

# ***Employee Handbook***

This handbook is intended to provide you with a summary of several of our personnel policies. Please note that there is a much more extensive description of policies in the Policy and Procedure Manual. The Manual can be found at your worksite on the desktop in electronic form. If you are unable to access the Manual, please consult your supervisor or regional office for assistance. You are required to familiarize yourself with the contents of this handbook as well as the Policy and Procedure Manual, as both resources answer many questions concerning your employment with Aurora.

This handbook cannot anticipate every situation or answer every question about your employment. It is not an employment contract and does not create contractual obligations nor does it provide any guarantee of employment. Your employment with Aurora is “at will” and can be terminated by you or Aurora at any time.

In order for us to have the necessary flexibility in the administration of policies and procedures, management may change, revise, or discontinue any of the policies and/or benefits described in this handbook at any time.

If you have questions, concerns, or suggestions related to this handbook, you are encouraged to discuss them with your supervisor or human resources staff.



Dear New Staff Member,

By joining Aurora you have entered into an experience that will impact your life. Many of us have had jobs that have put food on the table but provide little else. This job will not only put food on your table but will also feed your soul.

There is a very special sense of accomplishment that goes along with helping another to accomplish their dream. When you end your workday you will leave with a sense of having done something significant. There will be days that you will be frustrated and question if you have made a difference. But there will also be days you will be filled with a sense of accomplishment from seeing an individual you serve learn a new skill, enjoy a new experience or show you just how much you mean to them.

We are happy that you have chosen to share your talent, skills and life with the consumers Aurora serves. I assure you your work will be deeply appreciated. Thanks for becoming a member of the Aurora team and bringing with you your special abilities that will further develop our services.

Sincerely,

A handwritten signature in black ink that reads "David A. Barnard". The signature is fluid and cursive, with a large, sweeping flourish at the end.

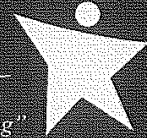
David A. Barnard  
CEO

A handwritten signature in black ink that reads "James Neuman". The signature is cursive and elegant, with a long, horizontal flourish extending to the right.

James Neuman  
COO

# Mission Statement

*"A new beginning"*



Aurora Community Services mission is to provide progressive, high quality, consumer directed, community based services, in an innovative, cooperative and flexible environment that empowers the individual to successfully live in their chosen community.

