

WEST-CENTRAL INDEPENDENT LIVING SOLUTIONS STAFF PROCEDURES

0. GENERAL JOB RESPONSIBILITIES

1. Attitudinal

- a. Commitment to the independent living philosophy and advocacy for people with disabilities.
- b. Willingness to follow agency and regulatory policies and procedures.
- c. Expectations of high standards in job performance and ethical conduct.
- d. Desire to relate professionally with co-workers, consumers, and the public which includes providing timely responses.
- e. Respect for confidentiality of agency and consumer records.
- f. While WILS employees will be empathic towards consumers served, the employee will also maintain appropriate professional boundaries.

2. Personal

- a. Ability to effectively listen and gather information from consumers, attendants, co-workers and others.
- b. Ability to handle stress and work under pressure.
- c. Ability to assess problems and develop solutions.
- d. Ability to set priorities and meet deadlines.
- e. Ability to exercise initiative, ingenuity, and sound judgement in workload coordination and technical matters.

3. Performance

- a. Proficiency in computer operations necessary for the performance of assigned job tasks (specific skills needed vary by job classification).
- b. Good communication skills, including the ability to receive information orally and in written form, and to transmit information to others accurately and concisely, in both oral and written form.
- c. Ability to show initiative, organize tasks, set priorities and meet deadlines.
- d. Ability to gather and synthesize information necessary for job-related tasks.
- e. Knowledge of disability issues, laws, policies and regulations.
- f. Ability to keep supervisor informed of developments, problems, and concerns.

4. Physical/Environmental Demands

- a. Employees primarily work in an office environment, but duties may require travel with limited exposure to outdoor elements such as dust, fumes, noise, and glare. Special activities may require evening or weekend work.
- b. Primary physical activities may include sitting, moving among offices lifting/carrying (generally under 25 pounds), repetitive movements, and bending.

5. Reasonable Accommodations

- a. WILS provides reasonable accommodations where necessary to enable employees with disabilities to perform the essential functions of their jobs.

I. TRAINING CLASSES

1. Requesting Training:

Your requests for training should be submitted by e-mail to your supervisor. Attach training information with your request. You will receive an e-mail either approving or denying your request for training. If approved, training information must be submitted to human resources for record keeping.

2. Training Attendance:

Once your registration has been verified, approved training will be considered paid time and you are required to attend the training class.

- For one-day trainings, time is paid from the time you leave until the time you return to your base of employment or home, whichever is closer.
- For local multiple-day trainings, travel time is paid to and from the training site. Time paid at the training site follows the normal work day (8 am to 5 pm) unless the scheduled training goes outside the normal work day.
- For out-of town multiple-day trainings, travel time is paid to and from the training site. Time paid at the training site will be set by the training itinerary.

II. GUIDELINE PROCEDURE FOR ATTENDANCE, SICK CALL, AND PUNCTUALITY

1. Working schedules and starting times are established by the Executive Director and WILS Board of Directors, based on business needs. Normal office hours are from 8:00 am to 5:00 pm, Monday through Friday. Attendance and punctuality are requirements for all job positions.
2. All employees are expected to be punctual in regard to appointments, not only with consumers, but also with any other persons contacted in the course of employment.
3. Employees are expected to be at their work station in a fit condition and ready to work at starting time. Work activity should commence at 8:00 am and continue until the normal designated stopping times for breaks, lunch, and the end of work day at 5:00 pm.
4. A one-hour lunch break will be provided and should normally be taken from 12:00 pm to 1:00 pm, as workload and scheduling permits.

5. Variations to regular work hours or lunch breaks may be made, if approved by the employee's supervisor and Executive Director, depending upon the employee's responsibilities and duties.
6. Two work breaks daily, of not more than 15 minutes each, may be observed, as workload permits and as approved by supervisor. Work breaks should be arranged so that WILS operations are not left unattended during the break period.
7. In the event of an absence or tardiness from an assigned work schedule, the employee is required to report the absence to their immediate supervisor. When reporting an absence, the employee must telephone or text his or her supervisor. In the event an employee cannot reach their supervisor, the absence should be reported to the Executive Director. Whenever possible, such notification should occur before the start of the scheduled shift, and in any event must occur as soon as possible.
8. WILS reserves the right to require an employee to submit a physician's note in the event of repeated absences for medical/sick reasons or in the event of medical absences exceeding two days.
9. WILS recognizes that an occasional absence may occur, as defined by WILS's policies for holidays, vacation leave, sick leave, leave of absence without pay, jury duty, bereavement leave, family and medical leave, personal leave, annual military leave, voting leave and administrative/home assignment leave. Time off from work is unpaid unless the employee has earned eligible leave time under one of the specific WILS policies, providing pay for time off.
10. An employee's absence will be considered excused if covered by policy and the employee provides proper and timely notification deemed satisfactory to their supervisor or the Executive Director. Timely notification means calling in on the day of absence, no later than 30 minutes prior to their normal starting time or providing advance notice for absences which can be anticipated.
11. An employee's absence will be deemed unexcused when an employee fails to call in, gives a late notice, fails to give advance notice for an absence which could be anticipated, or exceeds the number or length of absences as defined by policy and procedure or authorized in advance by their supervisor. Unexcused absences are subject to corrective discipline or termination as defined in policies on discipline and separation of employment.
12. Excessive unscheduled absenteeism shall be subjected to corrective discipline or termination. Excessive unscheduled absenteeism is defined as two or more instances of unscheduled absences in a calendar month.
13. Excessive unscheduled tardiness shall be subjected to corrective discipline or termination. Excessive tardiness is defined as two or more instance of lateness in a month period.

