failure to provide a doctor's excuse will result in the employee being sent home, without pay, until a slip is provided, as well as discipline being issued for failure to follow company policy.

C. Calling Off

Employees working inside the workshop are required to speak to their supervisor *at least 1 hour* prior to the start of their scheduled shift if they will be absent. If the supervisor is not available, employees can leave a message with the receptionist or, as a last resort, a detailed message can be left on the supervisor's voicemail, indicating name and reason for absence. Calls received less than 1 hour prior to start of shift will be considered a Late Call-off and could also result in discipline.

Employees working outside the workshop are required to speak to their department manager *at least 3 hours* prior to the start of the scheduled shift to report an absence. The nature of these positions requires that more time be available for making alternative arrangements for Individuals, customers, business associates, etc. Calls received less than 3 hours before the start of shift will be considered a Late Call-off and could result in disciplinary action.

Failure to call to report an absence from work will be considered a No Call/No Show and will result in discipline.

If you are aware of an absence in advance of your scheduled shift, please let your supervisor know ASAP to assist in arranging a replacement if necessary.

D. No Call/No Show

Failure to call to report an absence from work is an unexcused absence, defined as a No Call/No Show (NCNS). A NCNS is also defined by the following:

1. An employee *does not call* to report off work prior to the start of his/her shift and *does not report* to work.
2. An employee *calls* to say he/she *will be late* and then *does not report* to work.
3. An employee, without communicating with his/her manager, *reports to work* one or more hours *after the start of his/her shift*.

Those employees working *outside the workshop* will be subject to discipline. Failure to provide management with notice of an employee's absence could negatively impact other employees, customers and contracts, as well as the company's reputation within the community. The greater demands placed on these employees is a direct result of the greater reliance on these employees to be present and perform.

5.2 DISCIPLINARY PHILOSOPHY

RVI makes every effort to maintain communication with the Individual's team to ensure success in employment. Should disciplinary action become necessary, the Individual's team will be consulted to consider the situation, and to discuss the best route to proceed and whether the service, the job, and other relevant factors are a good fit.

RVI uses progressive discipline to ensure employee compliance with performance standards, ethics and conduct.

Discipline should be viewed as constructive in nature, designed to improve the performances and behaviors of employees so that incidents do not occur. It should be viewed as a means to ensure the safety and well-being of employees as well as persons served. When informal attempts to correct the problem have failed, an employee's supervisor will resort to formal disciplinary processes. If a supervisor finds it necessary to use formal disciplinary measures, it is intended that the discipline be administered fairly, without prejudice and only for cause.

Disciplinary actions are of several levels, including verbal and written warnings, disciplinary probation, suspension and termination. The frequency and/or severity of misconduct will determine which level of disciplinary action is required.

Progressive discipline is not required for all offenses. RVI reserves the right to terminate employment on a specific job(s) for commission of serious infractions, regardless of progressive discipline guidelines or counseling (Form:

Disciplinary Action Form). Service termination is typically different from termination on a specific job opportunity, and will follow due process.

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5.3 DISCIPLINARY PROBATION

An employee may be placed on disciplinary probation by the supervisor in order to allow the n to show improvement on the problem(s) specified at the time of probation. The disciplinary probation period begins when the employee is provided with a signed, written document which:

- 1) Identifies the problem(s);
- 2) Indicates the necessary improvement;
- 3) Specifies length of probation period;
- 4) Informs the employee of further disciplinary action which could result from failure to show satisfactory improvement within the specified probation period.

5.4 SERVICE TERMINATION

In rare situations and under exceptional circumstances, service termination occurs when RVI determines it is no longer able to provide the desired services and/or meet the health and welfare needs of the individual. This may occur when other disciplinary action has failed to achieve improvement or when the employee commits a serious offense putting other employees and persons served in harm's way.

5.5 FINAL PAY

Employees who leave the service of the nonprofit shall receive all pay due them with the following considerations:

- a) Separation date for all employees is the last day of actual work or approved leave. Final pay received by an employee will not be construed to extend his or her employment with the nonprofit beyond the separation date.

5.6 GRIEVANCE PROCEDURE

Grievance & Due Process

All individuals served by RVI have the right to express and have addressed concerns and grievances without fear of retribution. Anyone wishing to air a concern or work grievance should feel comfortable to take the concern or grievance to the assigned Supervisor. If not, the concern or grievance can be relayed to either the Department Director Manager or the Executive Director.

Grievance Procedure

Step One - Immediate Supervisor - An individual served having a grievance shall file the grievance in writing on the appropriate form with his/her supervisor. In order for a grievance to be recognized, it must be filed within five (5) working days from the date of the incident giving rise to the grievance. The immediate supervisor and the individual served will hold a verbal discussion to try to resolve the grievance within two (2) days following the date of receipt of the written grievance. The immediate supervisor may offer his/her oral remedy immediately following the discussion,

but shall present this remedy in writing within three (3) days following the date of discussion to both the individual served and the HR Manager. (Form: Grievance/Complaint & Resolution Discussion Form)

Step Two –Human Resources Manager - If the grievance is not resolved to the satisfaction of the individual served at the STEP ONE meeting, the grievance must be submitted on Grievance/Complaint Form (Form 7) to the HR Manager within two (2) working days after receipt of the STEP ONE written decision. The written grievance must be signed by the individual served and contain all the pertinent facts of the grievance including a copy of the original grievance and a copy of the decision from STEP ONE. The HR Manager shall schedule a hearing within three (3) working days following the receipt of the grievance. A representative of his/her choosing may accompany the individual served. If an individual served representative is chosen, the aggrieved individual served representative shall be relieved of duty to attend the hearing. The HR Manager shall issue a written decision to the grievance within five (5) working days of the hearing with copies to all parties involved as well as the Executive Director.

Step Three - Executive Director or Designee - If the grievance is not resolved at the STEP TWO decision, the individual served must submit the written grievance, including all pertinent data from previous steps, to the Executive Director or designee within four (4) working days after receipt of the STEP TWO decision. The Executive Director or designee shall schedule a hearing within five (5) working days following the date of receipt of the grievance. A representative of his/her choosing may accompany the individual served. If an individual served representative is chosen, the aggrieved individual served must notify that individual served's supervisor in advance of the hearing so that the individual served representative may be relieved of duty to attend the meeting. The aggrieved individual served, his or her supervisor, and the HR Manager shall attend the hearing. The Executive Director/designee will render a decision in writing to the individual served within five (5) working days following the STEP THREE hearing. Copies of the decision shall be provided to all parties involved.

Step Four - RVI Board of Directors - If the STEP THREE decision is not satisfactory to the individual served, the written grievance with supporting documentation and copies of previous decisions may be submitted to the Board for review and determination of the facts within ten (10) working days from the date the STEP THREE decision is received. A hearing may be held at the discretion of the Board. Further, the Board has the right to appoint a hearing officer who will make a determination to all parties involved.

APPEALS: If the STEP FOUR decision is not satisfactory to the individual served, the Executive Director will inform the individual served of his/her right to appeal the decision to the Department of Labor and that decision will be final and binding. Cases of alleged discrimination may be appealed to the Ohio Civil Rights Commission or the EEO Commission.

Management Responsibilities during Grievance Procedures

Tracking of Grievances:

Once a grievance is filed, the HR Manager must "track" the complaint throughout the procedure. If a grievance is not processed by the individual served to the next step of the procedure within the specified time limits or any written extension thereof, it shall be considered resolved on the basis of the decision at the previous step, and should be indicated "Resolved, individual served did not pursue", dated, signed and sent to the HR Manager for filing as a permanent record. If the Grievant does not receive a response from the appropriate management representative within the specified time limit or extension thereof, the grievance will be considered to have been answered in the negative and the individual served may advance the grievance to the next step. The HR Manager will receive and investigate any unanswered grievance. If a management representative does not possess the authority to correct the individual served's grievance, then he/she should so indicate and return the grievance to the individual served in a timely fashion.

Decisions:

Decisions to grievances are to be in writing and should have supporting documentation attached.

Possible Decisions:

There are three (3) possible decisions to any grievance. They are:

- a. Find in the individual served's favor. The decision is to grant the remedy requested.
- b. Find against the individual served. The decision is that the findings of fact do not support the allegation(s) and, therefore, the grievance and remedy requested is denied.
- c. Compromise. The individual served has a legitimate grievance but the remedy requested is improper. Prior to a compromise decision, the person responsible for hearing the grievance should call the grievant in and ask if he/she will accept the proposed offer.

5.7 WARNINGS

Documentation of both verbal and written warnings will be signed by the supervisor and the individual served, and kept in the individual's personnel file. If an individual served refuses to sign, the supervisor will have a witness sign that the warning was discussed with the individual served and a copy of the discipline was offered to him or her. The individual's signature indicates receipt of the document, not necessarily agreement with it. Refusal to sign a disciplinary warning does not make it invalid. The witness will note the refusal and the warning will be placed in the individual's permanent personnel file. This document should include identification of the date, violation, indication of necessary improvement and information concerning further disciplinary action that could result from failure to show improvement. (Form: Disciplinary Action Form)

SECTION 6 – HEALTH & SAFETY

- 6.1 Administration Of Medications
- 6.2 Calamity Days/ Emergency Closings
- 6.3 Communicable Disease Guidelines
- 6.4 Emergency Conditions
 - Fire Emergencies
 - Tornado Emergencies
 - Power Failures
 - Radiological Emergencies
 - Emergency Treatment
 - Serious Or Fatal Accidents
 - Threats: Violence, Telephone, Bomb
 - Active Shooter
- 6.5 Emergency Drills
 - Fire Drills
 - Tornado Drills
- 6.6 Exposure – Bloodborne Pathogens
- 6.7 Incident/Accident/Occurrence Reporting
- 6.8 Incidents Adversely Affecting Health & Safety
(Ohio Administrative Code 5123:2-17-02 and The Ohio Revised Code 5123.61)
- 6.9 Inspection Of Facilities And Fire Equipment
- 6.10 Missing Person(S)
- 6.11 Noise Control
- 6.12 Safety For Non-Workshop Personnel
- 6.13 Safety, Health & Welfare
- 6.14 Sharps And Disposal

6.1 ADMINISTRATION OF MEDICATIONS

Individuals Served

Individuals requiring medication, including over-the-counter medication, while at RVI must have a written physician order which includes:

- Name of medication
- Dosage
- Times to be taken
- Duration of medication

Also needed is parent or guardian's and the Individual's written permission. Medicine containers must have an affixed pharmacy label including the following information:

- Individual's name
- Dosage
- Medication name

Time & Administration

Possible side effects should be listed in the Individual's emergency medical form.

