



IMPACT

Employee Handbook -

Revised: January, 2022

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Job Description

Direct Support Professional

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A direct support professional is responsible for assisting individuals with intellectual and/or developmental disabilities by aiding them in becoming more independently successful in their daily activities. A DSP will use cues and directions to assist customers in completing housework, NOT complete housework independently for the customer (you are an aid, not a maid). A DSP will help an individual in becoming well integrated into their community, ensuring that the individual is involved in activities which they take interest in. Support also includes providing a safe environment while assisting with the individual's mobility, hygiene, medication administration, and transportation.

The duties for this position require one on one care. The customer is always required to be with you. Providers are not permitted to bring their family members when working with a customer. It is not acceptable to leave the customer at home while you run errands for convenience purposes. DSP is required to accompany the customer throughout any errands. It is not acceptable for the DSP to wait in the car while the customer does their shopping, etc.

You are required to thoroughly read the customer supports that are sent to you. After reading the customer supports you will notify the Impact of Oregon Inc Management Team if you have any questions or concerns. We are here to assist our providers and equip you in any way that we can. If for any reason you do not receive the customer supports, please contact the Impact of Oregon Team immediately.

Core Principles

Impact of Oregon will ensure that each customer's individual rights are well respected and that our values reflect the principles of self-determination which are defined in the Oregon Administrative Rules as:

- 1) Freedom. To provide the ability for all individuals with developmental disabilities, with the support of family and friends, to plan a life individualized to their needs and desires.
- 2) Authority. Using a social support network, each individual has the right to acquire the necessary resources to obtain their desired outcome.
- 3) Autonomy. The arranging of resources and personnel to assist an individual to live independently within their community.
- 4) Responsibility. Each DD individual has the right and responsibility to work on personal development, obtain gainful employment, partake in organizational affiliations, and community involvement, as well as being accountable for spending public dollars in ways that are life-enhancing for individuals.

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Code of Ethics

A primary purpose of the DSP is to assist people who need support to lead self-directed lives and to participate fully in our communities and nation. This emphasis on empowerment and participation is critical because the prejudices of society form powerful barriers that prevent many people with mental or physical disabilities from enjoying a high quality of life. And, too often, the very social policies and service systems designed to help can create other barriers.

Therefore, it must be the mission of the DSP to follow the individual path suggested by the unique gifts, preferences, and needs of each person they support, and to walk in partnership with the person, and those who love him or her, toward a life of opportunity, well-being, freedom, and contribution. DSPs are often asked to serve as gatekeepers between people needing support and almost every aspect of their lives, including access to community, personal finances, physical well-being, relationships, employment, and everyday choices. The whole landscape of a person's life can change with the coming and going of these critical supports for people.

As a result of these work duties, DSPs face ethical decisions on a daily basis and consistently feel the tension between the ideals of the profession and its practice. There are numerous pressures coming from organizations, government, social policy, and societal prejudice that can shift focus and allegiance away from those supported. In order to maintain the promise of partnership and respect that must exist in a helping relationship, a strong ethical foundation is critical to help DSPs navigate through the maze of influences that bombard them.

The beliefs and attitudes that are associated with being an effective human service professional are the cornerstones of this code. This code is not the handbook of the profession, but rather a road map to assist us in staying the course of securing freedom, justice, and equality for all.

9 ETHICAL PRINCIPLES

1. Person-Centered Supports:

As a DSP, my first allegiance is to the person I support; all other activities and functions I perform flow from this allegiance.

2. Promoting Physical & Emotional Well-Being:

As a DSP, I am responsible for supporting the emotional, physical, and personal well-being of the individuals receiving support. I will encourage growth and recognize the autonomy of the individuals receiving support while being attentive and energetic in reducing their risk of harm.

3. Integrity & Responsibility:

As a DSP, I will support the mission and vitality of my profession to assist people in leading self directed lives and to foster a spirit of partnership with the people I support, other professionals, and the community.

Initials _____

4. Confidentiality

As a DSP, I will safeguard and respect the confidentiality and privacy of the people I support.

5. Justice, Fairness, & Equity:

As a DSP, I will promote and practice justice, fairness, and equity for the people I support and the community as a whole. I will affirm the human rights, civil rights and responsibilities of the people I support.

6. Respect:

As a DSP, I will respect the human dignity and uniqueness of the people I support. I will recognize each person I support as valuable and help others understand their value.

7. Relationships:

As a DSP, I will assist the people I support to develop and maintain relationships.

8. Self-Determination:

As a DSP, I will assist the people I support to direct the course of their own lives.

9. Advocacy:

As a DSP, I will advocate with the people I support for justice, inclusion, and full community participation.