14. In the event an employee is absent for three days or more without notice or prior approval, such absence is viewed as job abandonment. The employee is then separated from employment as a voluntary quit.
15. An employee's request to leave work early may be considered by their Supervisor. Approval of such absences should be based upon the urgency of the reason and department staffing needs.
16. The immediate supervisor is responsible for sending the Director of Administration an email when an employee has an unscheduled absence or tardy and the Director of Administration is responsible for advising respective supervisors if an employee's absence or lateness exceeds the guidelines of this policy.

III. USE OF WILS PHONES

- WILS utilizes company cell phones for its drivers, when needed.
- WILS cell phones will be kept charged and available for use during transportation trips.
- Drivers may choose to utilize their own personal cell phones, but any fees associated with this use for WILS business will not be reimbursed.

IV. VISITATION WITH GUESTS, PERSONAL PHONE CALLS and BREAKS

1. It is understandable if there is an urgent issue in which a family member or friend must stop by to drop something off, but these types of visits should be kept to 10 minutes or less. Please arrange to visit with your family and friends during your off-duty hours.
2. Personal phone/device usage should be limited to 10 minutes per eight-hour shift. Company time is **not** to be used for personal calls/contacts.
3. Staff is not allowed to make any personal long distance phone calls on company phones. If one must be made, you **MUST** utilize your own calling card, cell phone or charge it to your home phone.
4. Family members may NOT accompany staff members while providing services to program participants. Any exceptions to this must be prior approved by the Associate Executive Director or the Executive Director.
5. **Emergencies:**
 - Law Enforcement/Fire Department Emergencies: If the Police, Sheriff or the Fire department comes to the office for any reason, all staff is expected to cooperate fully and provide them any needed information. Contact a member of administrative staff and inform them of the situation. Complete an event report following any emergency, if there is damage to property or personal injury.

*****Remember that personal visits and phone calls while on duty are a privilege. Your supervisor may restrict phone calls/contacts and visits if necessary.***

V. INFORMATION TECHNOLOGY

This procedure is applicable to all persons who have an organization email address (w-ils.org). It is expected that WILS employees use the Internet to improve their job knowledge and to access information on topics that are relevant to their jobs at WILS-- along with communicating with both internal and external stakeholders via e-mail. Staff members should be aware that the use of addresses registered to WILS may be perceived as representing WILS. The following is a list of uses not allowed:

- Retrieving, forwarding, transferring, storing or printing text/graphics that are not of good taste and ethics or contain anything that may be construed as harassment or disparaging of others.
- Engaging in unlawful activities or any other activities, which would in any way bring discredit to the organization.
- Engaging in personal commercial activities on the Internet, including offering services or merchandise for sale.
- Engaging in any activity that would compromise the security of any WILS computer. Login passwords are **NOT** to be disclosed or shared with anyone.
- Engaging in any fundraising activity, endorsing any product or services, participating in any lobbying activity, or engaging in any political activity if not WILS-related.
- Engaging in any activity that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system.

For security precautions, individual staff will comply with the following guidelines:

- **Personal files shall not be obtained via the internet nor downloaded** and stored on any individual PC hard drives or on the local area network (LAN) file servers.
- **Video and voice files should not be downloaded** from the internet except when they will be used to serve an approved WILS-function.
- **Individuals will not provide WILS email addresses to anyone who does not have a legitimate business purpose for sending email messages to the department.** Reasonable email use with family members is acceptable.
- If you receive an inappropriate email, you should respond to the sender stating you do not want to receive this type of email.
- You may **NOT** download or load any programs to WILS computers unless authorized to do so by a member of the administrative team.