Medication shall be stored in a secure location and removed by designated persons.

Individuals may dispense their own medication as indicated in the ISP; otherwise, the site Nurse will dispense medications.

No medication will be given to Individuals without a written doctor's order.

Individuals are not allowed to give any of their prescription or non-prescription drugs (including aspirin) to other Individuals.

It is the responsibility of the Individual, parent, guardian, or provider agency to provide medication and information requested above. A list of all current prescriptions will be provided to the site Nurse. This information is needed for medical emergency situations.

When necessary, the site Nurse will notify the Individual, parent, guardian, or provider through written communication or over the telephone when the med is getting low, defined depending on the individual.

The site Nurse will notify the Service & Support Administrator and the OCBDD Medical Coordinator when no medication has been sent in time for the next [dosage], again defined depending on the individual.

At the point the dosage is missed, the site Nurse will write an Unusual Incident Report (Form: Incident Report (for Individual)), following OCBDD UIR procedures.

Nursing Delegation/ Medication Administration

All nursing activities at RVI Workshop and Residential will be in accordance with the Ohio Board of Nursing Ohio Administrative Code 4723-13-1 through 4723-13-7 and the DODD Ohio Administrative Code 5123.41 to 5123.47 and 5123-2- 6, which addresses Medication Administration by Unlicensed DD Personnel.

Nursing delegation means the process established in rules adopted by the Ohio Board of Nursing pursuant to Chapter 4723 of the Revised Code which a registered nurse or licensed practical nurse acting at the direction of a registered nurse transfers the performance of a particular nursing activity or task to another person who is not otherwise authorized to perform the activity or task per 5123.41 of the DODD Ohio Revised Code.

6.2 CALAMITY DAYS/EMERGENCY CLOSINGS

In the event RVI must be closed or delayed due to severe weather conditions or other situations, every attempt will be made to notify the following radio and television stations by 7:00 a.m.:

| | | | |
|-----------|--------|------------|--------|
| WKKO/K100 | TOLEDO | 1560AM | 99.9FM |
| WTVG -TV | TOLEDO | CHANNEL 13 | |
| WTOL – TV | TOLEDO | CHANNEL 11 | |
| WNWO – TV | TOLEDO | CHANNEL 24 | |

The following plans will be used to administer Calamity Days:

OPEN – NO TRANSPORTATION – This means no bus transportation will be provided by OCTA.

CLOSED – This means that **workshop** operations are closed.

DELAY – This means that workshop operations will be delayed for one (1) or two (2) hours.

6.3 COMMUNICABLE DISEASE GUIDELINES

Colds, flu and other viral infections are common and easily transmitted in the work place. It is difficult to effectively contain the spread of these diseases because the individual has spread the disease for several days while in the early stages. Physician's sanction to return to work is usually not necessary for these infections.

If an employee or Individual served is suspected of having a communicable disease, the department head may request the employee/person served stay home until released by a medical provider. The employee/person served can return with a physician's release stating that continued presence at RVI would not pose a threat to the employee, co-workers, or Individuals served. The Executive Director, or designee, reserves the right to require an examination by a medical doctor appointed by RVI at the expense of RVI.

An employee's/persons served health condition is personal and confidential. However, an employee/person served who has been diagnosed as having an infectious disease must inform his/her supervisor. Precautions shall be followed to protect information regarding an employee's/persons health condition.

An employee/person served may have or be a carrier of an infectious disease, which is of life-long duration, and he/she will not be symptom-free. If there is evidence that the disease cannot be transmitted by normal, casual contact in the work environment, and the condition is not a threat to self or others, the employee/person served will continue to work in a regular manner. The employee is expected to meet acceptable performance standards and will be treated in a manner consistent with other employees.

No special consideration will be given beyond normal transfer requests for employees who feel threatened by a co-worker's disease. Based on the best interests of RVI, the Executive Director will decide requests for transfer.

The Executive Director, or designee, will determine the admissibility to the work place by an individual whose condition is in question. The Executive Director may decide:

- a. to return the employee to his/her usual place of employment unconditionally,
- b. to place the employee on a work assignment under restrictive conditions, or
- c. to seek to have the employee utilize sick leave and be placed on a leave of absence.

In making a decision, the Executive Director will consider:

- a. the nature of the risk and how the disease is transmitted,
- b. the duration of the risk and how long the carrier is infectious,
- c. the severity of the risk and the potential harm to others, and
- d. the individual's physical condition.

6.4 EMERGENCY CONDITIONS

An "emergency condition" includes a fire, tornado, full power failure or other similar conditions.

Fire Emergency

- Employees should familiarize themselves with the fire emergency procedures, location of fire exits, alarms, extinguishers, and the Fire Evacuation Procedure (Attachment: Fire Evacuation Procedure) and Map of the facility in which they are working.
- Upon notice of fire, electrical problems that could lead to a fire, or smoke for which the origin is unknown, the person discovering the hazard is responsible for verbally reporting it to on-site management; or the fire alarm should be pulled to alert the people in the facility.

At RVI:

- Trained staff may attempt to limit the damage caused by a small fire by using a fire extinguisher to control the fire unless doing so poses a threat to the safety of employees and people served.
- The evacuation of the facility and notification of the fire department must begin immediately.
- The Office Manager or, in her absence, any staff member will call the fire department. Give clear, accurate information and follow all instructions.
- If evacuation is called for, employees should follow the Fire Evacuation Procedure. Proceed quickly and calmly. Do not run.
- Only if time permits before evacuation of the building, secure classified information, turn out lights, shut off equipment and close doors.
- If you are in smoke, stay low.
- Move as far away from the building as possible for your safety and make room for emergency vehicles.
- First aid will be given to any injured person until relieved by EMT personnel.
- No one may re-enter the building until cleared to return. All individuals will evacuate the building until cleared to return, transported home or evacuated to an alternative site.

Tornado Emergency

- Employees should familiarize themselves with the location of tornado shelters and the Tornado Shelter Procedure (Attachment: Tornado Shelter Procedure) and Map.
- Notification of a tornado emergency will take place through the use of the Public Address system (PA).
- Tornado Drills are held during the months of March through July. If this is the case, proceed as indicated in the Tornado Shelter Procedure.
- If taking shelter is called for, employees should follow the Tornado Shelter Procedure. Proceed quickly and calmly. Do not run.
- Upon entering sheltered area, go into protective position as able.
- Remain in position until all clear is given by Management Personnel.
- Only if time permits before taking shelter, secure classified information, turn out lights, and shut off equipment.
- On days when storms are forecast or when storm conditions are present, the Office Manager or designated office staff will monitor the emergency weather radio and report tornado warnings and watches to the direct care staff. Staff members at other locations (i.e. vehicles, enclave sites) should monitor weather conditions by leaving the radio on and seeking shelter when required. Staff in community locations seek and take direction from their supervisors in emergency situations.
- Employees/people served should follow the drill procedures and remain calm. Stay away from windows and open areas. Wait for the "all-clear" -- do not leave under any circumstances until the "all-clear". Monitor the weather alert radio for details.

Power Failures

- Remain where you are. Emergency lights will activate in about 30 to 60 seconds. They are located in strategic areas of the building.
- Supervisors will take attendance and ensure that Individuals are calm and remain in their seats. Attendance will be reported to Management Personnel.
- Management Personnel will assist Individual Employees safely back to their areas.
- If you leave the building during a power failure, it is not advisable to re-enter until power is restored.

Radiological Emergency (Davis-Besse related emergencies)

There are four levels of response to the radiological emergency plan as outlined by the Ottawa County Emergency Management Agency (EMA).

- The first level is listed as an Unusual Event. At this level, the workshop will not be notified of the event, the staff here will continue on with daily operations.
- The second level is listed as an Alert. At this level, the workshop will not be notified. Radiation concerns are limited to inside the plant. No public action is necessary.
- The third level is listed as a Site Area Emergency. Small amounts of radiation could leak from the plant. Radiation concerns are limited to the station boundaries. The sirens within a 10-mile radius of the plant will be sounded. When the sirens are sounded, Emergency Alert System (EAS) messages will be broadcast on local radio and TV stations. RVI will follow instructions given in the EAS messages.
- The final level listed is a General Emergency, which is the most serious emergency classification. A radiation release could affect areas beyond the station boundaries. The sirens will be sounded. EAS messages will be broadcast. If evacuation is recommended, the supervisory staff here will maintain accurate attendance and will ensure that all people are loaded into the buses (or whatever form of transportation deemed necessary), all medications that are needed will be taken to the evacuation site, Fremont Ross High School, 1100 North Street, Fremont, Ohio. All health records will be taken and upon arrival at Fremont High School, another attendance will be taken. RVI will provide potassium iodide (KI) tablets to all staff members and employees. KI tablets will ONLY BE TAKEN at the instruction of the public health officials. KI may reduce the radioactive iodine absorbed by the body's thyroid gland and its use would be to supplement evacuation and sheltering which are the primary means of protection in the radiological emergency.

Emergency Treatment

All sites have emergency medical sheets on workers. Staffers are responsible for determining if anyone in your area is in need of any First Aid/Medical care. All direct care staff is trained in First Aid and CPR but staff is not licensed medical practitioners. If there is a need for emergency First Aid, and your training is current, administer what is necessary and send another person to find the nurse. The staff nurse is primarily responsible for any First Aid/Medical care given, including giving direction to call for Emergency Medical Services (EMS). Staff can give First Aid care in an emergency situation until the nurse is able to be located. An Incident Report must be completed whenever emergency treatment is

given. (Form: Incident Report (for Individual) and Form: Injury Incident Report (for Staff and Individuals Served))

Off-Site Emergency Treatment

Staff is able to handle routine bandaging for scrapes and small cuts. For all other types of injuries, medical personnel should be called. If there is an accident with serious injury, check on the Individual or injured party. Have someone call or call 911 and request medical aid. Notify squad personnel of the medical emergency information. Notify the department manager for additional instructions. If there is a guardian, they must be notified. The individual will be transported to the nearest hospital. Accompany the individual, unless instructed otherwise, and remain with the Individual until backup can be obtained.