*Aurora*  
community services

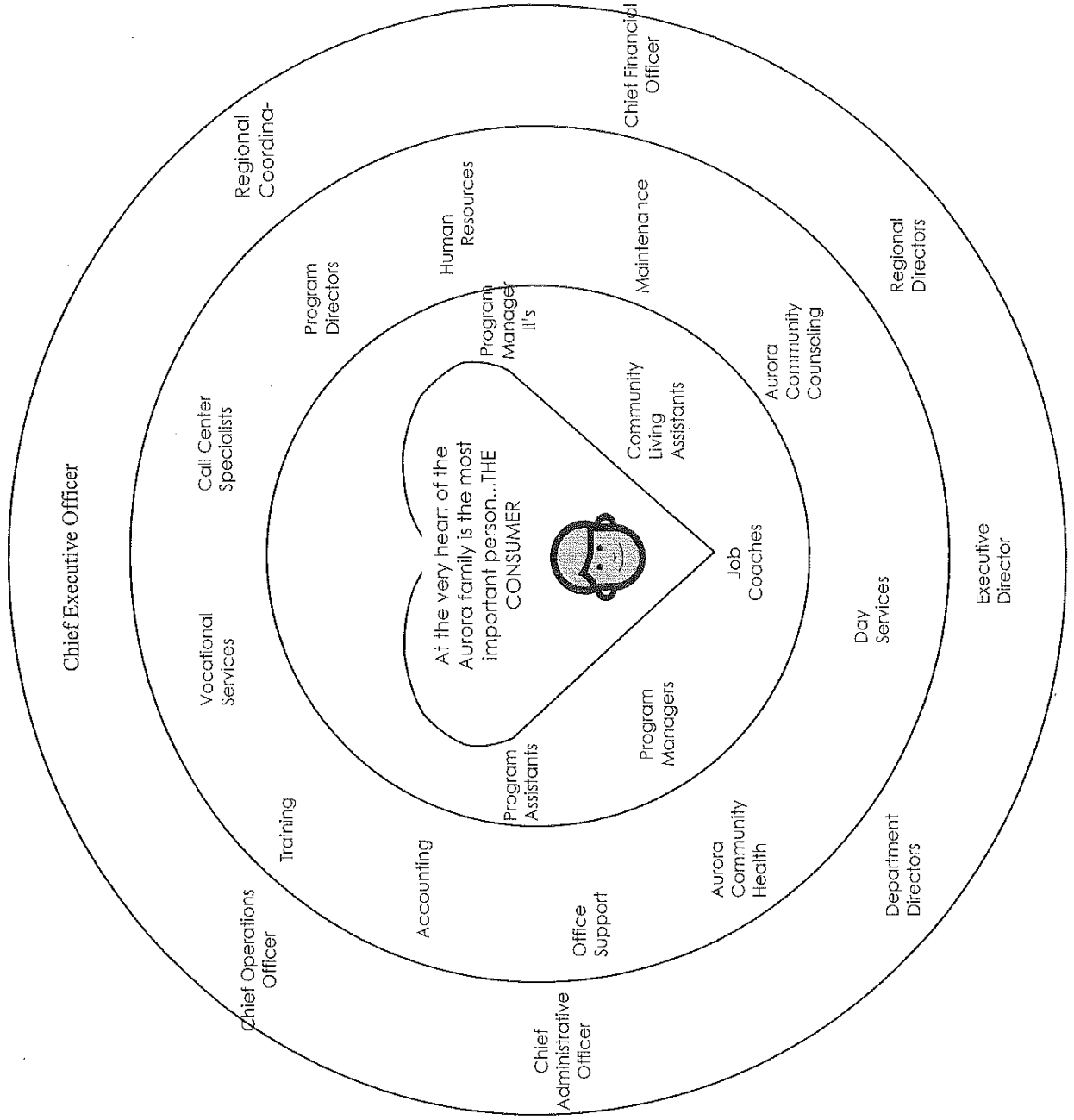
# The Circle of Continuing Support

Aurora, in keeping with our philosophy of "one team working toward a common goal", has generally avoided the classic hierarchical "table of organization". In it's place we feel that the circle of **continuing support** better represents our organizational model.

You'll note that the center of the circle, at the **heart** of Aurora's existence, is the **consumer**, not an executive or director. The consumers truly determine Aurora's direction. The next circle out is our "**direct support staff**", the important people who work day in and day out with the consumer in helping reach their goals of experiencing a full and happy community life.

The next circle out represents the supervisory staff who provide the specific and immediate support to our direct support staff.

The final circle is the administrators who have the responsibility to make sure the other members of the team have what they need to successfully accomplish their goals.



## Our Values.....

Unique ~ no one else is like you!

Resilient ~ capable of adjusting easily to change

Vital ~ full of life, concerned with people and life

Integrity ~ firm belief to our values

Dynamic ~ able to continuously change and be productive

Courageous ~ brave and have much courage

Provocative ~ able to positively encourage others to take action

Tenacious ~ persistent in maintaining and seeking value

Compassionate ~ have compassion and advocate for others

Loyal ~ faithful to our cause

Passionate ~ capable of expressing intense feelings

Responsive ~ quick to respond and react appropriately

## Our History...

Aurora Community Services was “born” on April 18, 1986, in Menomonie, Wisconsin. On this day, **Dave Barnard** and **Jim Neuman** - the two founders of Aurora Community Services - stood in the rain at an auction, waiting to bid on two beds for the new residential home they were opening in the community.

Dave and Jim stood in the rain because they were committed to a unique vision of serving people with disabilities. They believed that those with disabilities deserved to live in the communities of their choosing and that support programs should be built around them and support their individual needs. Not finding this type of support widely available, they left their jobs in a local health facility where they had worked together for years and launched Aurora Community Services.