IT Security awareness and Training

- All personnel will be required to take annual training, usually in the form of on-line video training or onsite workshops.
- WILS will provide additional reinforcement training such as newsletters, webcasts, and other means.

- In addition to training, our awareness and education program will include the following.
 - Scheduled awareness surveys.
 - Unscheduled awareness assessments periodically to assure compliance with the training.
 - Feedback surveys to improve our awareness training and education program.
- Training completion and results will be maintained in the personnel files, as part of the permanent record.
- Any employee who fails to take required training, or who continually fails periodic assessments may be subject to disciplinary action, up to and including termination of employment.

****Workforce members using the WILS equipment to access the internet are subject to having activities monitored by the system or security personnel. Use of the WILS computers constitutes consent to security monitoring, and workforce members should remember that all computer information is not private except 'that which is' covered by HIPAA or other confidentiality policies. Additionally, personnel devices that are attached to WILS systems are subject to monitoring****

VI. STAFF MEETINGS

1. Staff meetings are arranged to provide staff and supervisors time for exchanging information regarding participant and agency issues. It is also a time to discuss any problems or concerns staff may be experiencing. Staff meetings are also the time when trainings on individual participant documents will be completed.
2. Staff meetings are ***mandatory*** and you are ***expected*** to attend all staff meetings ***and*** to prepare for them.
3. If you cannot attend a staff meeting you must follow the guidelines for sick call. Remember, ***attending a staff meeting is the same as working a scheduled shift***--you are being paid for the time you are there.
4. If you miss a staff meeting, you are still responsible for the information discussed, shared or trained in the meeting. This information can be obtained via the staff meeting minutes, discussions with co-workers and with your supervisor.

VII. PAYROLL

1. Your supervisor will instruct you on how to enter your time in the time and attendance software. If you have any questions about how to enter your time in the time and attendance software ***contact your supervisor*** or IT. Staff should enter their clock in and clock out times on a daily basis to assist in ensuring accuracy. ***All supervisors are required to review and sign off on payroll and must investigate any discrepancies or mistakes that have been made.***

VIII. MILEAGE LOGS

1. You *may* charge for mileage when:
 - You are using your car for company business.
 - You may document mileage from your home to the participant's home or from your assigned WILS office or the participant's home, *whichever is closer*.
2. You *may not* charge mileage for the following:
 - For personal trips.
3. All mileage logs *must* be put on the mileage and expense report and approved by your supervisor. They are due on the last day of each month. Your supervisor will show you how to fill out your mileage log and expense report. Expenses will be reimbursed with direct deposit in the first paycheck the following month provided all documentation is included in the submitted report.

IX. EXPENSE REPORTS

1. Expense reports must be filled out completely and correctly. All program expenses must be approved prior to the purchase by your supervisor and you must have a receipt. Training on how to fill out expense reports will be provided by your supervisor.
2. All receipts turned in must be *original* receipts or copies of original receipts. If an original cash register receipt is not available, a handwritten one may be accepted if the merchant signs the receipt. For merchants using adding machine tapes as receipts, the merchant must sign the tape. You must then add the date and the description of the item. If the merchant does not provide a receipt, you may write one and have the merchant sign it.
3. Reimbursement for Expenses—
 - Employees are to be reimbursed for legitimate, reasonable, authorized expenses incurred while doing WILS business.
 - Employees may request cash advancements for known expenses. Requests for payment advancements should be made to the Executive Director. Otherwise, all employees are expected to pay their expenses for regular, day-to-day expenses, for any time for which reimbursement will be claimed.
 - All requests for reimbursement are to be typed, signed, and submitted on a standard expense report to their supervisor for approval. The Executive Director will review and sign off on WILS Director's expense reports. A member of the Board will sign off on the Executive Director's expense report. Employees shall account for cash advances, if any, on the expense report.