An Incident Report must be completed whenever emergency treatment is given. (Form: Incident Report (for Individual) and Form: Injury Incident Report (for Staff and Individuals Served))

Serious or Fatal Accidents

The person in charge at the scene will:

- A. Give priority attention to providing all reasonable care for the injured person or persons. Call doctor, ambulance, clergy and police, as appropriate. Obtain names, addresses and phone numbers of all witnesses and a written statement of what happened if witnesses must leave before police arrive.
- B. In the event of a fatality, always notify the police. Retain a responsible adult at the scene of the accident. See that no disturbance of the victim or surroundings is permitted until the police have assumed authority.
- C. Contact the Executive Director to report the emergency and to secure additional assistance as needed. Notify Leadership in the following order:
 1. Executive Director
 2. Immediate Supervisor
 3. Service & Support Administration (if Individual)
 4. Others as directed by above
- D. Anyone involved in a serious accident, emergency or fatality shall make no statement orally or in writing, which could be interpreted as either an assumption or rejection of responsibility for the accident until all facts are known.

The Executive Director will:

- A. Give priority attention to requirements at the scene of the accident or emergency as requested and/or judged necessary for the utmost protection of the injured person or victim.
- B. Establish who will act as RVI's spokesperson. Exercise care that no statements are made orally or in writing that could be interpreted as either an assumption or rejection of responsibility for the accident until all facts are known.
- C. Insist that no comments be made to the news media. Refer news media to RVI's spokesperson.
- D. Use the telephone for immediate official communication with:
 - Parent or guardian--reporting nature of emergency, condition of injured person, securing parents' wishes regarding medical treatment, hospitalization, transportation, personal attendance.
 - Insurance representative, attorney and/or other official as appropriate.
 - Call all staff into office. Call in crisis team of Executive Director, RVI's attorney, and persons sensitive to the community to handle media and draw up a statement.
- E. Continue any further communication with next of kin with the advice of, or in the presence of, RVI's attorney.
- F. Keep a team of two individuals to monitor the phones for continued reports of developments. All calls pertaining to incident will be answered by RVI's spokesperson.
- G. Keep a record of all telephone conversations and communications for RVI's file. Provide space for a press conference, if necessary, and confine media to that area. Issue a press release, rather than hold a press conference, if possible.
- H. Provide for press release, if requested, only that information that has been cleared by RVI's attorney.
- I. Complete and submit a written report to appropriate insurance companies.
- J. Complete and submit a written report for RVI's files.

Follow-up of a serious accident, emergency or fatality

The Executive Director will:

- A. Decide what information is to be disseminated, to whom and procedures for same.
- B. Prepare a chronological report recording:
 - Exact time of each occurrence

- Each step taken and by whom
 - Exact statements made, to whom and by whom
 - Statements, that have been read, approved and signed by all persons involved
 - A sketch of the scene, including pertinent physical objects and placement of people involved
 - Names and addresses of all witnesses
- C. Attach to the report all consent forms, medical records and other pertinent data. Make copies of all for duplicate record.
- D. Follow the Major Unusual Incident Policy of OCBDD if the victim is an Individual.
- E. Notify PERRP per guidelines.

Threats: Violence, Telephone, or Bomb

Should there be a civil disturbance, intruder or other threatening situation, the following procedures should be followed:

1. Immediately notify the police by calling 911 and follow their instructions. Be clear and accurate in your report.
2. Remain calm and use verbal intervention to calm the situation.
3. Notify the Executive Director or designee as soon as possible.
4. Assist in moving other staff and Individuals to safety, as possible.
5. Do not attempt to intervene or take any personal action. Allow the police to handle the situation.
6. The Executive Director will determine if circumstances dictate a closure of the program.

Active Shooter

For the purpose of this policy as it pertains to RVI, an Active Shooter is a person who is in possession of and using, typically, a firearm to kill, or attempting to kill, people in any of our sites – residences, worksites, offices, etc. Because the situation is unpredictable, chaotic and typically over in 10 to 15 minutes, it is important to be as prepared, mentally and physically, as possible for the sake of safety for yourself and the individuals we serve. Given the many conditions we face in our service setting, response will largely be the judgment call of the staff, however, following is a general guideline for responding to an active shooter situation:

1. Evacuate – be knowledgeable about the escape route for the area; in typical situations, begin evacuation – others will follow; help others escape; prevent individuals from entering an area where the active shooter is; leave your belongings behind; do not attempt to move wounded people; call 911 when you are safe; keep your hands visible as much as possible; follow instructions when law enforcement arrives
2. Hide out – if evacuation is not possible, find a hiding place out of the view of the active shooter; provide a protective barrier by locking the door, placing heavy furniture in front of the door; silence your cell phone; keep as quiet as possible; call 911 and leave line open if you cannot speak - if safe to do so; follow instructions when law enforcement arrives
3. Take action against the active shooter – you can attempt to distract and/or take out the active shooter if you are in imminent danger as a last resort; act aggressively directly toward the active shooter; throw items and yell; yield a makeshift weapon; understand this action is risky and once initiated, commit to the finish; follow instructions when law enforcement arrives
4. Arrival of law enforcement – try to stay calm; follow all directions; do not act erratically – yelling, waving hands, making quick movements; account for individuals for whom you are responsible; be prepared to provide a description of the active shooter if asked.

Threats

This is a plan for dealing with internal direct threats to the environment of RVI that are not resolved by dismissing the people served and removing them from the building (ex. fire, bomb threat), such as a possible presence of a weapon in the building.

General Principles

- The safety of the people served and staff are paramount in any threatening situation.
- Threats should be dealt with at the least disruptive level to the habilitation process.
- The presence in the building of armed individuals is not a situation where the people served can be generally evacuated (i.e. a fire drill situation).
- The presence of a weapon in the building is a situation in which finding the weapon is the main concern short of the safety of people served and staff.

Plan

- In the event of a suspected weapon, people served are safest in the cafeteria.
- Office personnel will notify staff of alert status.
- Staff should bring people served into the cafeteria, and lock the door(s).
- People served who are not assigned or are far away from the area should be taken into the nearest area by the staff.
- Staff should immediately take attendance and note all people served not present.
- Administrative personnel should check restrooms, storage areas, etc., then collect attendance slip.
- Administrative personnel can then proceed with searches or other actions.
- Once the area has been declared safe, the people served and staff should return to the same area as when the threat was received. Attendance should be taken again and any absences should be reported to the Administration and the investigating law enforcement agency. After attendance is taken, people served should proceed to their area as directed by the Administration.

Bomb and other threats may be originated in writing, in person, over the telephone or relayed through a second source. All threats will be considered real until otherwise determined by law enforcement.

1. Basic Documentation - The individual taking the call shall attempt to:
 - Keep the caller on the line as long as possible. Do not hang up.
 - Notify Executive Director or designee
 - Write down all the information obtained in the exact words. Use the record sheet or write on any paper available immediately following these instruction pages; place copies of the bomb threat sheet at switchboard and other appropriate phone locations.
 - Ask what time the bomb is due to go off. This is very important.
 - Document in writing, as soon as possible, other types of threat contacts including:
 - Specific time message is received
 - Date and day of week
 - Exact wording of message
 - Estimation of sex, age, cultural background of person making call
 - Make note of background noises, tone of voice
2. Authorities to be involved:
 - Police and Fire Departments (911)
 - Executive Director or designee
3. The building administrator or designee shall:
 - Notify the authorities
 - Consider the safety of the organization's employees/people served as the prime factor. Therefore, if advised, direct them to safe areas of the property. Nothing is to be touched or altered such as opening desks or lockers. All electricity, gas or fuel lines should be shut off at the main switch.
4. Do not re-enter building until authorized:
 - Alert staff of situation and implement building search procedure
 - Activities should be continued as normally as possible in designated safe areas
 - Submit written reports as appropriate following the incident

6.5 EMERGENCY DRILLS

The non-profit recognizes the need for preparedness in emergency situations to ensure the safety of personnel and people served by the non-profit. The Safety Committee/Coordinator is responsible for:

1. training all non-profit employees and people served on drills
2. implementing and documenting regular drills - the paperwork should identify problems and the resolution to those problems, if any
3. ensuring that all warning systems and fire equipment are operational
4. ensuring that all personnel and people served are aware of the evacuation routes and that personnel know their responsibilities relevant to the safe evacuation of people served
5. creating and maintaining policies and procedures relevant to evacuations
6. addressing problems and concerns regarding emergency drills and procedures
7. posting of emergency escape routes or safe places (fire, tornado, other) in all applicable rooms
8. assessing the effectiveness of all drills and making recommendations as needed

Fire Drills

Fire drills will be conducted at least once every month. Fire drills or alarm testing will be held regardless of other drills being conducted and require the cooperation of facility staff and Safety Committee members. Each fire drill will include written notes to indicate any issues that may occur during the drill and requires adaptation or changing and will be reviewed by the Safety Committee/Coordinator.

- Drills should be unannounced, without the staff having prior knowledge of the drill.
- The Safety Coordinator will interview staff after the drill and document any problems or concerns raised by staff or people served.
- Comments will be written on the Emergency Drill Form.
- Procedures for fire drills will act as the procedures for actual fires except where noted.
- Fire extinguishers and alarms will be properly located and identified as such.
 - a. The Safety Coordinator will notify the Office Manager not to call the fire department at the time of the drill.
 - b. The Safety Coordinator will activate the fire alarm system.
 - c. Persons responsible for the drill should occasionally block an exit normally used to test employees/people served on finding alternate routes. In drills, and in case of an actual fire, isolate persons from fire and smoke, directing them to safe routes.
 - d. Supervisors should bring with them attendance sheets in order to verify the safety of each person for whom they are responsible. The business office will take with them the binder(s) containing the Emergency Medical Sheets.
 - e. Staff and people served should exit the building using the nearest safe route, normally using the exit routes posted by the Safety Committee, during drills or in case of an actual fire.
 - f. Double-check the evacuation. The Safety Coordinator will re-enter the building and check with each evacuation group's attendance to ensure everyone has left the building, including visitors.
 - g. Persons in charge of the drill will announce the "all-clear". In an actual fire, do not re-enter the building unless instructed to do so by the fire department. If it is deemed unsafe to re-enter the building, the facility director or person designated with such authority will make arrangements to transport employees/people served home.
 - h. The drill will be timed from the activation of the alarm system to the "all-clear".
 - i. The Fire Drill Form will be completed and sent to all Safety Committee members, the Executive Director or designee, and the County Board.
 - j. The drill will be discussed at the next monthly Safety Committee meeting and any appropriate action will be taken to correct problems noted during the drill unless immediate action is necessary.
 - k. Causing a false fire alarm is dangerous and is a crime and may be prosecuted and/or disciplinary action taken at the discretion of the Executive Director.

Tornado Drills

Tornado drills should be conducted as required by state regulation – one time monthly, March thru July. Tornado drill will include written notes to indicate any issues that may occur during the drill and requires adaptation or changing and will be reviewed by the Executive Director or designee.

