

Worker Expectations

Outlined below is an overview of the responsibilities and expectations for Options employees. Many of these points are explained further in specific Policies and Guidelines, such as Options' Personnel Policies, Abuse and Neglect Policy, etc. which employees are required to read and follow. This document is an introduction and summary of Options expectations of your employment.

General Employment Information

1. Options' office hours are 9 am to 5 pm Monday through Friday. Reception staff answer the phone, **249-1585**, during office hours. If you have an urgent situation or are calling in sick, tell the receptionist and s/he will connect you with a supervisor. If you or a person supported is seriously ill or injured you *must* call Options immediately, 24 hours a day. If you or the person supported needs emergency assistance, call 911 before calling Options office or on-call staff.
2. When the office is closed supervisory staff rotate on-call responsibilities. There are always three supervisors on-call after hours. One supervisor for Teams 1, 2 and 4, phone # 249-1585. One supervisor for Team 3, phone # 658-2314 and a supervisor for Team 5, phone # 335-2091. You will be informed of which number to call for each person/household supported. Put these on-call numbers in your phone so you always have them with you.
3. Options employees must maintain access to a working phone in order to communicate effectively with office staff. Supervisors do their best to respect time off, but may need to reach you prior to a scheduled shift for updates or urgent changes, or to ask if you are available to work fill-in/extra shifts.
4. Options and the person(s) you support rely on you to work as scheduled. Cancelling a shift on short notice must only happen in cases of illness or family emergency. All other requests for time off must be made using *Options Time Off Request Form* and given to your supervisor at least 3 weeks in advance (see *Vacation/Time Off Policy*). **Never leave a message, text or e-mail stating that you are unable to work. You must talk, in person, to a supervisor. If you call and reach the answering service, you must wait for a call back from a supervisor or you have failed to communicate your need for time off.**
5. If you are sick and unable to work, you must notify the office by speaking *directly* to a supervisor as far in advance of your shift as possible. See *Guidelines for Calling in Sick* for details of the protocols you must follow. Calling or texting in the middle of the night is not effective or acceptable.
6. If you are calling to inform your supervisor that you cannot work as scheduled, **Do Not Leave a Text or Voice Message!** You must speak directly to a supervisor. If you are working for Team 1, 2 or 4 on weekends, you will reach an answering service. Tell them it is a shift coverage emergency and that you must speak to on-call staff; if your call is not returned within 15 minutes, call again and make a second request. Do not assume on-call staff received your message. **You must speak directly to the on-call supervisor to confirm that you are unable to work as scheduled; this means you must answer your phone when they call back.**
7. **You must arrive to work on time.** If you know you will be late, even 5 minutes, or if you have any trouble working as scheduled, contact the office or on-call staff immediately. Staff being relieved often have to get to another job, or to their children, or transportation providers may need to drop the person supported off, and cannot wait if you are late.
8. Only on-call supervisory staff are available 24 hours a day. **If you need assistance during non-office hours do not call or text your supervisor's cell phone.** Please call the appropriate on-call number to request assistance from on-call staff. They will contact the supervisor for back-up and support if needed.

9. In order to reduce the likelihood of transmission of infection, you are required to wear gloves and follow universal precautions when assisting with personal care. All workers must attend training on universal precautions when hired, and successfully complete an annual written re-exam process. Options provides gloves and other personal protective equipment. Inform your supervisor when supplies are running low or if other equipment is needed.
10. All workers are required to attend an orientation meeting within 2 months of starting work. You will be informed of meeting dates from which to choose. Individual job descriptions specify additional training requirements as applicable. Orientation and trainings are scheduled, paid work time. It is unacceptable to schedule yourself to attend and fail to arrive for work/training as scheduled.
11. You must have a valid driver's license, an acceptable driving record, required automobile liability insurance and use seat belts at all times (for driver and passengers) to be an approved driver for Options. Copies of your driver's license and liability insurance coverage must be submitted to the office before you can drive while working, or be reimbursed for mileage. Options will verify driving records and may prohibit employees with unacceptable driving records or inadequate personal insurance from driving while working (see Driving Qualifications Policy). Some positions require driving; loss of driving approval due to driving infractions or inadequate insurance may result in loss of employment.
12. Options values a safe work environment for all employees. If you have concerns about your safety while working, call your supervisor immediately. **All injuries incurred while working must be reported to the business office immediately by calling 249-1585; reports should be made immediately even if the office is closed by contacting the on-call supervisor.** (see Reporting Accidents and Injuries Guidelines)
13. Harassment by employees, in any form, will not be tolerated. You are required to report all incidents of harassment to a supervisor if you are the direct recipient of harassing behavior by another employee, or if you witness such behavior involving coworkers. You must also immediately report concerns about harassing behavior by people you are supporting. (See Policy on Sexual Harassment and Other Forms of Harassment.)
14. Respectful communication is expected at all times. Employees must understand and use people-first language when talking with or referring to people supported. Never talk about people in front of people. Speak only in English when with a person supported.
15. You must obtain supervisory approval to trade scheduled shifts with another worker, or when arranging for another worker to work in your place. **A supervisor must approve the change.**
16. Your work schedule and job duties are designed to meet individual and agency needs and are subject to change. You may be reassigned to different shifts, duties or location to meet changing needs and will be given as much notice as possible in the event that a reassignment needs to be made.
17. Inform the business office when you have a change of address or when your personal phone number changes.
18. You are expected to notify your supervisor at least one month prior to resignation whenever possible. Options asks this of employees because hiring the right person to replace you may take several weeks.
19. Options' mission is to support people to be part of the community. Everything we do with and on behalf of people needs to be based on that value, and with an understanding of what community means for each person.