Since that first day in 1986, Aurora has grown from a single organization with two employees into a diverse family of companies with a thousand employees and one hundred management staff. Despite this growth however, Aurora remains committed to “**building programs around people**” regardless of what service or resource is being provided.

## Our Family of Companies

### **Aurora Community Services (ACS)**

ACS is the Aurora umbrella company under which the other companies reside. The Aurora Community Services headquarters building is in Menomonie, Wisconsin.

### **Aurora Residential Alternatives (ARA)**

ARA was founded in 1986 and has almost 25 years experience in providing compassionate and professional residential alternatives for individuals with developmental disabilities, chronic mental illness, and traumatic brain injuries. ARA provides homes for more than 350 individuals through 90 residential homes in Wisconsin and 3 programs in Colorado. We emphasize that programs should serve people and be customized for each individual.

### **Aurora Community Health (ACH)**

ACH is a state licensed, Medicaid/Medicare certified Home Health Agency, which began services in 1996. Our registered Nurses have a combination of 25 years nursing experience with varied populations, including developmental disabilities, chronic mental illness, traumatic brain injury as well as the frail elderly. ACH community based (versus hospital based) work history, has made each nurse a strong advocate for individuals living in the community. Age of Tomorrow is a care management service designed to assist senior individuals maintain their autonomy, dignity and residency in their own homes.

### **Aurora Community Counseling (ACC)**

ACC was established in 1996. ACC currently operates state licensed outpatient mental health clinics in the following communities, Eau Claire, Menomonie, New Richmond, Ladysmith, Siren, Plover, and Spooner. ACC therapists work with individuals, couples, families, groups, and employees. Therapist specialties include AODA, brain injuries, and military issues.

### **Aurora Vocational Services (AVS)**

Aurora has provided vocational services since 1998 and, due to unprecedented growth, AVS was organized as a separate company in 2009. AVS provides individualized vocational services to assist individuals in obtaining employment which matches their skill levels. AVS contracts with the Division of Vocational Rehabilitation (DVR) and several county agencies to provide employment assessments, job placement, and vocational coaching. ARA also operates six Day Service Centers throughout the state where consumers learn life skills like meal preparation and vocational skills which can be used in the workplace.

### **Aurora Integrated Management (AIM)**

AIM Wisconsin originated in 2009 and consists of the management group for Aurora Community Services. Aurora's management is a diverse and experienced group of professionals with backgrounds in medical, mental health, education, and business fields.



# Important Information

## Contact Information:

Office	Phone	Fax
Menomonie – Corporate	715.235.1839/888.261.5585	715.235.2688
New Richmond	715.246.2143/888.212.8745	715.246.4069
Spooner	715.635.3780/866.221.5046	715.635.3794
Eau Claire	715.835.9202/800.835.9202	715.835.0376
Mosinee	715.692.2170/866.312.2508	715.693.2676
LaCrosse	608.785.5090	608.785.5091
Wausau Center	715.359.2879	715.359.2657
Eau Claire Center	715.831.0467/877.251.9979	715.831.0534
Siren	715.349.7233	715.349.7205
Spooner ACC	715.635.4858	715.635.3794
Ladysmith	715.532.9771	715.532.9774
Menomonie Center	715.235.3726	
Menomonie – Red Cedar (Training)	715.235.3707	715.235.3880
Menomonie – ACC	715.235.4696/888.261.5585	715.235.3941

## **ATTENDANCE REMINDERS**

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**All staff are assigned a regular work schedule and are expected to work it – promptly.** Included with each employee's work schedule is the mandatory team meeting, training and consumer staffings as requested. Procedures for missing a team meeting or training are the same as any other shift.

**Vacation and personal hours are provided for time away from work.** You may obtain approval for using your available vacation or personal hours benefits by submitting a P15, Time Off Request form to the Call Center 3 weeks prior to your planned absence. Should you not comply with the time off procedure, your request may be denied. If you have no vacation or personal hours available, your request will be denied unless you are able to complete a shift swap with a coworker.