1. Tornado shelters must be clearly posted. The designated rooms should be located away from external walls, have no windows, and should have a solid door. Each room will have a flashlight, which staff will bring with them during a tornado drill or actual emergency.
2. Unscheduled drills will be arranged and conducted by the safety committee and for designated personnel.
 - a. The alarm sound for the tornado drill will be clearly distinguishable from other alarms used for drills.
 - b. RVI employees/people served will move to the designated areas, crouch on the floor or under heavy furniture, and turn off the lights. No one may leave until the drill is over.
 - c. Safety Committee members will monitor the drill.
 - d. The monitors will time the drill, announce the "all-clear", and report on the drill using the appropriate form.

6.6 EXPOSURE – BLOODBORNE PATHOGENS

The following procedures should be used routinely to minimize the risks of transmission of communicable diseases. These guidelines provide simple and effective precautions for all staff members who may be exposed to the body fluids of any individual we serve or another staffer. "Body fluids" or "blood borne exposure" applies to blood, drainage from scrapes and cuts, feces, urine, vomit, saliva and drainage from any orifice (e.g., nose, ears).

Rule #1: Avoid direct skin contact with body fluids of others when possible.

Procedures:

- Gloves should be worn when direct hand contact with body fluids is anticipated. For example, gloves should be worn when treating bloody noses, handling clothes soiled by incontinence or vomit, cleaning small spills by hand and changing diapers.
- Gloves and other contaminated articles, whether it is clothes or paper, should be placed in a red biohazard bag when possible. If not, the materials can be placed in a double bag. A biohazard sticker **must be placed** on the outside of the double bag to alert that contaminated articles are inside.
- Gloves should be kept in all areas, including restrooms, maintenance areas, offices and any rooms where the risk of spills is high.
- Individuals should be taught to handle their own body fluids as appropriate for age or state of health.
- Individuals should be taught proper hand-washing techniques and encouraged to use them routinely (i.e., before eating, after toileting, etc.). Proper hand washing requires the use of soap and water and vigorous washing under a stream of water for 10 seconds. Thorough drying of hands after washing is necessary.

Rule #2: When direct skin contact or contamination of materials occurs from unanticipated skin contact with body fluids, proper cleaning techniques should be followed.

Procedures:

- Hands and other affected skin areas of the exposed person should routinely be washed with soap and water after contact. Liquid soap is preferable.
- Clothing items that are soaked through to the skin should be removed, placed in a plastic bag and sent home for laundering. Items laundered for organization use, or in the nonprofit, should be washed with detergent in a hot-water cycle before re-use. If low-temperature laundry cycles are used, chemicals suitable for low temperature washing should be used.
- Contaminated disposable items (tissues, paper towels, diapers) should be handled with disposable gloves.

Rule #3: Spilled body fluids should be removed from the environment by proper cleaning techniques.

Procedures:

- Contaminated surfaces should be thoroughly cleaned with a freshly prepared solution containing one cup of household bleach per gallon of water. A germicide can be substituted if a bleach solution is unavailable. Disposable gloves should be worn.
- Wastes and disposable cleaning equipment should be placed in a toilet or plastic bag as appropriate.
- Non-disposable cleaning equipment (mops, buckets) should be thoroughly rinsed in a bleach solution. The bleach solution should be poured out promptly.
- Janitorial responsibilities include daily cleaning with bleach/germicide in areas particularly where contact with body fluids is likely (restrooms, sinks, toilets, etc.). Spilled body fluids on carpets should be disposed of by routine use of a moisture absorbent, which is then swept/vacuumed, followed by reporting to janitorial service in order to have carpets professionally cleaned.

Rule #4: Clothing of staff should be protected, especially staff who may be at frequent high risk for contact with body fluids.

Procedures:

- Protective clothing such as smocks or paper gowns are recommended for use in some areas or when staff members are tending sick individuals. This will protect the staffers from contamination with body fluids and can be removed when staffers leave the area. Such procedures help prevent unknown/unnecessary transmission of disease.
- Protective clothing and any other contaminated clothing should be laundered as previously described.

Rule # 5: Needle Stick Injury

Procedures:

- The best way to avoid a needle stick injury is to practice safe needle handling practices. Used needles should be discarded immediately without recapping into a puncture-proof container.
- A staff member who is stuck by a sterile, unused needle should immediately cleanse the area well with soap and water.
- A staff member who is stuck by a needle after the needle was used to inject medication into an individual

should immediately cleanse the area well with soap and water. They should then notify their supervisor as soon as possible, preferably within 1 hour of the incident.

- Their supervisor should then direct them to seek care from a health care provider as soon as possible for appropriate counseling, testing and follow-up testing.
- The guardian for the individual who the needle was used on should be contacted by the supervisor. The guardian should contact the individual's health care provider for appropriate testing.

Other Preventative Measures

1. Health Education
 - a. Staff Members - The non-profit will provide education regarding specific infectious disease information, infection control techniques, access to health professionals who will provide resource information and assistance in interpreting specific health guidelines. The Organization will provide staff current information on specific situations and written material as appropriate and available and as requested.
 - b. Because many infections, which develop during pregnancy, can be transmitted to the infant, pregnant employees/people served should be especially familiar with and strictly adhere to infection control procedures.
2. Immunizations
 - a. Current tetanus is strongly recommended and should be updated as needed.
 - b. The Hepatitis B vaccine is recommended when working in or with a high-risk population. The number of Hepatitis B carriers and/or environment high in incidents of biting, scratching, etc, can determine high risk. All carriers are not equally at risk of potentially transmitting Hepatitis B. Carriers who bite or exhibit aggressive behaviors are at a higher risk for transmitting.
 - c. The use of universal precautions will eliminate or greatly lessen the transmission of Hepatitis B.

6.7 INCIDENT/ACCIDENT/OCCURRENCE REPORTING

An incident, accident or occurrence may include, but not be limited to:

1. Injury to an employee, Individual or a member of the general public
2. Accident with a vehicle (Policy 7.13)
3. Behavior incident
4. An observation by the employee that might affect the Individual
5. Health issue e.g. undocumented illness, bruises or marks
6. Safety violations
7. A violation of the rights of people served by the company
8. Incidents with the general public

RVI follows the policy of DODD for reporting an unusual incident regarding an Individual. Using professional, concise language and proper grammar, Incident reports must be entered into the CareTracker system or legibly written in ink (pencils are not acceptable) (Form: Incident Report (for Individual)).

Incidents must be reported within twenty-four hours of the occurrence, preferably by the end-of-shift or at the start of the following workday. Incidents occurring after hours must be reported to the Department Manager, who will report the incident to the RVI Habilitation Manager and/or the SSA on-call.

Employees must be aware of the importance of writing incident reports and their value to supervisors and/or Service & Support Administration. Failure to write an incident report shall result in disciplinary action.

6.8 INCIDENTS ADVERSELY AFFECTING HEALTH & SAFETY (02/16)

All people served have the right to be treated with courtesy and respect and with full recognition of their dignity and individuality at all times by staff members. All Individuals have the right of access to opportunities that enable them to develop their full human potential.

Each has the right to be treated equally as citizens under the law. Each has the right to be free from emotional, psychological and physical abuse to be free from unnecessary chemical and physical treatment. Each Staff employee shall endeavor to protect these rights at all times. The people RVI serves shall not be subjected to bodily or verbal abuse, neglect or any form of mistreatment by staff, visitors or others RVI serves. No staff member shall subject a Person served to physical, verbal or psychological/emotional abuse or respond in kind to behaviors of the Person served.

Procedures that cause physical, visual and/or auditory pain are strictly prohibited. Attacks on personal dignity, such as foul language, name-calling, shouting and other types of verbal abuse are forbidden. Actions such as threats, whether founded or unfounded, or the use of objects that are frightening to a Person served, constitute psychological/emotional abuse and are forbidden. These actions are subject to termination of employment. Each staff member shall comply with the proper procedures for Behavior Support Intervention.

No employee shall subject a Person served to sexual abuse or take advantage of Person served by procuring sexual favors either on or off regular work hours.

At no time shall an employee betray the trust relationship that exists between himself/herself and the Person served. In particular, relationships outside the work environment require caution regarding social contacts, financial dealings, or any other activities that would take advantage or appear to take advantage of the trust the Person served has in the staff member who is working for the wellbeing of the Individual.

Any alleged violation shall be immediately reported in accordance with Ohio Administrative Code 5123:2-17-02 and the Ohio Revised Code 5123.61 and recorded on an RVI Incident Form (Form: Incident Report (for Individual)) or electronically via CareTracker. Staffers shall cooperate in any investigations regarding abuse or neglect. Failure to report any incident may be grounds for dismissal. The supervisor will maintain confidentiality as far as possible by reminding staff not to discuss the incident with anyone except the supervisor and Executive Director.

If the allegation is substantiated, the Executive Director (or acting director in his or her absence) shall be responsible for invoking appropriate discipline up to, and including, termination. This action will be recorded on a Disciplinary Action form and will be placed in the staffer's personnel file.

RVI shall comply with the requirements relating to incidents adversely affecting health and safety of the Ohio Administrative Code 5123:2-17-02 and the Ohio Revised Code 5123.61.

It is the policy of RVI to establish requirements for managing incidents adversely affecting health or safety and implements a continuous quality improvement process in order to prevent or reduce the risk of harm to individuals.

This policy applies to all departments of RVI and staff who provide services. Nothing in this policy relieves any person of the responsibility to comply with section 5123.61 of the Revised Code, which requires the reporting of abuse, neglect, and misappropriation.

6.11 NOISE CONTROL

The organization recognizes that excessive noise can result in serious health problems, lack of concentration and increased behavioral outbursts. The organization, the Safety Committee, personnel and people served by RVI will take all reasonable steps to ensure that noise remain below levels set by qualified health agencies (i.e. PERRP) and/or within generally accepted social norms.

When appropriate, the Executive Director or designee shall contract for or employ a qualified consultant to conduct a noise evaluation survey. Results of the Noise Evaluation Survey will be filed in the appropriate administrative office and a copy shall be forwarded to and maintained by the Committee. The Executive Director and the Safety Committee shall consult and take all reasonable steps to correct noise level problems suggested by the results of the survey.

6.13 SAFETY, HEALTH & WELFARE

It is the goal of RVI to have practices and policies in place that promote the safety and well-being of employees and people served by our organization.

This section contains emergency procedures and policies utilized by RVI for program services which have been developed to:

- provide all employees and persons served with the information necessary to handle emergency situations in a safe and consistent manner
- provide a reference that will guide reactions in case of an emergency or the provision of first aid treatment
- insure the provision of a safe, well-organized environment

- promote safe medically-related practices

All employees are responsible to know this information and respond accordingly. Information should be disseminated to new employees and reviewed at least every two years. If there is a question about the information contained herein, please bring it to the attention of your supervisor.