I agree to abide by the Alliance Services code of ethics:

Employee signature: _____

Dress Code

- A. Shirts and dresses must have fabric in the front and on the sides (under the arms).
- B. Clothing must cover undergarments.
- C. Fabric covering breasts, genitals and buttocks must be opaque.
- D. Hats and other headwear must allow the face to be visible to your customers, and not interfere with the line of sight of your customer. Hoodies must allow the face and ears to be visible to your customer.
- E. Clothing must be suitable for all scheduled activities and any other activities where unique hazards exist.

Initials _____

The dress code further prohibits attire or grooming depicting or advocating violence, criminal activity, use of alcohol or drugs, pornography, or hate speech.

Maintaining Professional Boundaries

An important perspective about opening up: the workplace isn't your living room or a bar. There are certain topics that may be off-limits. Running around praising the political party you support is a no-no. Turning your workspace into a shrine for your religion (or non religiosity) gets frowned upon.

Oversharing could also be a problem. It is perfectly okay to let your coworkers into your life if you wish. Tell them about your family and friends. Talk about your vacation or your plans to redecorate your home. There are some topics to avoid discussing though. No one needs a play-by-play of the fight you had with your partner, child, or parent. Don't disclose how much you paid for your house or a trip you just took or talk about an inheritance you are expecting. Money is always a touchy subject and can cause envy so steer clear of talking about your finances. Never discuss your romantic life because...well, just don't. Be careful about going into detail about your health issues, whether they are physical or mental.

Your goal should be to build a solid relationship with your customer while maintaining a professional boundary so that the relationship can continue for a long time.

Payment and Management of Funds

1. All Impact of Oregon Employees will keep their personal funds separate from their customers. Employees will not ask their customers for additional payment or accept additional payment from customers. If you are found to be asking customers for additional payment and/or accepting additional payment from customers, you will receive disciplinary action up to and/or including termination.
2. Impact of Oregon employees will stay within the assigned hours. These are hours that are allotted to each customer by the State of Oregon, and there will be no additional payment for an hour or miles that are provided beyond the agreed-upon contract.

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Management of Funds

1. Impact of Oregon Ince provides limited assistance with money management. Alliance Services will assist customers with staying within a designated budget during activities by:
 - Talking with the customer about their budget
 - Counting monies to pay for items customer is purchasing
 - Assisting to obtain correct change
 - Verbal assistance with check writing
 - Keeping receipts for purchases and records.

PLEASE NOTE: Customer's money and providers' money/finances are always to be kept separate. Providers should walk through checking the budget with their customers and ensuring that they have their card/money on their person before they leave for an activity or errand. Any purchases made by the provider for the customer cannot, and will not, be reimbursed.

EXAMPLE: When out to eat or at a store, providers and customers should have separate checks. If a customer or provider does not have their wallet accessible, it is not permitted to interchange finances.

Transportation

1. Impact of Oregon DSP will provide transportation in accordance with customer's contracts. It is essential that DSP communicates with the Impact of Oregon Management Team to receive allotted mileage, as well as providing an accurate record of mileage used. Customer mileage as stated on customer contract must be split between DSPs. Any overage of miles cannot be reimbursed.
2. Impact of Oregon requires employees providing transportation assistance to carry full coverage auto insurance. Impact of Oregon will maintain records of such insurance in the employee's file.
3. Impact of Oregon employees are required to maintain a safe and reliable vehicle.
4. Impact of Oregon employees must maintain a good driving record.
5. The State cannot pay for transportation to and from medical appointments. DSP is encouraged to help customers access local transportation i.e. city buses, medical transports, or dial-a-ride. As required by the support contract DSP will utilize local transportation with customers to attend appointments and explain complex information. However, trips to and from pharmacies for medication refills with your customer will be reimbursed.

Initials _____

6. There are customers (children and some others) that do not have mileage in their service plans. Please read the supports that you are sent thoroughly so that you fully understand the allotted miles and hours for your customers. The miles will be listed, but if you are not sure you can ask the Impact of Oregon Management Team.

PLEASE NOTE: DSP's CAN NOT refuse requests of transportation that follow appropriate guidelines for any reason.

Transportation Notes Guidelines

“**Community**” with regards to Community Transportation is limited to the geographic area surrounding the home of an individual used by others in that same geographic area to obtain ordinary goods and services.

- A. Transportation should be to the nearest site that meets the goal or needs to be identified within the Individual Support Plan (ISP). However, infrequent trips outside the immediate area may also be authorized to obtain goods or services that are not available locally and are essential to the individual's plan.
1. **Example One:** Susan, an individual receiving support, lives in Central Point and wants to go to Medford to visit the mall for items that are NOT available in Talent. In this example, transportation outside of the local community is appropriate.
 2. **Example Two:** Robert lives in Central Point and wants to go to Ashland because he prefers to shop at the Ashland Co-Op rather than the local Rays in Talent. *In this case, transportation outside of the local community is not appropriate*, as similar items are available in the immediate
 - a. community and the cost of transportation to Ashland would consume any savings that may be realized between Rays and Walmart.
 3. **Example Three:** There is a Walmart only 2 miles farther than the more expensive store; in this case, the extra mileage is
 - a. allowable/appropriate because of the savings to the person.
- B. Driving to two or more stores in order to take advantage of multiple store discounts or to stores beyond the geographic area solely based on an individual's preference is generally not a cost-effective use of department funds.