Prohibited Actions: (see Personnel Policy for additional information)

20. Do not bring spouses, significant others, children, relatives, friends, or pets to work with you.
21. Ask for permission before using the phone of a person you support for personal calls. Long distance calls should never be made from the phone of a person we support. Use of your personal cell phone while on work time for calls, texting and web surfing should be limited to urgent situations. The use of cell phones while driving on work time is strictly prohibited. See the Electronics Policy for a full explanation of expectations regarding use of personal electronic devices. Never engage in conversations in hearing range of people supported in a language other than English.
22. Never wear ear buds, Bluetooth headsets, neck bands or headphones when working. The use of personal electronic devices including, but not limited to, laptops, tablets, MP3 players, etc. are prohibited during work hours without the specific consent of your supervisor. See Electronics Policy.
23. Any form of physical punishment (e.g. hitting, slapping, spanking, restraining, restricting space or belongings) or verbal abuse (using profane language, yelling, using disrespectful names, anger provoking teasing, etc.) is strictly prohibited and will result in immediate termination of employment and possible criminal charges. Other forms of aversive behavior management (time outs, or withholding personal possessions, money, food, family contact, etc.) are also prohibited.
24. If you support an individual with a specific behavioral support plan, it is your responsibility to read and familiarize yourself with that plan. Failure to understand and follow the protocols in the plan will jeopardize your employment.
25. Consumption of alcohol, controlled substances, illegal drugs, or any other substance that impairs your work performance will result in termination of employment. Coming to work under the influence of alcohol or other drugs will result in termination of employment. Options may require an employee undergo drug testing, with reasonable cause. Employees taking prescribed medications must consult with their physician to verify that they can safely work while taking the medication. Options may request verification that prescribed medication does not pose a safety concern while working. Employees are responsible to inform their supervisor if they cannot work safely for health related reasons.
26. Workers may not possess firearms or other weapons on work time or on work premises. This includes live-in staff who own guns.
27. Sexual contact between a worker and a person supported by Options is prohibited, and will result in termination of employment, and possible criminal charges.
28. You may not borrow money or personal belongings from the person you support. This includes accepting food or other items purchased by the person you support without explicit prior approval from a supervisor. Only in emergency situations may you lend money to the person you are working with. Call Options for assistance.
29. If you are responsible for assisting an individual to follow a medication schedule, it cannot be altered without direction from a physician, and approval from your supervisor. Unauthorized use of prescription medications is grounds for immediate termination of employment. If the individual you support chooses to stop taking prescribed meds, contact your supervisor immediately.
30. Personal information about people supported is confidential. Do not share information, pictures or video with people outside of Options without a signed release. Basic information may be shared in

emergency situations, or when the information is necessary for community-building purposes. This confidentiality expectation continues after termination of employment.

Wage and Benefits: (See Personnel Policy and Benefit Schedule for detailed information)

31. If your scheduled shift is canceled, Options will attempt to find you a fill-in shift. If you receive 48 hours or less notice of the cancellation of a scheduled shift, and a fill-in shift cannot be arranged, you will receive 50% pay for the cancelled shift.
32. **When you are working Home Support Worker shifts**, 8 hours per 24-hour shift will be designated as sleep time, and will not be counted toward hours paid, as allowed by federal wage and hour laws. **When you are working as a Paid Roommate** (living in) sleep time is always deducted, as allowed by federal wage and hour laws. If sleep time is interrupted by work duties, any hours worked are paid. If sleep time is interrupted to the extent that at least five hours of uninterrupted sleep time is not available, then the sleep time will also be paid (at minimum wage). Employees must report the circumstances of interrupted sleep time to their supervisor the next working day.

Paid Roommates:

33. Local phone service is provided for Paid Roommates, but does not include access to Internet services, special phone service features, or excessive local calls. Other arrangements need to be made for long distance calls.
34. Options staff or the landlord may notify Paid Roommates that an inspection of the Paid Roommate's living space is necessary. Unless there is an emergency situation, a 12 hour notice will be given. Options respects the Paid Roommate's need for privacy. We also respect the landlord's right to be assured that property is being maintained in good condition. Paid Roommates will be charged for their damages to living space that are beyond normal wear and tear. It is highly recommended that Paid Roommates obtain renters insurance to cover their personal belongings. Options provides workers compensation and professional liability insurance but cannot insure your personal possessions.
35. Options will deduct from wages charges owed for the Paid Roommate's share of cable, internet services, and damage to living spaces, etc. if charges owed are not paid in a timely manner. See job description for individual household specific information.

AGREEMENT

I have read and agree to comply with the Worker Expectations. **I understand that failure to comply with the Worker Expectations may be cause for warning or termination of employment.**

Signature

Date

Please Print Name