Since RVI strives to ensure a safe workplace, it will be the responsibility of each staff member and Individuals served to adhere to the following general safety practices:

- Work according to good safety practices as posted, instructed and discussed.
- Refrain from any unsafe act that might endanger oneself, the people we serve or co-workers.
- Personal Appearance Standards have been developed to ensure that safety standards are maintained to prevent injury. (See Policy 7.18)
- Use all safety devices (safety glasses, earplugs, facemasks...) provided for his or her protection.
- Refrain from using radio/headsets, and wearing loose clothing and large, ornate jewelry while operating power equipment. Long hair should be pulled back and secured.
- Report any unsafe situation or acts immediately to the supervisor. (Form: Report of Safety Hazard)
- Assume his or her share of the responsibility for thoughtless or deliberate acts that cause injury to oneself, co-workers or those we serve. Scuffling, fighting, running, throwing things and other unruly behavior is not permitted at any time. Weapons or potentially dangerous items of any kind are not permitted at any time on the premises or in vehicles.

Failure to comply with safety requirements could result in immediate dismissal.

6.14 SHARPS AND DISPOSAL

Any sharps (needle, lancets, etc.) must be disposed of in a manner that will limit any danger to staff or people served.

We have selected the following process to maintain and dispose of any sharps.

Any item considered to be in the sharps classification, upon use, will be placed in an authorized lockable container (puncture and leak proof) to be secured until disposal by a professional company.

See Policy 6.14 for Needle Stick Injury.

SECTION 7—EMPLOYEE EXPECTATIONS

- 7.1 Acceptable Use of the Internet
- 7.2 Change of Personal Information
- 7.3 Drug-Free Workplace
- 7.4 Electronic Surveillance
- 7.5 Employee & Persons Served Expectations & General Rules
- 7.6 Firearms/Weapons
- 7.7 Open Door
- 7.8 Permission to Leave During Work Hours
- 7.9 Personal Appearance
- 7.10 Personal Property
- 7.11 Receipt of Policy Manual
- 7.12 Representing the Nonprofit
- 7.13 Smoking/Smokeless Tobacco
- 7.14 Solicitation and Distribution
- 7.15 Telephone Use
- 7.16 Use of Nonprofit Property
- 7.17 Visitors
- 7.18 Work Areas, Desks, and Lockers

7.1 ACCEPTABLE USE OF THE INTERNET

Social Media

This policy governs the publication of and commentary on social media by employees of RVI. For the purposes of this policy, social media means any facility for online publication and commentary, including but not limited to: blogs, wikis, and social networking sites (Facebook, LinkedIn, Twitter, MySpace, Flickr, and YouTube). This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail and the internet.

RVI employees are free to publish or comment via social media in accordance with this policy. RVI employees are subject to this policy to the extent they identify themselves as a RVI employee (other than as an incidental mention of place of employment in a personal blog on topics unrelated to RVI). This policy applies to all uses of social media by RVI employees, especially those whose position with RVI would be well-known within the community.

Publication and commentary on social media carries similar obligations to any other kind of publication or commentary.

All uses of social media must follow the same ethical standards that RVI employees must otherwise follow.

Employees who choose to discuss or identify RVI as their employer must respect all confidentiality issues as addressed within the Confidentiality Agreement signed upon hire and contained within this manual. Confidential information includes things such as: details of current projects, strategic planning, financial information, research, and trade secrets and any/all information with regard to the people we serve. We must respect the wishes of our corporate customers regarding the confidentiality of current projects. We must also be mindful of the competitiveness of our industry.

With regard to your discussions or identifications of RVI, do not say anything that is dishonest, untrue, or misleading. Consider the content of what you publish carefully.

It is critical that you show proper respect for the laws governing copyright and fair use or fair dealing of copyrighted material owned by others, including RVI own copyrights and brands.

The public in general, and RVI's employees and customers, reflect a diverse set of customs, values and points of view. Don't say anything contradictory or in conflict with the RVI website. When discussing or identifying RVI in your postings, use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of RVI. Customers, partners or suppliers should not be cited or obviously referenced without their approval. Never identify a customer, partner or supplier by name without permission and never discuss confidential details of a customer engagement. It is acceptable to discuss general details about kinds of projects and to use non-identifying pseudonyms for a customer (e.g., Customer 123) so long as the information provided does not violate any non-disclosure agreements that may be in place with the customer or make it easy for someone to identify the customer. Your blog is not the place to "conduct business" with a customer. If you see misrepresentations made about RVI in the media, mention to RVI management is appreciated.

Many social media users include a prominent disclaimer saying who they work for, but that they're not speaking officially. This is good practice and is encouraged, but don't count on it to avoid trouble - it may not have much legal effect.

Policy violations will be subject to disciplinary action, up to and including termination for cause.

7.2 CHANGE OF PERSONAL INFORMATION

Any time the personal status of an individual served changes, he or she must report the change to the Office Manager in charge of payroll administration in writing. (Form: Personal Information Change)

7.3 DRUG-FREE WORKPLACE

Illegal drugs, misuse of over the counter or prescription medications and use of alcohol to the extent that it impairs work performance in the work place are a danger to us all. They impair safety and health, promote crime, lower productivity and quality, and undermine public confidence in the work we do. We cannot tolerate the illegal use of drugs. Under the Federal Drug-Free Work Place Act, in order for this agency to be considered a "responsible source" for the award of

federal contracts and to serve Individuals to the best of our abilities, we have developed the following policy. Any location at which RVI conducts its business is declared a drug- and alcohol-free work place. This means:

- Narcotics (heroin, morphine, etc.)
- Cannabis (marijuana, hashish)
- Stimulants (cocaine, diet pills, etc.)
- Depressant (tranquilizers)
- Hallucinogens (PCP, LSD, "designer drugs", etc.)
- Alcohol (in any form)

Any employee violating the above policy is subject to discipline, up to and including termination. More specific information and instructions on our Drug-Free Workplace are detailed in Attachment: Drug Free Workplace Program/Policy.

7.4 ELECTRONIC SURVEILLANCE

Unauthorized electronic surveillance of staff or individual served is inconsistent with positive culture and the respectful treatment of others. Should electronic surveillance become necessary for security reasons or otherwise, a notice will be conspicuously posted.

No employee may record the conversation of another staff/employee without his or her full knowledge and written consent to include the date and purpose of the recording. Secret video and/or audio recordings of another staff or individual served are prohibited. Any staff or individual served who violates any position of this policy shall be subject to counseling and disciplinary action, up to and including discharge.

7.5 EMPLOYEE & PERSONS SERVED EXPECTATIONS & GENERAL RULES

Each employee's and persons served conduct is critical to the safeguarding of Individuals' rights, providing a quality environment for all employees and persons served and the health of the program. Therefore, the following is a basic statement of what is expected of each individual. It is meant to be illustrative in nature and should not be considered all-inclusive.

Supervisors are obligated to maintain standards in both performance and conduct of their assigned employees and persons served. When standards are not met, supervisors have the discretion to recommend disciplinary action to reflect the seriousness of offenses, harmful impact upon the program and/or participants and other circumstances.

As an employee or person served, you are expected to do the following:

- **Safeguard Individuals and their rights.** Be aware of and report incidents, and/or any suspected violation of the rights of others.
- **Be courteous.** Be friendly, helpful, and supportive. Use a person's name and use such phrases as "please," "thank you," and "may I help you?" whenever appropriate.
- **Promote team spirit.** Work together and cooperate in an effort to promote quality services and enhance relationships. Help fellow employees perform their work. Share responsibilities. Recognize the achievements of others.
- **Use good judgment in decision-making.** Anything that would/may be perceived as questionable or inappropriate should be avoided.
- **Participate in making the quality of work better.** Suggest improvements to your supervisor. Help others learn correct procedures. Be open to new ideas and methods. Maintain current knowledge in your area of skill and expertise, and strive to improve your own work. Demonstrate a commitment to exceptional quality in the work you produce as well as the work produced by others.
- **Report to work on time as scheduled.** You should be at your work assignment ready to begin work at scheduled starting times. Observe break times appropriately.
- **Make efficient use of your time at work.** Establish priorities with your supervisor and use your time wisely.
- **Know your job and do it well.** Make sure you know what is expected of you. Whether you're working at RVI or performing work at a contract site, do your best and meet the expectations of your supervisor and our customers.
- **Communicate effectively.** Be open, honest, and truthful with yourself and others. Talk to your supervisor. Ask questions. Give your supervisor pertinent information, stating the facts without concealment or exaggeration.
- **Maintain confidentiality.** Keep information concerning persons served or co-workers confidential.
- **Maintain professionalism.** Behavior and language with all employees and the public should portray a professional image. Maintain a safe, clean and professional working environment; conduct personal business during non-working time; be free of intoxicating or illegal substances on the job or on RVI business; and always remain fit for duty. Follow all proper department and agency rules, policies and

procedures.

- **Maintain an appropriate appearance.** Make sure clothing is clean and you are neatly groomed. It is important to portray a positive image.
- **Understand and follow general rules:**
 - Employees will not be permitted to leave the work area during work hours without the permission of their immediate supervisor.
 - Quitting work early before lunch or at the end of the day is not permitted without permission from the employee's immediate supervisor.
 - Cell phone usage is only permitted during breaktime.
 - Abusive or profane language of any kind is inappropriate and unacceptable in the work place.
 - Distracting the attention of others or causing confusion by unnecessary shouting or disturbing noises is not permitted.
 - The employee is responsible to do the work assigned to them by their immediate supervisor.
 - Headphones are only permitted to be used while seated, and must be removed at least from one ear while moving about the workshop.
 - Hygiene and personal appearance are important factors for employment – employees are expected to be clean and appropriately dressed.
 - Eating and/or drinking is only permitted in work or habilitation areas as designated by the department manager.
 - Food and drinks should not be shared with others as many individuals have dietary restrictions or allergies. Ingesting the wrong food or drink could result in serious consequences.
 - Employees and persons served are expected to be free from illegal substances and alcohol while receiving services. If an individual is suspected of being impaired due to the use of illegal drugs or alcohol, the SSA will be informed and further action will be determined.
 - Any employee causing physical harm or intending to harm anyone on Company premises may result in disciplinary action upon approval of the Executive Director, or designee.
 - Any Individual(s) found to be stealing property from RVI, or from others, will be subject to discipline, including intervention by local law enforcement.
 - The possession of firearms or other dangerous weapons by employees and persons served at RVI is strictly forbidden.