- While traveling to conferences, workshops or educational meetings employees will be provided with a daily per diem to cover food and incidental expenses. The employee will need to submit an expense report with an agenda but will not be required to provide receipts. The daily rate for all travel is \$68 daily including gratuities. On first and last days of a trip lasting several days a per diem rate of 75% of the daily rate will be paid. If meals are included in the conference fees the meal rate will be deducted from the daily per diem. Same day travel to attend training and meetings will be reimbursed at \$25 daily including gratuities. WILS credit cards should not be used for meals covered under the per diem structure. Tax exempt letters can be used.
- Extenuating circumstances may warrant reasonable allowances to be made by the Executive Director.
- WILS will not pay for alcoholic beverages.
- Business Meals (WILS staff taking another agency staff for a lunch or dinner meeting) should be charged on a WILS credit card or be a reimbursed expense, and does not fall under per diem rates. Any business meal must be approved in advance by the employee's supervisor or the Executive Director. A restaurant or catering receipt with the following supporting documentation to prove the "business hospitality meal" is a true business expense will be required before the receipt can be processed (for IRS purposes):
 - The date of the meal
 - The name and location of the restaurant
 - The amount of the meal
 - The purpose of the meal
 - The number of people served
 - The identities of the persons who took part in meal
 - Gratuities for business meals are allowed up to 15%, and must be clearly noted on the receipt.
- **Lodging and other related expenses:**
 - ✂ Employees are to be reimbursed for lodging when such is required for attendance at a conference or other duties outside of the commuting area. A receipt from the hotel or motel will be required to accompany the expense claim. WILS will attempt to set up direct billing for lodging in advance whenever possible.
 - ✂ Lodging is to be selected on the basis of being the most economical while still being practical in location.
- **Travel:**
 - ✂ Employees will be reimbursed for mileage costs incurred when using their own vehicles for authorized work purposes while on duty, other than to and from work.

- ✧ Travel will be reimbursed from the employee's home or office, whichever is closer to the employee's work destination.
- ✧ The rate of mileage reimbursement will be equivalent to 90% of the Federal reimbursable rate.
- ✧ Reasonable costs for travel by bus, rail, or other similar carriers for authorized work purposes, other than commuting, are also reimbursable.
- ✧ The Executive Director may allow air travel with prior approval.

****Do not loan money or possessions to program participants.***

****Do not borrow money or possessions from program participants.***

****Do not allow a program participant to pay for anything for staff.***

****Do not pay for anything for a program participant with staff's personal money.***

Conversion of Client property and/or funds is a serious allegation and if substantiated will result in termination and being placed on a disqualification list with the Missouri Department of Health and Senior services.

****All expenses requested for reimbursement should meaningfully benefit the program participant and be directly related to WILS Mission.***

****Submit your expense report to your supervisor no later than the 20th of the month for payment by direct deposit by the end of the month.***

X. REQUESTING TIME OFF

All staff will e-mail their supervisor to request time off prior to the anticipated leave. Your supervisor will either approve or disapprove your request. Unanticipated time off requests should be completed the day the employee returns to work. Vacation leave exceeding two weeks requires approval of the Executive Director.

XI. PERFORMANCE EVALUATION

1. Performance evaluations are completed by your supervisor after your three-month introductory period and annually thereafter. The performance evaluation is designed to assist you in performing your duties to your highest potential. This allows you to see what your strengths are and give you feedback regarding the good things you do, as well as ways to improve your job performance if needed.
2. All raises will be based on merit ***if funds are available and approved by the Board of Directors for this purpose.*** Merit raises may be based on such things as good work ethic, promoting a positive organizational culture, following CIL philosophy, positive attitude, creativity, accurate and timely paperwork, efficiency, flexibility, dependability, following supervisory direction and adaptability.

XII. VOLUNTEERING

Federal Wage and Hour Regulations, Section 3(e)(4)(A)(ii) of the FLSA does not permit an individual to perform hours of volunteer service for a public agency when such hours involve the same type of services which the individual is employed to perform for the same public agency.

XIII. EMPLOYMENT OPPORTUNITIES

Employment opportunities within the organization may be listed on the WILS web site. Ads also may be placed in the newspaper in appropriate cities. Internal applications for positions should be made using email and include an up-to-date resume.

XIV. SCHEDULING

Your schedule may sometimes include mandatory overtime hours or hours at a different location other than your home department. Any questions about your schedule should be directed to your supervisor.

XV. MONTHLY DOCUMENTATION/BILLING

- Monthly case manager reports are due by the 10th of the month.
- Staff's daily documentation should be completed at the time of service but no later than 72 hours after the service is provided.

XVI. PROBLEMS/CONCERNS

A. Right to a Grievance– Any WILS employee may file a formal grievance when the employee perceives any on-the-job action, occurrence, or attitude (either expressed or implied) as unfair or inequitable.