Initials _____

Examples of transportation notes

This is not a place for “notes”, but rather a place to list specific locations visited.

Do	List specific locations you visited, but do not include specific city
Don't	Give vague descriptions of where you visited
EXAMPLE	
Do	Fred Meyer
Don't	Medford Fred Meyer, Ashland and Talent areas

IMPORTANT: KEEP RECORD OF MILEAGE THAT IS ACCURATE AS WE CROSS CHECK MILES PROVIDED ACCORDING TO THE CLIENTS HOME ADDRESS. BOTH MILEAGE AND HOURS MUST BE SUBMITTED BOTH ACCURATELY DAILY.

Please Note: If hours are not received by the Impact of Oregon Team by the established deadlines the hours will be paid during the next pay cycle.

Communication

1. DSP must have a working phone. You will be required to have a voicemail set up that says your name when we contact you. Impact of Oregon deals with sensitive personal information. If we need to contact you and cannot verify who we are leaving messages for, it leaves us unable to relay important information.
2. DSP is required to respond by way of phone, text, or email within one business day after the Impact of Oregon Management Team reaches out to them.
3. DSP is required to contact the Impact of Oregon Management Team immediately for any accident or incident that occurs.

Initials _____

- a. An accident is defined as “an unfortunate incident that happens unexpectedly and unintentionally, typically resulting in damage or injury.
- b. An incident is defined as “an unplanned event that does not result in personal injury, but may result in property damages, or is worthy of recording”
4. DSP will communicate with the Impact of Oregon Management Team for daily life with customers, customer achievements, or situational challenges that may come up for customers.
5. DSP is encouraged to share photos, and positive growth of customer with the Impact of Oregon Management Team.
6. DSP is required to write progress notes and give updates on customer milestones, challenges, etc. to the Impact of Oregon Management Team.
7. DSP will communicate with the customer to find out if they would like to attend activities. You will ask a customer which events they would like to attend, NOT “do you want to go?”. You cannot ask it as a yes or no question. Once a customer has confirmed they would like to attend an event you will RSVP to admin@impact-or.org
8. DSP is required to communicate with PA/Service Coordinator when setting up annual appointments with the county. DSP is required to transport the customer to appointments to advocate for the customer and facilitate supports when needed.
9. DSP will be required to email the Impact of Oregon Team if they need to leave their shift an hour or more early for any reason.

Newly hired DSPs will receive a document showing where questions or concerns should be directed. If you are still unsure you can email admin@impact-or.org and our Admin will make sure it gets directed to the appropriate person.

Caring for a Customer with HIV/AIDS

Protect Against Infections

Germs that either wouldn't bother you or might only make you mildly ill could be serious -- even fatal -- to someone with AIDS. So make sure you're up to date on your immunizations.

Remember to wash your hands often. Use rubber gloves if there's a chance you'll touch bodily fluids or waste. Don't share personal tools like toothbrushes, tweezers, or razors.

Keep the home and laundry clean. It'll be good for their spirits, too.

Tend to Their General Wellness

Do your best to give them a well-balanced diet with plenty of nutrients, fiber, and fluids. Fatty or fried foods aren't a good idea.

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The Basics of HIV Prevention

- HIV is spread only in certain body fluids from a person who has HIV. These fluids are blood, semen, pre-seminal fluids, rectal fluids, vaginal fluids, and breast milk.
- In the United States, HIV is spread mainly by having sex or sharing injection drug equipment, such as needles, with someone who has HIV.

Policies and Procedures:

Abuse	
Policy	Impact of Oregon will ensure to the maximum extent possible that its customers are free from abuse and neglect.
Procedure	<p>When a reported allegation or incident of exploitation, neglect or abuse implicates an Impact of Oregon staff member, the implicated employee may be placed on administrative leave or reassigned pending the outcome of an investigation by the CDDP or DHS. Decisions about such leave will be made by the Executive Director or other administrative staff if the Executive Director is unavailable. All such leaves shall be communicated to the employee in writing.</p> <p>Upon substantiation thorough investigation by the CDDP or DHS, an Alliance Services employee who is found to have neglected, abused or exploited an individual supported by Alliance Services will receive disciplinary action, up to and including termination.</p>
Policy	Every Impact of Oregon employee will understand their role as mandatory abuse reporters and will fulfill the responsibilities that this role entails.
Procedure	<p>Every Impact of Oregon employee, upon hire and annually thereafter, will be notified that they are Mandatory Abuse reporters and will be required to read, comprehend and sign the Mandatory Abuse Reporting Notice, Developmental Disabilities Support Services for Adults form (DHS 4624).</p> <p>Each Impact of Oregon employee will be given a Mandatory Abuse Reporter card.</p> <p>In the event that an Impact of Oregon employee witnesses or receives information about a situation that could meet the definition of abuse or neglect, the employee will first</p>