7.6 FIREARMS/WEAPONS

The possession of firearms or other dangerous weapons by individuals served by RVI in the workplace is strictly forbidden. Any individual served found to possess such items while on nonprofit property, any RVI job site or residence, or during working hours will be subject to immediate termination.

Reports of an individual served having possession of a firearm or weapon as prohibited above will result in calling of law enforcement and any applicable and lawful search of person and possessions.

7.7 OPEN DOOR

All individuals served are encouraged to provide input and suggestions concerning the overall operation and programs of the nonprofit, following the proper channels of communication. Individuals served should initially bring their comments to their immediate supervisor. In those cases where that may be inappropriate, individuals served may approach their department managers or the Executive Director.

RVI operates in an “open door” manner. All employee input is considered and can be presented without fear of personal recrimination of his or her position. There are occasions when you have a complaint regarding the service operation of RVI or you have suggestions to improve our services. We are interested in your ideas and using them to improve services.

Start with the right person

The people who have the best and quickest solutions are the direct service staff and department heads. If they cannot answer your concerns, they will help you find someone who can.

Issues need to be timely

The best time to correct a problem or consider a new idea is when it is fresh. It is very difficult to do anything about a problem that happened many days earlier.

Be specific

Objectively state concerns, involved individuals, when it happened or did not happen and what you want to see happen in the future.

One issue at a time

Some concerns can be addressed quickly and completely. Others will take more time. A shopping list of problems usually can never be totally and finally resolved.

By using these guidelines, you will be able to have most of your ideas or questions answered quickly by simple verbal requests. If verbal requests produce no response, please use the above format in a written communication.

7.8 PERMISSION TO LEAVE DURING WORK HOURS

Staff members are not permitted to leave their worksite during their working hours without permission. Leave must be arranged properly with the department supervisor in advance. Unexcused leave is cause for dismissal.

7.9 PERSONAL APPEARANCE

As representatives of RVI, staff is expected to exhibit a neat, well-groomed appearance. Shirts, pants/shorts, socks and shoes are to be worn at all times. All work clothes are to be clean and in good condition and presenting a positive, professional image. All individuals served of RVI are strongly encouraged to dress for safety and in good taste at all times. For this reason, the following guidelines shall apply:

- Dresses, skirts and shorts shall not be shorter than 4 inches above the knee
- Shorts may only be worn by employees and attendees from May 1 through October 1.
- Open back, halter tops or midriffs are not permitted
- No tight or restrictive clothing. Clothing such as “skinny jeans” and leggings may be worn with a professional-looking top that is at least fingertip length.
- Cut-off shorts will not be permitted. No cut up t-shirts.
- No tank tops (any shirt with less than 3 inch wide shoulder straps)
- No Graphic tees with inappropriate phrases or advertisements for tobacco products and/or alcoholic beverages
- Clothing that may be considered revealing or provocative is inappropriate and will not be permitted (including lowcut, back or midriff baring tops or pants)
- Open toe shoes or sandals may not be worn in Habilitation areas or on the Production Floor (*defined as any area that is designated or used for production work, not to include marked walkways)
- Employees shall not wear dangling earrings (those which hang below the earlobe) when working on the Production Floor
- Clothing with holes or rips is not permitted
- At no time should undergarments be visible, through or around other clothing.
- No sweatpants, running pants, workout clothing, spandex, yoga pants or pajama pants.

Individuals served may be afforded exceptions to this policy when such attire is appropriate for the activity being conducted (exercise, swimming, etc.), and should utilize good judgment and consider professionalism at all times. Swimwear should be modest at all times; bikinis are not allowed. Additionally, more restrictive guidelines may be placed on individuals served working off-site when the individual, site, or home requires and will be communicated individually.

Rubber or skid resistant shoe bottoms are required for all individuals served working on the Production Floor as defined above* (Steel-toed shoes may be required for certain jobs).

Special safety equipment may be required by law or by RVI. This may include eye protection, hearing protection, foot protection and/or gloves.

In addition to the above listed general restrictions and requirements, proper attire for operation of power equipment, for safety reasons, include the following:

- Safety glasses at all times
- No loose clothing
- Long hair pulled back from face and secured
- No large rings or ornate jewelry (i.e. bracelets, necklaces)
- Earplugs and facemasks are available at all times

Businesses with which RVI contracts may dictate standards for acceptable attire at their sites and it is expected that RVI individuals served abide by any such standards.

If the Executive Director or her designee decides that an individual served is in violation of any part of this policy, the

individual will be asked to change. If the employee has to leave the premises to do so, he/she will be required to clock out.

7.10 PERSONAL PROPERTY

Individuals served who bring in personal belongings to decorate their workspaces and common areas, or to facilitate their work, must ensure that such items are prominently marked to prove ownership. If an article has been found, it is to be given to the front office immediately for safekeeping.

If an article has been lost, notify your immediate supervisor.

RVI will not be responsible for non-essential items that may be lost, stolen, or damaged.

Theft of property belonging to the company or others is cause for immediate termination.

Individuals served should not wear jewelry or other non-essential items of substantial value, or take items to work that have no functional use at the specific job site (including large sums of money). RVI will not reimburse individuals served for such items if damaged or stolen.

7.11 RECEIPT OF POLICY MANUAL

A copy of the personnel policies manual and/or any addendum that may affect their employment or services will be made available online to all individuals served. Individuals served are responsible for reading and understanding RVI's policies. Individuals served also acknowledge their understanding that no part of this manual shall be construed as being an employment contract—either implied or expressed—between the employee and the nonprofit. There is no guarantee of employment made to any staff member in this manual.

This manual has been prepared for the information and guidance of individuals served at RVI. It is intended to cover the procedures, rules and policies most often applied to day-to-day work activities. Some of the information will change from time to time since our policies are under constant review and are revised when appropriate. Such changes will be communicated to you in writing, in advance of their implementation.

7.12 REPRESENTING THE NONPROFIT

No employee shall make a public appearance, news release, or public speech representing RVI without the specific knowledge and prior authorization of the Executive Director or her designee.

Individuals served may not speak to the news media as an official or unofficial spokesperson of RVI without prior clearance from the Executive Director. All inquiries from the media should be referred to the Executive Director.

Should an individual served receive a media inquiry, he or she should respond: "I have no authority to respond to your request. You should refer your question to the Executive Director."

7.13 SMOKING / SMOKELESS TOBACCO / E-CIGARETTES

This policy refers to the use of tobacco in any form, as well as the use of related products/substances such as electronic cigarettes, etc., hereon referred to as "smoking."

RVI offers a smoke-free work environment. Smoking is permitted only in designated areas. Smokers should see their supervisor for approved designated smoking areas. Smokers are responsible for keeping the area clean and free of smoking debris.

Smoking in the presence of non-smoking persons served is **not permitted**.

Smoking in company vehicles is not permitted.

Violation of this policy will result in disciplinary action up to and including termination.

Individuals served working at other sites shall adhere to the rules established by the entity.

Individuals served are not permitted to chew smokeless tobacco while in work areas and should not leave bottles/cans in areas where other people could have access. Staff and individuals served are expected to respect good housekeeping at all sites.

7.14 SOLICITATION AND DISTRIBUTION

No individual served shall be permitted to solicit or distribute literature of any kind during the actual working time of the individuals served soliciting, or the actual working time of the individuals served being solicited. This does not include recognized breaks and lunch period. However, at no time may any individuals served solicit or distribute material or literature of an illegal nature, or that by its distribution or by individuals served participating, constitutes a form of gambling. Any person who distributes non-RVI program material and literature is responsible for its accuracy and

content.

Persons who are not individuals served may not solicit or distribute literature or material for any purpose on RVI occupied property, in any working areas, or in any non-working area that is restricted to individuals served only. There shall be no solicitation or distribution of literature or material of any kind at any time by any person(s) in lobbies, waiting rooms, or public parking lots that are a part of RVI occupied property, or any other public service areas of RVI occupied premises.

This policy is vital to our efficiency and productivity, and is also critical to on-going working relationships and continuing goodwill with the public we serve.

Any individuals served who violates any position of this policy shall be subject to counseling and disciplinary action, up to and including discharge.

Distribution of literature by means of RVI facilities, including mailboxes, bulletin boards, walls and tables, shall be limited to official RVI information and material pertinent thereto, unless expressly approved by the Executive Director in advance.

7.15 TELEPHONE USE

Telephones are an important resource to the operation of RVI. Therefore, it is important to keep the lines free of personal calls. Such calls, both incoming and outgoing, are discouraged and should be limited to break times, not only for business reasons, but because the service we provide to individuals suffers when attention is drawn away due to personal matters. Personal use of telephones for long-distance calls by individuals served at RVI is not permitted, except in the case of emergency and with permission from their supervisor. Individuals served should also limit the use of personal cell phones and other electronic devices such as iPads, etc. to break times. Use of two-way radios is strictly prohibited. Additionally, telephones belonging to Individuals served are not to be used by staff. Apparent abuse of this policy will result in disciplinary action.

Revised 7/2017

7.16 USE OF NONPROFIT PROPERTY

Individuals served will not directly or indirectly use or allow the use of property, equipment or supplies belonging to the nonprofit or located on the nonprofit premises for any purpose other than nonprofit business, unless special permission is obtained from the Executive Director. Furthermore, no individual served shall willfully alter, mutilate, abuse or waste any property, equipment or supplies belonging to the nonprofit or located on nonprofit property. The improper, careless, negligent, destructive or unsafe use or operation of equipment or vehicles can result in disciplinary action, up to and including termination.

If, in the course of normal business use, an individual served notices that any equipment, machines, tools or vehicles appear to be damaged, defective or in need of repair, he or she should notify the supervisor in writing as soon as possible. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury.

7.17 VISITORS

Procedures:

1. All workshop visitors should be instructed to check in at the receptionist's desk as soon as they arrive at the facility to sign in and receive a visitor's badge
2. Children are prohibited from entering the Workshop area and should remain in the lobby or may be permitted into office areas
3. Visitors are not permitted at Residential or Contracted Services sites without express permission from the manager prior to the visitors' arrival.

7.18 WORK AREAS, DESKS, AND LOCKERS

It is desirable for RVI to project a competent and professional image to the public. It is therefore necessary that all individuals served maintain good housekeeping *in and around* all service and work areas in order to conduct our business efficiently and to project a positive image.

For housekeeping reasons as well as to insure the integrity of our customer's products, eating and/or drinking is only permitted in work or habilitation areas as designated by the department manager.