B. Grievance Procedure–

1. First, the employee should discuss the particular grievance informally with his immediate supervisor. It is the employee's responsibility to address the grievance within a timely manner.
2. If an agreement or resolution is not achieved through discussions with the immediate supervisor, and if the immediate supervisor is not the Executive Director, an informal meeting may then be requested with the Executive Director.
3. If resolution is not achieved through the informal meeting with the Executive Director, or if the immediate supervisor is the Executive Director, the employee may then submit a formal written grievance to the Executive Director. The formal written grievance must be submitted within five working days after any informal meeting with the Executive Director. The written grievance must; (1) specify the specific

- condition the employee is objecting to; (2) identify any policy, rule or procedure the employee believes has been violated; and (3) specify the remedy desired.
4. The Executive Director must provide a written response within ten working days after receipt of the formal grievance. If the matter is not resolved at this point, the employee may submit the formal grievance to the President of the Board. This must be done within 15 working days after receiving the written response from the Executive Director.
 5. The Board may request such other information as shall be considered necessary to assist in a decision. The Board, the Executive Director or the employee raising the grievance may request a meeting with the Board to discuss the issue(s).
 6. The decision of the Board, along with the reason(s) for the decision will be stated in writing to the employee and to the Executive Director. The decision reached by the Board is final.

XVII. WILS PROMOTES SCENT FREE OFFICES

In order to provide a service location that is accessible for persons with Environmental Illness (E.I.) and Multiple Chemical Sensitivity (MCS), WILS offices are a Scent Free Environment. Persons doing business at this location are requested to refrain from using perfume, cologne, and other fragrances for the comfort of other participants.

WILS will provide as much notice as possible prior to waxing, shampooing, painting, or spraying (etc.) so that affected persons can make requests for arrangements or have their duties modified during that time.

XVIII. WILS PROMOTES A SAFE ENVIRONMENT

WILS has a long-standing philosophy of taking pride in its practices to ensure the safety, health and well-being of all of our employees. This guideline serves to outline our commitment to the philosophy and provide direction to all employees on the standards WILS expects its employees to adhere to.

1. WILS GENERAL SAFETY GUIDELINE

WILS is committed to creating a workplace that is safe, healthy and injury-free. Our employees are our most valuable assets, and their safety and health is our first priority. Safety is essential to all business functions and is never compromised under any circumstance. Every employee has a responsibility to maintain our work environment, including reporting hazards and working toward preventing accidents. WILS appreciates

employees' full cooperation to follow our safety guidelines and make our workplace safe, healthy and injury-free.

- All employees and passengers of WILS must wear seat belts when operating a company-owned vehicle, or any personal vehicle on company premises or on company business.
- Employees are required to call in and report all accidents and injuries immediately after occurring and to complete an incident report by the end of the work shift.
- Employees must report to work free from the effects/aftereffects of drugs or alcohol.
- To prevent falls, employees must not run.
- When/where required, employees must wear personal protective equipment to protect from injury.
- To reach items, use a proper foot stool or ladder and never stand on chairs or desks.
- When using knives or scissors, remember to cut away from the body and keep your hand off the line of fire.
- Employees must report hazards, accidents or maintenance needs at the time of occurrence or discovery.
- Prevent knee and ankle injuries – do not jump from stairs, vehicles, or trailers.
- Clean up spills or water that can create slip hazards.
- Close file cabinets and drawers after use.
- Keep floors and aisles clear of trip hazards like boxes, cardboard, rugs, recycling or other objects that can obstruct paths.
- Keep fire exits, extinguishers and fire alarm pull stations clear, unblocked and unlocked.
- Exit signage and emergency floodlighting must be functional at all times and battery backups checked regularly.
- Keep any stacks of material clear of fire sprinkler heads.
- To prevent back injuries when lifting materials or packages, remember to lift safely.
- Get help when lifting heavy objects including office furniture, boxes of paper or other supplies.
- Use material handling devices like dollies or carts to move heavy packages.
- Prevent falls from ladders by using three-point contact when climbing ladders.
- Be familiar with the location of the first aid kit and how to contact local emergency services.
- Be familiar with the location of severe weather shelters within the facility.
- Wear proper footwear for winter weather and be aware of slip and trip hazards in the parking lot.
- Keep employee visitor entrances clear of ice, snow, and water.
- Straighten floor runners or rugs that could trip fellow employees.
- Keep the area around surge protectors clean and clear to allow for cooling airflow.
- Never “piggyback” surge protectors or use multiple extension cords.
- Report security concerns, door locks or security system components that do not function.

