

ASSET Early Intervention Center  
Staff Policies and Expectations  
Updated: January 2025

<b>Purpose</b>
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<i>The purpose of the policies in this document is to set clear expectations for staff performance and to cultivate a productive, efficient, structured, and supportive environment for our fellow staff members and clients.</i>
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<b>Center Hours</b>
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<i>All staff are expected to be available Monday through Friday 7:00 am - 8:00 pm to participate in the following activities, at their designated times, unless they provide proper documentation of a conflicting event to the clinical supervisor and center director.</i>
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**Center Arrival Time:**

- ❖ All staff on morning transportation are expected to arrive 15 minutes before the time the route is scheduled to leave
- ❖ All staff not on morning transportation are expected to arrive by 8:45 am
- ❖ If running more than 5 minutes late, contact your clinical supervisor immediately
- ❖ Arriving more than 15 minutes late will be considered an absence

**Center Session Preparation:**

- ❖ Mandatory activity to be completed from 8:45 am - 9:00 am
- ❖ Must be completed at the center
- ❖ Can bill a total of 15 minutes to prep for the entire center day's direct contact sessions  
This activity should be billed under the AM client's name
- ❖ Unlicensed staff should bill session preparation under the client's name and the non-billable session prep authorization code
- ❖ Licensed staff should bill session preparation under the client's name and the 97155 treatment planning authorization code
- ❖ Exception: Not a mandatory activity for staff on morning transportation but may be completed if staff desire

**Center Sessions:**

- ❖ Center sessions are divided into two 3-hour sessions that run from 9:00 am - 12:00 pm and 12:00 pm - 3:00 pm
- ❖ Morning sessions: Group activities led by the Group Leader and supported by the behavior coach
- ❖ Afternoon sessions: One-on-one activities led by the behavior coach

**Home Sessions:**

- ❖ Home sessions are conducted after center sessions between 3:00 pm - 8:00 pm
- ❖ All clients must receive at least two hours of direct contact in the home per week (2, one hour sessions per week OR 1, 2 hour session per week)
- ❖ Staff are expected to provide weekly home sessions as scheduled by the clinical supervisor
- ❖ Exception: Extended center sessions with parent participation may be substituted for home sessions at the discretion of the clinical supervisor

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Transportation:

- ❖ Morning transportation shifts begin as early as 7:00 am
- ❖ Afternoon transportation shifts begin at 2:45 pm and end between 4:00 pm - 6:00 pm, dependent upon route
- ❖ Staff must be available for a minimum of 2 transportation shifts per week for the Richmond Early Intervention OR for a minimum of 4 transportation shift per week for the Hampton Roads Early Intervention Center
- ❖ Staff are responsible for checking the transportation schedule for their shifts
- ❖ If staff are unavailable for a scheduled shift, staff are responsible for notifying the transportation director to assist in finding coverage. If staff cannot find coverage for their transportation shift, the scheduled staff member must complete the transportation shift
- ❖ In the event of inclement weather, if staff are scheduled to ride/drive transportation and they are unable to drive to the early intervention center, staff must notify the transportation director by 6am at the latest

**Scheduled Time Off**

Time-Off Requests:

- ❖ Staff must submit time-off requests in PurelyHR two weeks in advance
  - Time-off requests submitted less than two weeks in advance may not be approved
- ❖ A maximum of 2 staff (or 10%) will be approved for time-off per day (whichever is most restrictive)
- ❖ Time-off requests are approved:
  - No more than 6 months in advanced
  - On a first come, first serve basis
  - Holiday time off requests will be on a rotation (i.e. if you're approved off for Thanksgiving, you may not be approved off for Christmas)
  - No more than 2 Monday or 2 Friday time off requests per month will be approved
- ❖ All time-off requests approved prior to this policy will be upheld

Retroactive Time-Off Requests:

- ❖ Staff must submit time-off requests in PurelyHR for any excused or unexcused cancellations throughout the week
- ❖ Must be entered by the following Monday at 10:00 pm (corresponding with the hours accountability form)

**Cancellation Policy**

*All staff are expected to maintain the weekly session schedule, as provided in the delegated treatment activity form and admin-provided session schedule. An absence is any staff cancellation, absence, tardiness, or early departure for a center, in-home, or transportation shift. Tardiness without proper notification is*

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*considered an absence. Two instances of tardiness or early departure with proper notification are considered one absence. Staff must notify the clinical supervisor and/or center director of tardies or absences at least 1 hour before their expected arrival time. Staff are permitted a maximum of three excused or two unexcused absences per month. Violation of the cancellation policy will result in a corrective action plan. Continued violation of the cancellation policy may result in termination.*

**Excused Absences:**

- ❖ Sick with doctors note
- ❖ Family emergencies
- ❖ Approved time off requests

**Unexcused Absences:**

- ❖ Illness without doctor's note (Per company policy, if staff are out for 3+ consecutive days for illness, doctors note is required to be emailed to your supervisor and HR (Annaliese-asantos@yfsva.com))
- ❖ Unexpected car/house/personal problems (such as traffic, lost keys, car issues, broken A/C, etc.)
- ❖ Family illness
- ❖ Babysitting family members during scheduled sessions

**Exceptions:**

- ❖ Approved time-off
- ❖ Illness accompanied by a doctor's note for longer than 3+ days (doctor's note required after 3 days)
- ❖ Family emergencies (significant illness, injury, or death of immediate family)
- ❖ Funeral leave (3 days for immediate family, 1 day for extended family or friends)
- ❖ Severe weather corresponding to a local weather alert

