

# SACU ANNUAL FORMS PACKET

DHS: AGING AND PEOPLE WITH DISABILITIES

## Stabilization and Crisis Unit (SACU)



**SACU Guideline:** SACU Operational Guidelines

**Effective date:** 01/17/13 (revised 02/21/14)

**OARS:** [411-325](#) 24-Hour Residential Services for Children and Adults with Developmental Disabilities and [411-323](#) Developmental Disability Certification and Endorsement.

**Failure to comply:** Any violation of these guidelines for any reason is prohibited and could result in discipline up to and including dismissal from State service.

**Definition:** Compliance with performance standards, expectations and work ethics is critical to the Stabilization and Crisis Unit's (SACU) success in performing effectively as a team to achieve program and agency mission and goals. Following DHS Core Values by supporting a positive work place that is free from harassment, discrimination or violence.

### **Professionalism** (DHS 9927) & **Service Equity** (DHS 9919)

Comply with the [SACU Policy and Procedures](#) and the [411-323](#) and [411-325](#) OARs.

Perform duties caringly, thoroughly, timely, accurately and in compliance with your Position Description and with the Program, Agency, State and Federal laws, rules, regulations, policies and procedures. Disregard of or failure to follow policies and procedures or an instruction or assignment from management is not allowed at any time for any reason and could lead to discipline, up to and including dismissal.

SACU employees will find pro-active, positive solutions to work related problems.

Exercise responsible and respectful conduct towards clients, co-workers, management, agency customers and all other work related associations.

Refrain from talking about politics, racial or sexual issues, religion, or sharing too much personal information about yourself or others.

**Dress Guidelines** – Staff are role models for the clients that we serve and represent state employees by their attire.

Clothing must be clean and in good repair, no midriff or cleavage showing, no muscle tank tops – revealing the torso sides, no under garments showing, shorts must be at least at mid-thigh length, no bare feet, flip flops, high heels, or platform shoes over 2 inches, any shoes must allow the person to be able to perform their duties and respond to any emergency. There may be additional limitations on dress guidelines based on the individual needs of your assigned worksite.

- Jewelry and accessories – will not be reimbursed if broken except for watches, no sharp jewelry that could cause injury. Sunglasses are not to be worn inside unless they are transitional lenses.
- Tattoos of a sexual nature or depict violence must be covered while at work.

## SACU ANNUAL FORMS PACKET

Once trained, all staff must follow the team approved ISP and all documents of support.

### **Stewardship** (DHS 9923)

**Sleeping** on duty is not allowed at any time, for any reason and could lead to discipline, up to and including dismissal.

**State electronic equipment** such as; SACU phones, state cell phones, computers, laptops, fax, scanners, copy machines, etc are for business use only. If you must use the house phone for personal use, it is to be kept to a minimum. Conduct personal business on personal time (this includes but is not limited to grocery shopping, banking, etc.)

To use or take possession of State equipment or property for personal gain or benefit is unacceptable and will be regarded as inappropriate use of State funds and may be turned over to law enforcement.

**Meals** staff are allowed one meal per shift to be eaten with the individuals that we serve. Staff are to follow all menus, diet orders, and restrictions as ordered by the physician. Any changes/substitutions to the menu are to be written on the menu, this includes meals in the community. If you bring food from home, eat it away from the clients and out of their view.

When individuals and staff eat a meal in the community, staff are to eat a comparable meal and encourage the individuals to follow their diet orders. Staff are not to purchase food or drink in the community for themselves if the individual is not purchasing food or drink.

### **Integrity** (DHS 9922)

Under NO circumstances are staff to; give, receive, trade, or borrow, any food, gifts, money, or personal belongings from the individuals, unless approved by the ISP team.

Exercise responsible and respectful conduct when utilizing or caring for the property of the state, clients or any work-related associations.

### **Respect** (DHS 9926)

Refrain from the exchange of derogatory or negative comments, gossip, and disrespectful treatment towards or regarding others.

Staff and/or individuals will not engage in horseplay.

Possession or storage of weapons or engaging in workplace violence is prohibited by DHS 080-008.

Displays of affection such as kissing, holding hands, embracing, between staff or between staff and the individuals is prohibited, unless this is addressed in a team approved ISP document of support.

Practice good neighbor relations by; not shining head lights in their windows, park in designated areas, don't smoke in front of neighbor's homes, keep car stereo volume and other loud noises down, don't use profanity or shout or rev car engines or go into the neighbor's yards.

## SACU ANNUAL FORMS PACKET

Employees will be allowed to smoke on public sidewalks or other areas (not part of the State leased property) as long as they are in compliance with other state, city and county codes during their regularly scheduled breaks.

### **Responsibility (DHS 9924)**

Any allegation of abuse or neglect must be reported immediately. Delayed reporting of incidents will not be tolerated and individuals who engage in this behavior will be subject to discipline. Abuse and/or neglect reports are confidential and discussion of the incident or investigation is prohibited.

There are to be no prescription medications that are not prescribed for your use, illegal drugs or alcohol or use thereof at any of the facilities run by the Stabilization and Crisis Unit, this includes sharing with co-workers medications prescribed to you by your physician.

Retaliation towards co-workers or clients for any reason will not be tolerated.

Staff must remember to keep all discussions of client information confidential. (see HIPPA Policy)

You will comply with all DHS privacy policies. (see DHS Policies)

Under no circumstances can you access Therap outside of work or from your personal residence.

Staff mailboxes should only be accessed by the identified employee or management or management designee. Mailboxes should be checked at the beginning and end of your shift.