2. WILS COMPUTER AND DESK ERGONOMICS SAFETY TIPS



3. WILS GENERAL DRIVING GUIDELINES

- All employees of WILS must wear seat belts when operating a company-owned vehicle, or any personal vehicle on company premises or on company business.
- Employees are required to call in and report all accidents and injuries immediately after occurring and to complete an incident report by the end of the work shift.
- Employees are not allowed to transport program participants in their personal vehicles under any condition.
- Employees are not allowed to transport program participants in WILS vehicles unless it is a trip scheduled through WILS transportation.
- All occupants are to wear seat belts when riding in a company-owned vehicle, or in a personal vehicle being used for company business.
- Employees are required to maintain a safe following distance at all times and should keep a three-second interval between their vehicle and the vehicle immediately ahead. During slippery road conditions, the distance should be doubled or more.
- Employees must yield the right of way to emergency vehicles at all traffic signals and signs. Employees should also be prepared to yield for safety's sake at any time. Pedestrians and bicycles in the roadway always have the right of way.
- Employees must honor posted speed limits. In adverse driving conditions, reduce speed to a safe operating speed that is consistent with the conditions of the road, weather, lighting and volume of traffic. Tires can hydroplane on wet pavement at speeds as low as 40 mph.
- Radar detectors are prohibited in company vehicles and in personal vehicles while being used for company business.
- Turn signals must be used to show where you are heading while going into traffic and before every turn or lane change.
- When passing or changing lanes, view the entire vehicle in your rear view mirror before pulling back into that lane. When passing or merging into traffic, always look to your left and rear, allowing you to see vehicles that may be in your blind spot.
- Be alert of other vehicles, pedestrians and bicyclists when approaching intersections, never speed through an intersection on a caution light. When the traffic light turns green, look both ways for oncoming traffic before proceeding.
- When waiting to make left turns, keep your wheels facing straight ahead. If rear-ended, you will not be pushed into the lane of oncoming traffic.
- When stopping behind another vehicle, leave enough space so you can see the rear wheels of the car in front. This allows room to go around the vehicle if necessary and may prevent you from being pushed into the car in front of you if you are rear-ended.
- Avoid backing where possible, but if necessary, keep the distance traveled to a minimum and be particularly careful. Check behind and around your vehicle before backing. Never back around a corner or into an area of no visibility.
- Be a courteous driver and avoid confrontations with other drivers.
- Employees must follow all state and federal traffic laws and safety rules of the road.

4. WILS GENERAL LIFTING GUIDELINES

- When possible, use tools like dollies or carts to lift or move loads. Make sure you are fully trained on proper use and procedures.
- Drop loads off as close as possible to where they're needed.
- Check the weight of the load so you can prepare to lift properly.
- Look for ways to break down big loads into smaller, more manageable loads.
- Ask others to assist in moving or lifting loads so that the weight is distributed.
- Plan your route to minimize the distance you have to carry the load.
- Create a place to set the load down.
- Clear the walking path of trip hazards and obstacles. Use gravel to make ramps over footings or concrete pad edges.
- Wear proper protective equipment for the task such as hardhats, gloves, goggles, or work boots.
- Ensure overhead lighting is sufficient for optimal visibility.
- Do not reach to retrieve heavy objects stored up high. Use a stable platform or step stool.
- No matter how small the load, take the time to get your body in the proper position for stability and weight distribution.
- Face the object to be lifted, and keep your back as straight as possible by bending and using your legs for lifting power.
- Spread your feet to maintain good balance.
- Grasp the load by handles or good handholds.
- Keep your head up, chin out.
- Lift smoothly without jerking.
- Make sure that you can see around the load.
- Turn your body as a unit to avoid twisting at the waist.
- Keep the load close to your body. Shift your feet and take small steps in the direction you want to go.
- Take a break if you get tired.
- Find a table or sawhorse to support the load if a new grip needs to be found.
- Slowly lower the load.
- Do not drop the load.
- Face the location where you want to place the load.
- Use proper form and technique:
 - ✕ -Do not twist
 - ✕ -Bend at the knees, not at the back
 - ✕ -Keep the load close to the body
 - ✕ -Squat to set the load down
 - ✕ -Stand up slowly

XIX. WORKERS' COMPENSATION

- 1. Workers compensation:** All employees are covered by Workers Compensation Insurance, which compensates an employee for lost time, medical expenses and loss of life or dismemberment from an injury arising out of or in the course of work.
 - a. If a staff member should lose time due to an occupation injury, compensation will be paid in accordance with the workers' compensation laws of the State of Missouri. The entire cost is paid for by WILS. If you do receive a bill, contact the Director of Administration immediately.
 - b. If an employee is injured on the job or in the performance of duties, the employee must report the incident immediately to their supervisor, who will determine whether first aid can be performed on the scene or if additional emergency care is required.
 - c. If additional medical attention is required, the supervisor must receive authorization from the Director of Administration or in their absence, the Executive Director or Senior Executive Assistant to proceed with medical treatment at the specified medical provider.
 - d. A drug screen will be conducted if medical attention is necessary.
 - e. If an employee seeks medical treatment without authorization from the Director of Administration (or another authorized person) or chooses to seek treatment from someone other than the specified medical provider, the employee will be responsible for those costs.
 - f. Injuries must be reported to the Director of Administration or in their absence, the Executive Director or Senior Executive Assistant by the end of the business day and injury packets must be given to the Director of Administration by the end of the business day when possible.
 - g. Workers' Compensation claims are to be submitted to the insurance carrier within 24 hours of the incident. Failure to report any injury within 30 days may jeopardize an employee's ability to receive workers' compensation benefits.
 - h. An injury packet must be completed for all work related incidents whether or not medical attention is required. The employee should fill out the employee section of the injury packet completely and thoroughly.
 - i. If an injury results in lost time, compensation is not paid for the first three business days. If lost time exceeds 14 days, the first three days will then be paid.
 - j. Workers' Compensation will run concurrently with any FMLA leave.