**Staff Expectations**

**Session Preparation Activities:**

- ❖ Most recently updated data sheet and pen/pencil
- ❖ Data collection tools (clickers, timers, etc.)
- ❖ Environmental modifications (blockers, safety locks, table/chair positions, preferred items present and visible but out of reach, etc.)
- ❖ Gather and update visual schedules, first/then boards, PECS binders, etc.
- ❖ Gather and organize programming materials
- ❖ Gather and organize reinforcers

**Center Clean-Up Activities:**

- ❖ This is completed from 2:45 - 3:00 pm daily
- ❖ Sanitize, organize, and put away communal toys and items in their designated locations
- ❖ Sanitize, organize, and put away client-specific toys, items, belongings, and programming materials in the client's cubby
- ❖ Vacuum, sweep, and wipe down floors and tables in all group and 1:1 rooms
- ❖ Completing center common room schedule

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**Client Engagement:**

- ❖ Approved use of electronics (cell phone, laptop, etc.) during sessions is limited to urgent or scheduled communication with clients, clinical supervisor, or center director
- ❖ Staff should respect the client's personal space while maintaining close proximity to the client for the duration of the session. Staff should always be within arms' reach of their client, unless directed by the clinical supervisor
- ❖ Staff should never leave a client unattended without adult supervision. If staff need to use the restroom or step away from their client at any time, staff must identify and confirm with another staff member to watch their client
- ❖ Staff attention should be directed solely to the client for the duration of the session, unless directed by the clinical supervisor
- ❖ Staff and clients should be present for and engaging in all morning group activities together, unless directed by the clinical supervisor
- ❖ Staff should be focused on creating positive interactions and building strong relationships with their clients through the sessions
- ❖ Staff should wait until their break or obtain temporary coverage from the clinical supervisor, center director, or group leader to take urgent phone calls, divert attention from the client, or leave the client's immediate area
- ❖ Exception: Staff may divert attention from clients and use their cell phone or laptop for data entry/note conversion, only when directed by their clinical supervisor

**Data Collection, Data Entry & Note Conversation:**

- ❖ Staff are expected to actively and consistently collect paper data throughout session
- ❖ All session data must be entered in Central Reach before converting the corresponding timesheet
- ❖ Ensure all data is entered, all weekly programs were targeted, correct phases were used, and the correct date/time was used
- ❖ Staff are expected to enter data and convert their timesheet during the last 15 minutes of the corresponding home or extended center session. During this time, it is the staff member's responsibility to ensure their caregiver is attending to them.
- ❖ Staff are expected to enter data and convert their timesheet during the last 30 minutes of the corresponding center session. During this time, the clinical supervisor, center director, group leader, or support staff will be present to assist in attending to the clients.
- ❖ All progress notes must be converted in Central Reach by 6pm the following day of the appointment at the latest

**Staff Breaks:**

- ❖ Center staff who are on direct contact for 6 hours will be given a 15-30 minute break each day, dependent upon staff availability
- ❖ Preference will be given to staff with clients who do not nap
- ❖ Staff are responsible for checking the sign up sheet each day
- ❖ Staff misusing breaks or failing to return on time may lose this privilege

**Professionalism & Ethics:**

- ❖ Staff should not discuss their personal lives in front of or with clients and their families
- ❖ Staff should maintain professional, polite, positive tones and affect when interacting with clients, caregivers, and other staff
- ❖ Any issues/concerns with other staff members should be reported to the center clinical director and/or clinical supervisor

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- ❖ Staff should be truthful and honest and promote an ethical culture at work
- ❖ Staff should not enter into multiple relationships with clients and their families (such as babysitting, becoming friends, etc.)
- ❖ Staff do not give, receive, or exchange gifts with clients or their families exceeding a value of \$10
- ❖ Staff should limit eating in front of clients or during sessions
- ❖ Staff do not discuss other clients while with another client
- ❖ Staff do not discuss clients with anyone outside of their clinical team
- ❖ Staff use client initials to protect the client's private health information
- ❖ Staff do not post pictures of the client's on social media, send pictures of client's to anyone other than their legal guardian, and/or engage in video conferencing with their client unless authorized to do so by the client's clinical supervisor
- ❖ Staff limit technical ABA jargon while speaking with caregivers
- ❖ Staff use empathetic listening skills while meeting with caregivers
- ❖ Staff are responsible for maintaining and promoting client dignity, self-advocacy, and assent at all times

Hours Accountability Forms:

- ❖ Staff must complete their hours accountability form for the previous week by Monday at 10pm
- ❖ Staff may bill 15 minutes (1 unit) on Monday using the non-billable DTAF code to complete this form
- ❖ All questions on the form must be completed, including detailed reasons for discrepancies between planned and worked hours, to receive credit

**Dress Code**

- ❖ Staff must adhere to the company dress code during all direct contact activities
- ❖ Appropriate Tops: YFSVA company shirt. A work appropriate sweatshirt/sweater may be worn over a YFSVA company shirt if staff member is cold
- ❖ Appropriate Bottoms: Jeans, khakis, opaque leggings, scrubs, shorts (minimum fingertip length)
- ❖ Appropriate Shoes: Close-toed shoes
- ❖ Prohibited: See-through attire, clothing with any non-professional/inappropriate language or graphics, biker shorts shorter than fingertip length, revealing shirts (see dress code), open-toed shoes, dangling jewelry, fingernails over ¼ inch past fingertip
- ❖ If staff arrive to any direct contact activities in prohibited attire, they will be required to return home to change (time spent will be unpaid)

**Policy Violations**

*Upon first violation of any of the above policies, staff will receive a verbal warning from the clinical supervisor or center director. Repeated violation of any of the above policies (two or more violations) within a 1 month period will result in a corrective action plan. Continued violation after the corrective action plan may result in termination.*