	<p>take all appropriate and necessary action to ensure that the health and safety of the individual is assured and second inform the appropriate authorities.</p> <p>4. Failure to report any potential abuse or neglect may lead to disciplinary action, up to and including dismissal.</p> <p>5. There shall be no retaliation against any person who, in good faith, makes a report of abuse or neglect.</p>
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Inspections and Investigations	
Policy	Impact of Oregon will ensure transparency in all services.
Procedure	<ol style="list-style-type: none"> 1. Impact of Oregon will allow all inspections and investigations by DHS, CDDPs, Brokerages or other proper authorities and maintain all written records and documentation in a manner that allows for review. 2. Impact of Oregon will comply with requests for written records by DHS, CDDPs, Brokerages or other proper authorities in a timely manner. 3. Impact of Oregon will cooperate with any and all abuse or neglect investigations conducted by DHS, CDDPs, law enforcement or other proper authorities. In cases where there is an allegation of abuse or neglect, including the death of a customer; Impact of Oregon will not conduct an internal investigation (as defined in the OARs) until after DHS, the CDDP, law enforcement or other proper authority complete their investigation. 4. Impact of Oregon will comply with any and all recommendations by DHS, the CDDP, law enforcement or other proper authorities that stem from an investigation of abuse or neglect. 5. Impact of Oregon will complete all necessary plans of correction that stem from any inspection by DHS, CDDPs, Brokerages or other proper authorities to ensure compliance with the recommendations of any inspection.

Initials _____

Drug Use

Policy	Impact of Oregon will maintain a drug-free workplace.
Procedure	<ol style="list-style-type: none"> 1. An employee who is suspected of using drugs during or immediately before work hours can be tested at the discretion of the employee's supervisor or the executive director. 2. Any employee who is found to have used drugs during or immediately before work hours is subject to disciplinary action up to and including termination. 3. Any employee who is found to have used illegal drugs at all is subject to disciplinary action up to and including termination. 4. No smoking Or vaping allowed while working.

HIPAA

Policy	Impact of Oregon will ensure that all customer records are kept in accordance with all applicable state and federal rules.
Procedure	<ol style="list-style-type: none"> 1. All records of services to individual customers will be kept confidential in accordance with ORS 179.505, 45 CFR 205.50, 45 CFR 164.512 Health Insurance Portability and Accountability Act (HIPAA), 42 CFR Part 2 HIPAA, and any DHS rules or policies pertaining to individual service. 2. Customer records will only be disclosed with written permission from the customer and/or their legal guardian. 3. DHS personnel will be allowed access to customer records without express written consent for the purposes of inspections and investigation.

Incident Reporting

Policy	All Impact of Oregon Employees will comply with State and Federal guidelines, in regard to reporting incidents in a timely manner.
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Procedure: Immediately notify Impact of Oregon at admin@impact-or.org with a description of the incident and action taken;

Log into the hub, click on Incident Report and fill out accordingly.

Immediate contact is required for the following:

Types of incidents: abuse, serious illness, injury, accident, event that required inpatient or emergency hospitalization, individual missing without support beyond ISP time frames, emergency physical restraint, safeguarding intervention or safeguarding equipment.

Timeline: all incidents must be reported within one business day. In case of death or serious illness, immediately

Time Off	
Policy	Impact of Oregon requires a 2-week minimum notice for any time off request.
Procedure	<ol style="list-style-type: none"> 1. Requests should be made in writing via email to the Impact of Oregon team (Trevor and Gina). When requesting time off providers will include typical daily tasks with customers so that information can be passed on to substitute providers. You will receive a response of approval or denial. 2. Providers will notify their customers after they have received confirmation of time off approval and ask their customer if they would like a substitute provider. 3. Requesting time off does not guarantee approval.
PLEASE NOTE	If a customer is gone or sick, it is the employee's responsibility to notify the management team immediately via email. This will allow us time to notify the family and find temporary customer care for the DSP if requested.

Initials _____

Acknowledgment of understanding of Employee Handbook

I have read and fully understand the Impact of Oregon Employee Handbook in its entirety.

Impact of Oregon Employee Signature	Impact of Oregon Designated Rep
Date	Date

Initials _____