XX. ID BADGES

1. As a vital part of our security system, employees will be issued a WILS identification badge with name, photo and title on the first day of employment. All employees are required to wear an ID badge or name tag in plain view while on WILS premises and while conducting WILS business.
2. If an employee's identification badge is lost or stolen, a replacement must be obtained. Lost or stolen cards should be reported to the Director of Administration, as soon as possible. Failure to wear an ID badge or excessive loss or damage to cards can lead to disciplinary action.
3. All ID badges will expire on an annual basis and will be reissued by the Director of IT.
4. Upon termination, employees will be required to return ID badges and name tags to the Director of Administration as part of the exit process.

XXI. DRESS CODE

WILS will follow a Business Casual Dress Code. Below is a general overview of appropriate business casual attire. Items that are not appropriate for work are listed, too. Neither list is all-inclusive so employees must exert a certain amount of judgement in their choice of clothing to wear to work. If you experience uncertainty about acceptable, professional business casual attire for work, please ask your supervisor or the Director of Administration.

Slacks, Pants, and Suit Pants

Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, dressy capris, and nice looking dress synthetic pants are acceptable. Dark denim or colored denim jeans are acceptable. Inappropriate slacks or pants include stonewashed, faded, or jeans with holes, sweatpants, exercise pants, Bermuda shorts, short shorts, shorts, bib overalls, and athletic spandex or other form-fitting pants such as people wear for biking. Leggings will be acceptable when worn with a finger-tip long top or dress.

Skirts, Dresses, and Skirted Suits

Casual dresses and skirts, and skirts that are split at or below the knee are acceptable. Dress and skirt length should be the width (horizontal) of a dollar bill above the knee. Short, tight skirts that ride halfway up the thigh are inappropriate for work. Mini-skirts, skorts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the office.

Shirts, Tops, Blouses, and Jackets

Casual shirts, dress shirts, sweaters, tops, golf-type shirts, and turtlenecks are acceptable attire for work. Most suit jackets or sports jackets are also acceptable attire for the office if they violate none of the listed guidelines.

Inappropriate attire for work includes tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders; sweatshirts, and t-shirts unless worn under another blouse, shirt, jacket, or dress.

Shoes and Footwear

Shoes should be clean and without holes. Conservative athletic or walking shoes, loafers, clogs, sneakers, boots, flats, dress heels, and leather deck-type shoes are acceptable for work. Wearing no stockings is acceptable in warm weather. The rubber shower type flip-flops or slippers are not acceptable in the office.

XXII. WILS RAMP/HOME MODIFICATION EXTREME HEAT POLICY

Studies have shown Extreme Heat often results in the highest number of annual deaths among all weather-related hazards. Extreme heat is defined as a long period (2 to 3 days) of high heat and humidity with temperatures above 90 degrees. In extreme heat, evaporation is slowed and the body must work extra hard to maintain a normal temperature.

WILS staff who are exposed to extreme heat or work in hot environments indoors or outdoors, or even those engaged in strenuous physical activities may be at risk for heat stress. Exposure to extreme heat can result in occupational illnesses caused by heat stress, including heat stroke, heat exhaustion, heat cramps, heat rashes, or death. Heat can also increase workers' risk of injuries, as it may result in sweaty palms, fogged-up safety glasses, dizziness, and may reduce brain function responsible for reasoning ability, creating additional hazards.

- Extreme heat can occur quickly and without warning.
- Older adults, children, and sick or overweight individuals are at greater risk from extreme heat.
- Humidity increases the feeling of heat as measured by a heat index.