**Employees who are unable to work a scheduled shift** are expected to contact the Call Center immediately. Failure to notify the Call Center may result in corrective action. You can reach the Call Center at 877-301-5587. Vocational services and Day Center staff are to contact your supervisor or designee.

**Should you be unable to work a scheduled shift,** or if you expect you will be late to your scheduled shift unexpectedly, you must attempt to fill your shift or obtain coverage for your shift by contacting your coworkers to arrange a shift swap or obtain coverage by a coworker. Your best option for obtaining coverage is to begin making calls as soon as you think you may be unable to work. If you do not have names and number of coworkers to call, the Call Center can provide them to you.

**“Cutting shifts” from a consumer’s schedule** is unlikely and can only occur with approval from the Program Director of the site. Failure to provide contracted support hours may put consumers at risk.

**If you are not able to work due to illness, funeral, or other unexpected reasons,** documentation of the reason for your absence may be requested. You will be expected to provide a reason for your request for time off. To obtain payment for bereavement leave you must submit a P15, Time Off Request form to the Call Center for approval. Generally, funerals are planned 2 or more days in advance. If a funeral you wish to attend is scheduled during your work time, please make efforts to obtain coverage immediately rather than the day of the funeral. Failing to plan may result in denial of time off.

**Should you be unable to work your schedule on a temporary or permanent basis,** please submit a P89, Request for Schedule Change form to our Staffing Department at 715-835-9202 who can assist you with your schedule. All schedule changes require management approval. Failure to comply with this procedure will result in corrective action.

**Please keep important phone numbers readily accessible** so you are able to comply with Aurora's procedures. Aurora will ask for the reason for your absence – please be prepared to provide it. Failure to comply with procedures will lead to corrective action up to and including discharge.

Excessive tardiness, absenteeism, failure to notify management staff of absence and provide requested documentation of the absence, or leaving a scheduled shift prematurely without management approval may be grounds for corrective action, including termination.

Employees who do not report for, call in, or contact their manager, within three calendar days of a missed scheduled shift will be considered to have abandoned their position. An employee who does not work for one month will be considered to have abandoned his/her position.

## 24/7 Aurora Call Center



- **Teletime for Clocking In: 888.655.8495 or 866.365.0304**
- **Scheduling Line 877-301-5587 → Call for scheduling issues only**
- **On Call Line 877.676.7179 → Call for on-call issues only.**

**This line is to only be utilized between 430p-830a Monday-Friday and Weekend Friday 430p-Monday 830a.**

- **Call Center Fax # 877.835.0316 → Utilize this fax# for P15s only.**
- **Work Related Injury: Contact 1-888-589-6492. Available to report 24/7.**
- **Employee Website to check Kronos: <http://employee.auroraservices.com>**

**User Name: FirstName.LastName Password: Employee # (1<sup>st</sup> time login)**

- **EAP is a free employee benefit available 24/7.**

**Telephone# 1.877.256.9302. Website: [www.EAP.REALiving.com](http://www.EAP.REALiving.com)**

*user name: Aurora password: auroraemployee*

- **Call Center Director: Stephanie Polenz**
- **Call Center Coordinators:**
  - **Dawn Mashak – West Region Scheduling & Mental Health divisions**
  - **Jana Hansen – Central Region Scheduling & Process Divisions**
  - **Carla Treder – East Region Scheduling & Trifecta Divisions**

