

Center Staff Expectations

- **Schedules/DTAs**

- Created by admin and clinical supervisor
- Once your DTA has been finalized, enter schedules into CR by 10pm that day
- Staff complete hours accountability on DTA form for each client on Mondays by 6pm reporting on the previous week's hours
 - Bill 1 unit per client on Mondays using the non-billable DTAF code
 - All questions on form must be answered to receive credit
 - List total number of hours actually completed for each category in the chart (list 0 if no hours occurred)
 - If there's any increases OR decreases in any of the total hours planned versus the total hours worked, the reason why must be explained
 - If staff have approved time off on Mondays, staff still must complete their DTA before 6pm Mondays
 - Staff DO NOT sign forms! Supervisors sign them!
- All data must be entered in central reach before converting progress notes
- All progress notes must be converted by 6pm the following day

- **Center Sessions**

- Arrival time: 8:45am (unless team meeting is scheduled earlier)
- Supervisor will alert staff if there's any changes in schedules
- Session prep (DO NOT CONVERT UNTIL AFTER SESSION)
 - Includes:
 - Gathering clickers, timers, chewys, communication boards, reinforcement, toys, paper data sheet, writing utensil
 - Preparing electronic data sheets
 - Organizing work materials
 - Disinfecting toys/materials
 - Taking chairs off tables
 - Session prep is only allowed for direct contact sessions
 - Billing times:
 - Center sessions:
 - 8:45-9:00am
 - Extended center sessions:
 - 8:30 - 8:45am
 - Afternoon sessions:
 - 15 minutes before start time of session
- All staff must tidy up individual rooms at the end of session
 - Place all toys and program materials back in appropriate bins, cubbies, shelf, cabinet, etc.
 - Return client chewys, communication boards, any personal belongings, etc. to client's cubbys

- Disinfect room
- Put chairs on top of tables

- **Bi-Monthly Team Meetings**

- Scheduled by supervisor
- Arrival time for team meeting will be in your schedule sent to you by your supervisor
- Replaces session prep time for the day
- Use non-billable delegated task code

- **Transportation**

- All center staff are required to ride transportation
 - Preferred riders/drivers will be scheduled first, then other staff will be filled in by clinical supervisors and transportation director
 - Transportation schedules will be finalized by Fridays at 12pm for the upcoming week
- Staff who are scheduled to ride are responsible for finding coverage when they need to miss scheduled transportation shifts **and** must alert the transportation coordinator of schedule change.
 - If coverage isn't available, staff must alert the transportation coordinator and may still be required to ride.
- Rider responsibilities:
 - Navigate for driver
 - Contact families
 - Direct driver to next location
 - Redirect client's behaviors
 - Assist clients getting on and off the van
 - Ensure clients are securely buckled into their seat
 - Keep track of client's belongings (keep in front of van)
 - Label client's belongings if necessary
- Driver responsibilities:
 - Driving
 - During community outings, ensure not to leave the center and/or outing location until all vans have all the same staff and clients who rode the van to the first outing location
 - Transportation vehicles should NEVER leave until **all** of the vehicles are ready
 - The transportation coordinator will assign clients to vehicle and seat (in collaboration with clinical supervisors if any specific client clinical needs)
- Client's and staff cannot eat in the vehicles (unless approved by clinical supervisors for clinical reasons)

- **Professional cell phone use ONLY!**
 - Drivers should NEVER use phones while operating vehicle
 - No personal texting, phone calls, social media, etc.
 - The rider can contact parents or the office if necessary.
- **Time off Request**
 - All time off from work between the hours in your schedule must be submitted in time off manager 2 weeks in advance or it can not be approved, potentially, until the day of
 - Max 10% of direct care staff off per day- first come, first serve
 - Staff must call out by 7:45am at the latest and must request off in time off manager
- **Attendance, Cancellation, and/or Policy Violation Corrective Action Plan:**
 - For any scheduled transportation shifts, center, home, extended center, telehealth, and/or community session cancellations: no more than 3 excused or 2 unexcused reschedules, cancellations, or tardies in a 1 month period or will result in a corrective action plan
 - Excused absence:
 - Sick with doctors note
 - Family emergencies
 - Approved time off requests
 - Unexcused absence
 - Illness without doctor's note
 - Per company policy, if staff are out for 3 consecutive days for illness, doctors note is required
 - Lost keys/car issues
 - Babysitting family members during scheduled sessions
 - Etc.
 - Exceptions:
 - COVID quarantine/isolation
 - Approved vacation requests off
 - Doctor's note excusing you from work for a longer period of time
 - Staff can find coverage for transportation any shifts
 - For home/afternoon family involvement sessions, if staff is sick and unable to attend scheduled afternoon sessions, staff must notify parent in a group text with their supervisor and attempt to reschedule the session within the same week (Saturday's included)
 - If rescheduling isn't an option, partner coach or lead therapist will fill in for the session (supervisor will arrange this)
 - **Policy violations:** Any more than 2 violations of any of the policies listed above in a 1 month period will result in a corrective action plan

- For transportation violations, suspension from transportation shifts is subject to occur in corrective action plan