Heat stress can be administratively controlled through limiting the exposure time or temperature (e.g., work/rest schedules), and enhancing heat tolerance (e.g., acclimatization). Although most healthy workers will be able to acclimatize over a period of time, some workers may be heat intolerant. Heat intolerance may be related to many factors, including the characteristics of an

individual (e.g., age, health status, weight), type of activity (e.g., sedentary versus strenuous exertion), symptoms (e.g., sweating versus dry skin), and prescription medications.

Preventive strategies against heat stress include:

- Proper hydration (e.g., drinking 1 cup [8 oz.] of water or other fluids every 15–20 minutes) or 1 quart per hour;
- Limit exposure times to the heat, breaks every 30 minutes and allow sufficient recovery time in cooler areas such as WILS air conditioned truck or the shade of a tree;
- Acclimate to the environment, this can take several days;
- Cooling products for the worksite (e.g. fans and pop-up tents);
- Wear a hat wide enough to protect your face;
- Wear loose, lightweight, light-colored clothing;
- If you are on a special diet or take prescription medications, talk to your doctor about your diet, medications and how best to accommodate for extreme heat;
- Auxiliary body cooling and protective clothing (e.g., water-cooled garments, air-cooled garments, cooling vests, and wetted over garments).

Even if a jobsite is shielded from direct sunlight, oppressive and stifling environmental heat can still pose a real threat to worker safety.

Know the signs of heat-related illness and the ways to respond to it:

- **HEAT CRAMPS**
 - **Signs:** Muscle pains or spasms in the stomach, arms, or legs
 - **Actions:** Go to a cooler location. Remove excess clothing. Take sips of cool sports drinks with salt and sugar. Get medical help if cramps last more than 1 hour.
- **HEAT EXHAUSTION**
 - **Signs:** Heavy sweating, paleness, muscle cramps, tiredness, weakness, dizziness, headache, nausea or vomiting, or fainting
 - **Actions:** Go to an air-conditioned place and lie down. Loosen or remove clothing. Take a cool bath. Take sips of cool sports drinks with salt and sugar. Get medical help if symptoms get worse or last more than 1 hour.
- **HEAT STROKE**
 - **Signs:** Extremely high body temperature (above 103 degrees) taken orally; red, hot, and dry skin with no sweat; rapid, strong pulse; dizziness; confusion; or unconsciousness
 - **Actions:** Call 911 or get the person to a hospital immediately. Cool down with whatever methods are available until medical help arrives.

WILS extreme heat policy for outdoor workers; days of high heat and humidity with temperatures above 90 degrees WILS staff will not work outdoors during this time. Every attempt will be made to find indoor work for the staff.

WILS staff whose majority of the workday is outside are required to be aware of the predicted outdoor temperatures and alter their work day accordingly. Work weeks with multiple high or extreme heat days being predicted WILS staff is to alter their working hours as follows:

- Working hours will be from 5:00 a.m. to 1:30 p.m. with a 30-minute lunch break, five days per week
- Outdoor work will be performed during the coolest part of the day (approximately 5:00 a.m. to 10:00 a.m.) at which time indoor work will be performed
- When working outdoors breaks will be taken every 30 minutes, allowing for sufficient heat recovery time in cooler areas such as WILS air conditioned truck or the shade of a tree

XXIII. WILS HIPPA PRIVACY BREACH PROCEDURE

As a Business Associate of the Missouri Department of Health and Senior Services (DHSS), Division of Senior and Disability Services (DSDS), and Missouri Medicaid Audit and Compliance (MMAC), WILS will be sharing identifiable health and employment information which will be transmitted or maintained in a variety of ways including electronic media. When working with protected health information (PHI) or individual employment information, WILS and the Covered Entity must comply with HIPPA.

If a breach in privacy or security involving PHI occurs, the following steps must be taken:

- As soon as WILS is aware any security incident, improper use, disclosure, or breach has occurred, a report shall be made immediately to HHS by logging on to <https://www.hhs.gov/hipaa/for-professionals/breach-notification/index.html> and submitting a Notice of a Breach (for more than 500 people or less than 500 people).
- Take action to discontinue the incident.
- Submit a report to DHSS within 5 days which contains:
 1. A description of corrective action,
 2. Proposed plan to prevent future incidents,
 3. Names and contact information of individuals involved,
 4. Email,
 5. Description of incident,
 6. Dates of incident and discovery,
 7. Description of type of PHI involved, including whether secure or unsecure,
 8. Recommendations for protections of individuals.

□ ***IF YOU HAVE ANY QUESTIONS OR CONCERNS ABOUT THE INFORMATION GIVEN, PLEASE CALL YOUR SUPERVISOR.***

I have read, understand and agree to follow the above Staff Procedures.

Employee Printed Name

Employee Signature

Date

Director of Administration

Date