- 1.A.01 Employee Orientation, Training & Development
- 1.A.02 Background Character Verification
- 1.A.03 Employment Assignments and Transfers
- 1.A.04 Personnel Files
- 1.A.05 Attendance
- 1.A.07 Work Related Injuries and Return to Work Program - WI and CO
- 1.A.08 Employee Payment - WI and CO
- 1.A.09 Drug Free Workplace
- 1.A.10 Release of Employee Information
- 1.A.11 Performance Evaluations
- 1.A.12 Corrective Action Procedure
- 1.A.13 Lost Paycheck
- 1.A.14 Equal Opportunity
- 1.A.15 Anti-Harassment (Including Sexual Harassment)
- 1.A.16 Family and Medical Leave - WI Only
- 1.A.17 Reasonable Accommodations
- 1.A.18 Translator / Interpreter Services
- 1.A.19 Employee Advocacy/Resolution Procedure
- 1.A.20 Employee Grievance Procedure
- 1.A.21 Whistleblower Protection for Healthcare Worker
- 1.A.22 Workplace Violence
- 1.A.23 Employee Rehire
- 1.A.25 Problem Resolution
- 1.A.26 Jury Duty - WI and CO
- 1.A.27 At Will Employment
- 1.A.28 HIPAA Privacy
- 1.A.29 Conflicts of Interest
- 1.A.30 Electronic Communication
- 1.A.32 Solicitation and Distribution
- 1.A.33 Military Leave Policy
- 1.A.34 Confidentiality and Non-Disclosure of Proprietary Information
- 1.A.35 Workplace Conduct
- 1.A.36 Employees in Good Standing
- 1.A.37 Internship and Practicum Students
- 1.A.38 Social Media Use
- 1.B.01 Employee Insurance Benefits
- 1.B.05 Employee Stock Ownership Plan (ESOP)
- 1.B.06 Paid Bereavement Leave
- 1.B.07 Finders Fee
- 1.B.08 401 (K)
- 1.B.08a Investment Policy Statement, 401 (K) Plan
- 1.B.11 Employee Achievement Program (E.A.P.)
- 1.B.13 Employee Retirement Income Security Act (ERISA)
- 1.B.14 Office or Center Closure
- 1.B.15 Temporary Leave of Absence

## **2. CUSTOMER RELATED**

- 2.A.01 Non-Discriminatory Consideration for Services
- 2.A.04 Customer Illness/Accident Plan/Employee Liability
- 2.A.07 Outside Activities During Severe Weather
- 2.A.10 Critical Incident Investigation & Reporting Procedure - WI and CO
- 2.A.12 Grievance Procedure

2.A.13	Abuse/Neglect/Misappropriation of Property - WI and CO
2.B.01	Confidentiality
2.B.03	Receipt Record Keeping
2.B.06	Media Response
2.B.14	Dress Code
2.B.17	Giving and Receiving Gifts
2.B.19	Fire Arms/Bows/Knives/Fireworks
2.B.20	Tobacco Use
2.B.22	Information Dissemination
2.B.23	Record Retention/Storage
2.B.24	Selling/Purchasing/Renting to or from a Customer
2.B.25	Computer and Internet Use
2.B.30	Recordings of Customers / Conversations

### **3. SAFETY/EMERGENCY PROCEDURES**

3.A.04	Infection Control
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### **4. FLEET MAINTENANCE**

4.A.01	Use of Company Vehicles
4.A.02	Fleet Safety Program and Accident Reporting
4.A.03	Personal Vehicle Use and Responsibility
4.A.04	Vehicle Care and Maintenance
4.A.05	Fleet Fueling
4.A.06	Driver Selection

## **Aurora Residential Alternatives Policies Table of Contents**

### **1. PERSONNEL**

1.A.06	Employee Health and TB Testing
1.B.02	Holiday Pay
1.B.03	Employee Vacation/Time Off
1.B.04	Personal Hours
1.B.09	Longevity Bonus
1.B.12	Employee Activity Funds

### **2. CONSUMER RELATED**

2.A.03	Bed Hold - WI Only
2.A.05	Medication - WI and CO
2.A.06	Management of Consumer Funds
2.A.09	Consumer Discharge/Transfer
2.A.11	Consumer Service File
2.A.16	Consumer Elopement
2.A.21	Restrictive Measure/Restraints
2.A.22	Schedule 2 Medications
2.A.23	Safe Handling and Movement of Consumers
2.A.24	Consumer Death
2.A.25	Discharge Planning
2.B.02	Consumer Service Documentation
2.B.04	Inventory
2.B.05	Telephone
2.B.07	Operational Expenditures
2.B.09	Employee Availability and Consumer Community Activities
2.B.10	Staff Child Care
2.B.11	Personal Pet Care
2.B.13	Guests