Desks and Lockers are assigned for the convenience of individuals served and persons served on the following conditions:

- Desks and Lockers are to be kept clean and orderly.
- Items should not be left on top of lockers or lying about.

- Any difficulty with a desk or locker should be reported immediately to the supervisor.
- RVI can inspect desks and lockers and their contents at any time.
- The nonprofit will not be responsible for the loss of any property from the desks and lockers.

Individuals served shall be responsible for any intentional damage to desks and lockers.

APPENDIX A FORMS & ATTACHMENTS

1. Confidentiality Acknowledgment
2. Disciplinary Action Form
3. Grievance/Complaint & Resolution Discussion Form
4. Incident Report (for Individual)
5. Injury Incident Report (for Staff and Individuals Served)
6. Leave Request Form
7. Personal Information Change
8. Photo/Audio/Visual/Media Consent Form
9. Release of Information
10. Report of Safety Hazard
11. Bill of Rights for People with Developmental Disabilities
12. Fire Evacuation Procedure
13. Satisfaction of Services Survey for Individuals Served
14. Tornado Shelter Procedure

CONFIDENTIALITY ACKNOWLEDGMENT

I shall respect the privacy concerns of the people we serve, and I shall hold in confidence all information obtained in the course of professional service, whether that information is obtained through written records or daily interaction with the person. Therefore, I will not disclose an individual's confidences to anyone, except:

- 1. as mandated by law;**
- 2. to prevent a clear and immediate danger to a person or persons;**
- 3. where I am compelled to do so by a court or pursuant to the rules of a court.**

I shall store or dispose of professional records in ways that maintain confidentiality.

I shall possess a professional attitude that upholds confidentiality toward the people we serve, colleagues, applicants and any sensitive situations arising within the nonprofit.

I, upon my termination, shall maintain client and co-worker confidentiality and I shall hold confidential any information about sensitive situations within this nonprofit.

I understand that violation of this confidentiality statement may be grounds for immediate dismissal.

RIVERVIEW INDUSTRIES, INC.
- FORMAL WARNING NOTICE-

Employee Name: _____
Department/Title: _____

Employee of Riverview Industries, Inc.:
This warning is being issued in response to the incident described below:
(include specific information on behavior exhibited)

You have violated the following policy:

This warning is considered to be:

☐ Verbal Counseling
☐ Written Counseling
☐ Final Written Warning

Please be advised that immediate, satisfactory improvement must be shown and maintained or further more severe, disciplinary action will be taken up to and including termination.

Employee's Comments on Incident:

Warning Issued By: _____
Name and Title Date

Employee's Signature: _____
(Acknowledges understanding of violation, and receipt of copy of warning)

Distribution:
Original to Human Resources to Personnel File
Copy to Supervisor
Copy to Employee

RVI, INC.
GRIEVANCE/COMPLAINT FORM

Name of Grievant/Employee_____ Grievance No._____

Employee's Dept._____ Check if multiple grievants____ Sign back.

Date of incident causing concern_____ Filing Date_____

What is the nature of this complaint?_____

Statement of facts:_____

Names of witnesses, if any:_____

Desired Resolution:_____

Signature of Grievant/Employee:_____

RVI, INC.
RESOLUTION DISCUSSION FORM
Attach all previous documentation

Today's date_____Grievance No._____

Name of Grievant/Employee_____

Meeting attendees_____

Nature of complaint_____

Discussion of facts:_____

Resolution: (must be presented in writing within 5 days discussion)

Signature of Author:_____

I accept this offer of resolution:____yes____no

Signature of Grievant/Employee_____

RVI, INC. INCIDENT REPORT FORM

| | | |
|--------------------|-------|---------------------------------|
| Name of Individual | Date | a.m./p.m. Time of Occurrence |
| Name of Reporter | Title | |

Type of Incident: (check one)

- ☐ Behavior Incident
- ☐ Other
- ☐ Unusual Incident: (check one):
 - ☐ Injury of Individual or Staff
 - ☐ Unexplained injury of Individual
 - ☐ Allegation of abuse / neglect or violation of Individual's rights
 - ☐ Stolen, missing or damaged property
 - ☐ Serious behavior incident
 - ☐ Medical issue
 - ☐ Formal grievance
 - ☐ Other

Was SSA/LHM called? Yes No If yes, spoke with: _____
 _____ a.m./p.m. Others notified: _____
 Date of call Time of call

1. Facts: a) Describe the incident. Include who, what, when and where. (Attach additional sheets if necessary). b) How long did the incident last? _____

2. Circumstances: Specifically describe the activities of the individual, staff, and RVI organization during the following time frames:

a) What was happening immediately before the incident:

b) What was happening when the incident occurred:

c) What was happening, generally, in the last couple of hours or so, before the incident:

3. **Indications:** a) Were there any indications/cues from the individual that the behavior was about to occur? If so, explain:

b) Was there anything happening with the individual (illness, mood, etc.) on the day that may have contributed to the incident? If so, explain.

4. **Response:** a) Describe the staff's intervention/response to the incident?

b) What was the individual's response to the staff's intervention?

c) How did others respond?

5. **Result:** a) From the individual's point of view, what did the individual gain, lose, or avoid because of the incident?

b) Does this seem to be a recurring behavior? Yes _____ No _____

6. **Opinion:** What are your suggestions to avoid this type of incident or for Behavior Management?

7. **Injuries:** If applicable, describe any injuries and follow-up measures, including First-Aid, which occurred.

8. Was a restraint used? Yes _____ No _____ If so how many? _____

Signature of Reporting Staff

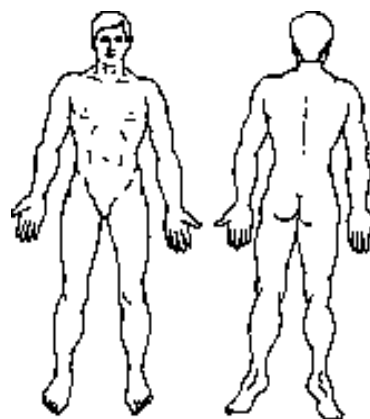
Date

Signature of Witness

Date

Signature of Administrator

Date



Employee Incident Report

Form 4B

Injured Worker should answer all questions completely.

Date Completed: _____

Employer: Riverview Industries, Inc.

Policy Number: 605628-0

Employee Name: _____

Social Security #: _____

Home Address: _____

Birth Date: _____

City, State & Zip: _____

Telephone Number: _____

Department: _____

Male or Female: _____

Position: _____

Shift Worked: _____

Length of Service: _____

Date of Injury (D.O.I.): _____

Time of Injury: _____

Exact location of Incident (include room # if applicable): _____

Describe the cause of the injury including what you were doing just before the incident and what you did immediately after the incident. Be sure to include any persons, objects, or substances involved: _____

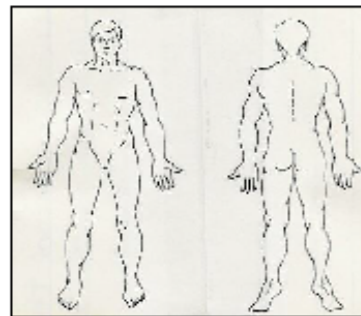
Were there witnesses? _____ If yes, list all names: _____

Did you report the incident to anyone? _____ If NO, why not? _____

If YES, when and to whom did you report the incident? _____

Who was your supervisor (or Charge Nurse) at the time of incident? _____

What specific body parts were affected as a result of the incident? Indicate affected areas on the diagram to the right as well as listing here: _____



What type of injury, if any, did you experience? (Ex: Strain/Sprain, Pain/Soreness, Laceration, Bruise, Pulled Muscle, Burn, Bite, Fracture, Contusion, etc.) Be as specific as possible. _____

What were the contributing factors? (Ex: Resistant or Combative Resident, Slippery Floor, Lack of help available, Lack of training on task being performed, etc.) _____

Could something have been done differently to prevent the incident? _____

Was First Aid administered on-site? _____ If yes, please describe (i.e. ice applied, cleaned and bandaged, etc.) _____

Did you seek treatment at the Emergency Room? A physician's office? _____

If yes, when? _____

Name of treating physician and hospital or facility: _____

Was this an aggravation of a previous injury (reinjury)? _____

If yes, when was the previous injury? _____

Did the previous injury occur at work? _____

Medical Release*Under current Workers' Compensation law, the employer is entitled to a signed medical release.*

"I hereby authorize any person or persons who have in the past or will in the future medically attend, treat, or examine me, or any person who may have information of any kind which may be used to reach a decision in any claim for injury or disease arising from the injury described above to disclose such information to my employer, my employer's managed care organization, or my employer's designated representative, CompManagement Health Systems. A copy of this form will serve as the original."

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

If available

Riverview Industries, Inc.
Employee Leave Request

This request should be submitted to the Immediate Supervisor at least five (5) days before the desired time off, except sick leave, which is due upon returning to work.

Employee _____ Today's Date _____

I request _____ day(s) and/or _____ hour(s) of: Vacation(901) _____; Sick(902) _____;

Bereavement (904)____; Jury Duty (906)____; Non-Paid Leave (910)____; Floating Holiday (912)_____.

Beginning on _____ 20 ____ and returning to work on _____ 20_____.

Employee Signature _____ Date _____

Manager Approval _____ Date _____

TO: RIVERVIEW INDUSTRIES PAYROLL DEPARTMENT

Please enter the following change(s) to your records taking effect on: _____
(Date)

Employee Name _____ Department _____

THE CHANGE (S):

| <input checked="" type="checkbox"/> All Applicable | FROM | TO |
|--|----------------------------------|----------------------------------|
| ____ Address | | |
| ____ City/State/Zip | | |
| ____ Phone Number | () - | () - |
| ____ Department | | |
| ____ Job | | |
| ____ Shift | | |
| ____ Rate | \$ per hour | \$ per hour |
| ____ Other _____ | | |

THE REASON FOR THE CHANGE (S):

| | |
|---|------------------------------------|
| ____ Re-Hired | ____ Length of Service Increase |
| ____ Promotion | ____ Re-Evaluation of Existing Job |
| ____ Demotion | ____ Resignation |
| ____ Transfer | ____ Retirement |
| ____ Merit Increase | ____ Layoff |
| ____ Work Hour Change | ____ Discharge |
| ____ Leave of Absence from _____ Until _____ (Date) (Date) | |
| ____ Other (Explain) _____ _____ _____ | |

AUTHORIZATION:

| | |
|---------------------------|-------------------|
| Employee Signature: _____ | Date _____ / / |
| Recommended By: _____ | Date _____ / / |
| Authorized By: _____ | Date _____ / / |

RVI, INC.
PHOTO / AUDIO / VISUAL / MEDIA CONSENT FORM

Name of Individual: _____

PHOTOS

I authorize _____ to take my photograph for the purpose of media publication.