Personal Belongings: Medications, purses, backpacks, fanny packs, cell phones, iPods, tablets, laptops or computers etc., tobacco products and lighters are to be locked in staff vehicle or each homes designated locked area.

SACU prohibits staff use of personal electronic equipment such as cell phones, iPods, tablets, laptops or computers etc., due to the potential of them being used as weapons, being damaged or distracting employees from their primary role of supporting the individuals.

There will be no reimbursement for personal electronic equipment such as cell phones, iPods, tablets, laptops or computers, if equipment is damaged or misused by others while at work.

In the event of an emergency staff will notify their physician, children's schools, family, and etcetera, of the SACU group home phone number. If a call comes in and staff are on an outing, they will be called on the assigned state cell phone that was checked out for the outing.

Calls for Expanded Overtime – These calls are to be made to the SACU home number. Employee can be reached on state cell phone if on an outing, etc.

### **Outings – with or without the clients**

- Fill out Outing log prior to leaving
- Fill out the date and starting mileage on the Mileage Log.

## SACU ANNUAL FORMS PACKET

- A vehicle safety check is mandatory before each outing.
- Headlights must be on at all times.
- Any ticket received while in a state vehicle is the sole responsibility of the driver and must be reported [per policy](#) and [DHS 0225 Driving Record Certification](#).
- No smoking is allowed in the state vehicles at any time.
- The driver completes and signs the mileage log and ensures the car is clean and the gas gauge does not show under ¼ a tank. The driver is responsible for making sure the gas card is with the car.
- Fill out the Fuel Record of the mileage log (4574) every time you buy gas, sign the back of the receipt and turn in to the site manager, unless gas is purchased at the motor pool.
- Vehicle card is kept in the zippered pouch.
- Each night the nightshift will check to assure all gas cards are accounted for and note on the back of the mileage log on corresponding day.
- Immediately report missing cards card to the site manager.
- Vehicles are to be locked at all times when not in use. Never leave keys unattended.
- The driver is responsible for ensuring keys and cell phones are returned upon completion of the outing. Driver will be required to bring them back to the group home in the event they take them home at the end of their shift.
- Any destination more than 50 miles round trip from the home requires prior authorization from management using the Outing Request form. Staff is never to take a state vehicle across the state line without prior authorization from central administration.

Clients are **NOT** to be left alone in State vehicles at any time unless the ISP team gives prior authorization.

Clients are **NOT** permitted to go to any employee's residence, including but not limited to friends, family member's home or co-workers residence.

Employee's family members and friends may not visit unless prior approval from management is obtained.

Arrive to work on time; staff are not to arrive to work more than 20 minutes prior to the start of their scheduled shift. Ensure that there is sufficient coverage for the oncoming shift before you leave work. Once the responsibilities of your shift have been completed, leave the work site.

**Sign in and sign out:** Staff are expected to sign in at the beginning of their shift and out at the end of their shift (signing in and out at the same time is unacceptable.) Any time a staff arrives late or goes home early the sign in/out sheet must reflect this accurately.

**Call in procedures:** Staff must call in prior to the beginning of their scheduled shift with as much notice as possible to allow for needed overtimes or personal arrangements to be made.

## SACU ANNUAL FORMS PACKET

You must immediately notify your manager; if for any reason you can not fulfill or meet the duties, obligations and responsibilities of your position, due to a temporary condition or circumstance that may affect client supervision at home and/or in the community (i.e. medical condition, restroom usage, driving restrictions or any potential legal involvement etc.) anything restricting you from fulfilling the duties of your position description.

Staff will complete all documentation accurately and in a timely manner. All documentation needs to be completed prior to the end of your shift. This information is vital to the care of the individuals we serve and could be used in a court of law.

**Employee breaks** - when employees hand off supervision of their assigned individual, they must make a verbal agreement with another staff, who will maintain staffing expectations for that individual. During this exchange staff need to pass on information concerning the individual's state of mind prior to leaving. Under no circumstances will an employee leave an individual unattended to go on a break. Upon return of the assigned staff from break, the same verbal acknowledgement needs to occur. This verbal acknowledgement will occur at every staff exchange.

While employees are accompanying an individual on an outing;

- Staff will ensure that the individual and they use the restroom prior to leaving the house for short trips in town.
- When appropriate staffing assignments will be adjusted so male employees can accompany male individuals and female employees can accompany female individuals and therefore be able to utilize a larger same sex bathroom.
- Under no circumstances will employees leave an individual unattended to use the restroom. Unless every available option has been exhausted. If no other option is available at least attempt to maintain communication.

Follow supervision level guidelines that are described in the **Behavior Support Plans (BSP's)**; [DHS 4588 FA/BSP](#), [DHS 4588GDP Good Day Plan](#), [DHS 4588IG Interaction Guidelines](#) or Safety Plans ([4616W](#) or [4616H](#)).

### **Innovation** (DHS 9925)

DHS is committed to sustaining a learning culture which seeks to continually improve how we do our work. We encourage people at all levels to bring forth new ideas in an open collaborative environment.

There may be additional operation guidelines that are unique to your assigned home.

Any violation of these guidelines for any reason is prohibited and could result in discipline up to and including dismissal from state service.

The employee and manager's signature below indicates their manager discussed the **SACU Operational Guidelines** with the employee and the employee understands the expectations as described herein.

# SACU ANNUAL FORMS PACKET

*Employee's signature indicates that the employee reviewed and understands the contents.*

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
*Employee printed name Employee signature*

**Manager's signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
*Signature*