- 2.B.18 Employee Quarters
- 2.B.21 Housecleaning and Maintenance

**3. SAFETY/EMERGENCY PROCEDURES**

- 3.A.01 On-call and Emergency Situation
- 3.A.02 Fire Emergency and Evacuation
- 3.A.03 Severe Weather
- 3.A.05 Missing Person Plan
- 3.A.06 Carbon Monoxide Detectors
- 3.A.07 Loss of Electrical Power
- 3.A.08 Emergency Plan

**Aurora Vocational Services Policies Table of Contents**

**1. PERSONNEL**

- 1.A.06 Employee Health and TB Testing
- 1.B.02 Holiday Pay
- 1.B.03 Employee Vacation/Time Off
- 1.B.04 Personal Hours(s)
- 1.B.09 Longevity Bonus

**2. CONSUMER RELATED**

- 2.A.05 Medication Policy
- 2.A.06 Management of Consumer Monies-ARA Centers
- 2.A.09 Consumer Discharge/Transfer
- 2.A.11 Consumer Service File
- 2.A.16 Consumer Elopement
- 2.A.21 Restrictive Measures and Restraints
- 2.A.22 Schedule 2 Medications
- 2.A.23 Safe Handling and Movement of Consumers
- 2.B.01 Confidentiality
- 2.B.02 Consumer Service Documentation
- 2.B.05 Telephone
- 2.B.11 Pets
- 2.B.13 Guests

**3. SAFETY/EMERGENCY PROCEDURES**

- 3.A.01 On-Call and Emergency Procedures
- 3.A.02 Fire Emergency and Evacuation
  
- 3.A.03 Severe Weather- Centers  
Missing Person
  
- 3.A.05

**AURORA COMMUNITY COUNSELING TABLE OF CONTENTS**

**1. PERSONNEL**

- 1.B.02 Holiday Pay
- 1.B.03 Employee Vacation/Time Off

**2. CLIENT RELATED**

- 2.A.05 Medication Services
- 2.A.11 Client Service File

2.A.30	Service eligibility / Admission
2.A.33	Intoxicated Clients
2.A.34	Client Access to Treatment Records
2.A.35	Supplemental Services and Fees
2.A.36	Client Reduced Fee Scale
2.A.37	Coordination of Services
2.A.38	Client Death Reporting
2.A.39	Crisis Response
2.A.40	Treatment Planning
2.A.43	Juvenile Mental Health Emergencies
2.A.44	Marketing and Dissemination of Agency Information
2.A.45	Client Hospitalization
2.A.47	Use of Intoxilyzer Instrument
2.B.02	Client Service Documentation
2.B.27	Quality Assurance
2.B.30	TeleHealth Appointment Preparation
2.B.31	TeleHealth Security
2.B.32	TeleHealth Services
2.B.33	TeleHealth Confidentiality and Informed Consent

### **3. SAFETY/EMERGENCY PROCEDURES**

3.A.01	On-Call and Emergency Situation
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## **Aurora Community Health Policies Table of Contents**

### **1. PERSONNEL**

1.A.06	Employee Health and TB Testing
1.B.02	Holiday Pay
1.B.03	Employee Vacation/Time Off
1.B.04	Personal Hours
1.B.09	Longevity Bonus

### **2. CONSUMER RELATED**

2.A.05	Medication
2.A.11	Clinical Records
2.A.24	Consumer Death
2.A.25	OASIS
2.A.26	Services
2.A.27	Plan of Care
2.A.28	Skilled Nursing Services
2.A.30	Admission
2.A.31	Consumer Discharge
2.B.02	Consumer Service Documentation
2.B.26	Nursing Procedures

### **3. SAFETY/EMERGENCY PROCEDURES**

3.A.01	On-Call/Emergency Situations
3.A.02	Emergency, Events and Evacuations





**Employee Insurance Benefits**

Full time employees are eligible for insurance benefits after they have successfully completed 90 days of employment with Aurora. These benefits include: medical, dental, and life insurance. Please note, Aurora does not guarantee acceptance by the health insurance provider or promise to obtain alternate insurance if a staff or family member is denied coverage.