AUDIO / VIDEOTAPING

I authorize _____ to audio/videotape me and use them for the purpose(s) specified below:

I can request the tapes be erased at any time. The tapes will not be used for any purpose other than those specified.

Individual's Signature: _____
Date: _____

Legal Guardian's Signature: _____
Date: _____

RELEASE OF INFORMATION

I, _____, authorize

to _____

for the purpose of _____.

I understand that _____ will perform this function only for the purpose mentioned above and will keep any subsequent information in the strictest confidence. This RELEASE is only valid for the period of time specified or a maximum of six months from the date signed. I understand that if any other information is requested, or other use intended, I must complete an additional RELEASE OF INFORMATION form. I may also withdraw my consent at any time.

.....
.....
.....
.....

Signature.....

Date

Witness.....

Date

REPORT OF SAFETY HAZARD

(Complete and give to your supervisor)

Date of Report _____

HAZARD (Be specific and include area of building): _____

[illegible]

RECOMMENDATIONS (Be specific): _____

[illegible]

Submitted by: _____ Title _____

Received by: _____ Date _____

Action taken: _____

Signed: _____ Date _____

Safety Officer: _____ Date _____

Bill of Rights for People with Developmental Disabilities

The [Ohio Revised Code](#) offers specific rights to individuals with developmental disabilities. This is referred to as the Bill of Rights for People with Developmental Disabilities. Those rights include:

- The right to be treated at all times with courtesy and respect and with full recognition of their dignity and individuality.
- The right to an appropriate, safe, and sanitary living environment that complies with local, state, and federal standards and recognizes the persons' need for privacy and independence.
- The right to food adequate to meet accepted standards of nutrition.
- The right to practice the religion of their choice or to abstain from the practice of religion.
- The right of timely access to appropriate medical or dental treatment.
- The right of access to necessary ancillary services, including, but not limited to, occupational therapy, physical therapy, speech therapy, and behavior modification and other psychological services.
- The right to receive appropriate care and treatment in the least intrusive manner.
- The right to privacy, including both periods of privacy and places of privacy.
- The right to communicate freely with persons of their choice in any reasonable manner they choose.
- The right to ownership and use of personal possessions so as to maintain individuality and personal dignity.
- The right to social interaction with members of either sex.
- The right of access to opportunities that enable individuals to develop their full human potential.
- The right to pursue vocational opportunities that will promote and enhance economic independence.
- The right to be treated equally as citizens under the law.
- The right to be free from emotional, psychological, and physical abuse.
- The right to participate in appropriate programs of education, training, social development, and habilitation and in programs of reasonable recreation.
- The right to participate in decisions that affect their lives.
- The right to select a parent or advocate to act on their behalf.
- The right to manage their personal financial affairs, based on individual ability to do so.
- The right to confidential treatment of all information in their personal and medical records, except to the extent that disclosure or release of records is permitted under sections [5123.89](#) and [5126.044](#) of the Revised Code.
- The right to voice grievances and recommend changes in policies and services without restraint, interference, coercion, discrimination, or reprisal.
- The right to be free from unnecessary chemical or physical restraints.
- The right to participate in the political process.
- The right to refuse to participate in medical, psychological, or other research or experiments.

Individuals served by RVI have the right to:

- Have freedom from financial or other exploitation, retaliation, humiliation and neglect.
- Have access to information pertinent to the person served in sufficient time to facilitate his or her decision making.
- Have access to their own records.

THIS DOCUMENT IS BEING PROVIDED TO STAFF INDIVIDUALS SERVED SO THAT THEY MIGHT KNOW THE RIGHTS OF THE PEOPLE WE SERVE. STAFF INDIVIDUALS SERVED ARE EXPECTED TO KNOW AND COMPLY WITH ALL ITEMS DISCUSSED WITHIN THIS DOCUMENT. IF YOU HAVE ANY QUESTIONS, PLEASE ASK FOR FURTHER EXPLANATION NOW. YOU WILL BE HELD ACCOUNTABLE FOR ACTING WITHIN THESE RIGHTS FROM YOUR DATE OF HIRE.

RVI, Inc.

FIRE EVACUATION PROCEDURE

The following instructions apply when any fire alarm sounds.

The following areas will proceed to and exit the building at the **BUS LOADING DOOR**: Lunch Room, Habilitation Manager's office (New Office 5), East end of North Production Floor Area, SHINE Room, New SHINE Sensory, Production Supervisors' Office, Restrooms, PSA Area, and Laundry Area (identified on the Evacuation Map in PINK)

The following areas will proceed to and exit the building at the **FRONT DOOR** (north side of building): Copy Room, Director's office, Accounting, Conference Room, Reception office, Lobby area, Office 4, Office 3, Skills Development office (Open Office Area), RISE room, Sensory room, HR office (Office 2), Contracted Services Office (Office 1), and Kitchen/RISE Manager's office (Teachers Office) (identified on the Evacuation Map in GREEN).

The following areas will proceed to and exit the building at the old **WAREHOUSE DOORS**: Nurse's Station, west end of South Production Floor, and west Warehouse (identified on the Evacuation Map in YELLOW).

The following areas will proceed to and exit the building at the **SOUTH PRODUCTION FLOOR DOOR**: west end of the North Production Floor and east end of the South Production Floor (identified on the Evacuation Map in PURPLE).

The New Production Storage Area will proceed to and exit the building at the **NEW PRODUCTION STORAGE AREA DOOR** (new warehouse) (identified on the Evacuation Map in BLUE).

Finally, the Kitchen area will proceed to and exit the building thru the **KITCHEN EXIT DOOR** (identified on the Evacuation Map in ORANGE).

Upon exiting the building, the people on the east side and the front of our building should head across the bridge over to the west side to the old school building. The people on the west side of the building should proceed to the farthest west corner of the parking lot to the Veterans/Board of Elections building. Upon arriving to your locations, address any medical concerns that need to be taken care of. Finally, take attendance for your area and turn in to the Production Manager.

RVI

Satisfaction of Services Survey for Individuals Served

Consumer: _____

Date: _____

Evaluator: _____

Job Title: _____

Please rate Riverview Industries in the following area of quality of services using a scale of 1-5. Please mark only one box (5=excellent) (1=poor)

| | 5 | 4 | 3 | 2 | 1 |
|---------------------------------------|----------|----------|----------|----------|----------|
| Do you like your work group? | | | | | |
| Do you like your supervisor? | | | | | |
| Are a variety of jobs offered to you? | | | | | |
| Do you enjoy working at RVI? | | | | | |

What might we have done differently to improve the overall outcome?

Are you a **part time** or **full time** employee? _____

How many days a week do you work? _____

What programming do you attend at RVI? _____
(RISE, SHINE)

Do you attend RVI activities? _____
(Movie Day, Christmas party, summer picnic. people's 1st, wellness, etc.)

What assistance do you receive while attending RVI? _____

Do you purchase lunch from RVI? **Everyday** **Sometimes** **Never**

Would you recommend services of our organization to friends or other Individuals? Yes _____ No _____

Other comments or Feedback:

Riverview Industries, Inc.
TORNADO SHELTER PROCEDURE

When the Tornado Alarm is sounded, do the following:

Work Area 1 – proceed out of your area and head towards the boardroom. Individuals not in wheelchairs are to file back into the rear offices through the sensory room continue through the doorway to keep the doorway clear. Individuals in wheelchairs should enter and remain in the boardroom against the north wall out of the path of others coming into the room.

Work Area 2 – proceed out of your area and head towards the boardroom. Individuals not in wheelchairs are to file back into the rear offices through the sensory room continue through the doorway to keep the doorway clear. Individuals in wheelchairs should enter and remain in the boardroom against the north wall out of the path of others coming into the room.

Work Area 3 – proceed out of your area towards the east end restrooms (front bathrooms). Always flow towards the rear of the restroom to allow room for other Individuals entering the room.

Work Area 5 – proceed out of your area towards the east end restrooms (front bathrooms). Always flow towards the rear of the restroom to allow room for other Individuals entering the room.

Work Area 6 – proceed out of your area towards the restrooms in the southeast corner of the workshop (back bathrooms). Always flow towards the rear of the restroom to allow room for other Individuals entering the room. Wheelchairs are to go to the women's bathroom.

Work Area 7 – proceed out of your area and head towards the boardroom. Individuals not in wheelchairs are to file back into the rear offices through the sensory room continue through the doorway to keep the doorway clear. Individuals in wheelchairs should enter and remain in the boardroom against the north wall out of the path of others coming into the room.

Work Areas 8 & 9 – proceed out of your area and towards the nurse's station. Always flow towards the rear of the nurse's station to allow for room for other Individuals entering the room.

Small Workgroup 1, 2, & 4 - proceed out of your area towards the restrooms in the southeast corner of the workshop (back bathrooms). Always flow towards the rear of the restroom to allow room for other Individuals entering the room. Wheelchairs are to go to the women's bathroom.

Small Workgroup 3 - proceed out of your area towards the east end restrooms (front bathrooms). Always flow towards the rear of the restroom to allow room for other Individuals entering the room.

Small Workgroup 5 (1-on1s) – follow the procedure set out for the area that you are located in.

Front Offices – (includes Front Inside Offices), proceed out of your area towards the east end restrooms (front bathrooms). Always flow towards the rear of the restroom to allow room for other Individuals entering the room.

Cafeteria/Kitchen Area – proceed out of your area towards the restrooms in the southeast corner of the workshop (back bathrooms). Always flow towards the rear of the restroom to allow room for other Individuals entering the room. Wheelchairs are to go to the women's bathroom.

Individual restrooms – stay in the restroom you are in.

West Offices – remain in your office.

Sensory Room – proceed to the west inside offices.

Upon entering your area, everyone able to do so, is to get into the protective position. To get into this position, kneel down on your knees preferably against a wall, lean over with your head close to the floor with your hands covering your head. For those that are unable to do so, take as much of the protective measure as stated above.

Supervisors, upon arriving to your safe area, will take attendance of Individuals of your area. Upon completing the attendance, it will be turned into the Production Manager, Personnel Manager, or the Executive Director, whichever you can locate first safely.

The Executive Director and Production Manager will remain and check the building and the outlying areas to ensure that all personnel have found a safe area. Upon clearing the area, they will report to the nearest safe area. They will monitor the situation until the all clear is given.

All staff and clients are to remain in their respective safe areas until the all clear is given, again through the P.A. system.