One month prior to an employee becoming eligible for insurance, the main office will send out an enrollment form with instructions and a summary of the plan to the employee. The employee must return the form indicating their choice of insurance coverage or waving the insurance coverage at that time. The completed enrollment forms will be sent into the insurance company to be processed. In addition to the summary plan document mailed to the employee upon eligibility, a plan document will be mailed to the employee upon enrollment.

**Aurora's 2014 Insurance Rates – Effective 08/01/2014**

**High Deductible Plan**

Employee Contribution-Direct Line Care Coverage	Aurora's Portion			Full Premium
	90 days	6 Months	1 year	
Single	\$80.00	\$80.00	\$80.00	\$427.46
Employee/Child	\$309.09	\$286.24	\$273.32	\$691.75
Employee/Spouse	\$426.21	\$362.21	\$337.21	\$724.94
Family	\$452.80	\$439.58	\$411.03	\$1,009.59

**Dental Premiums – Your Cost**

Coverage	Premium
Single	\$30.00
Employee/Child	\$60.00
Employee/Spouse	\$80.00
Family	\$90.00

**Aurora will contribute 100% of the premium cost of the \$10,000 term life insurance policy.**

A payroll deduction will be activated to cover the employee's cost of the insurance coverage. It is calculated as follows: the employee's cost is multiplied by 12(number of months in a year) and divided by 24(number of semi-monthly pay periods in a year.) This amount is then deducted from the employee on each paycheck.

## *Employee Stock Ownership Plan*



The success of Aurora is due, in a large part to the dedication and commitment of our staff. To create future economic security for our staff, each year Aurora will issue ACS stock for the benefit of our employees at no cost to our employees.

### **Plan Year**

- January 1 – December 31

### **Eligibility**

- Be employed for one full year.
- Be at least 21 years old.
- Work at least 1000 hours during each year to receive a contribution from the plan for that year.
- You will be enrolled into the ESOP plan during the first open enrollment month following your first year of employment in which you worked 1,000 hours.
- Open enrollment months are January, April, July and September.

### **Distributions**

Employees are fully vested in their stock benefit after three years of service. Full vesting is required before any distribution is made from the plan except in the event of the death of the employee.

- At age 70 ½ an employee may withdraw a portion of or their entire account balance.
- This distribution is taxable to the employee.
- Upon separation from employment.
- See termination of employment below.

### **Loan Policy**

- There is no loan policy available to the participant for the ESOP balance.

### **IRS Information**

- If the employee ends employment with Aurora for any reason after 3 years of service, the vested balance will be paid out to the employee as soon as administratively feasible in the year following termination of employment. The IRS may impose early withdrawal penalties unless the full value of the account is rolled into another qualified retirement plan.



# *Employee Stock Ownership Plan*



## Frequently Asked Questions

### How is the stock value established?

- At the conclusion of each plan year the company will be valued by an outside audit agency which will set the value per share for the stock for that year. The valuation audit company will take a look at how Aurora is doing as a business. In other words, they will take a look at our bottom line-profit or loss. They will also look at the growth that occurred during the year and the potential growth that is seen in the near future. Along with the financial condition of the company the audit agency will do a complete review of the community based residential industry in general. After the review is complete they will establish what Aurora would be worth if it were to be sold to an independent buyer. Then it is simply taking the value of the business and dividing it by the number of shares of stock and that establishes the value per share for the stock.

### How much stock does the employee receive?

- The stock will be distributed according to the employee's annual wages.

### Can the employee buy more stock?

- ACS stock is not publicly traded and therefore is not available to be purchased. The ESOP plan distributes stock to eligible employees at the end of each year. The longer you are an employee the more stock you will accumulate. The better the company does the more your stock value increases. As a result, you as an employee benefit from your commitment to the company and the work Aurora does.

### Does the employee have to pay if the company loses money?

- No. You as an employee benefit from the success of Aurora. ACS stock is valued each year by an independent valuation company and the value of your ESOP account is based on the annual evaluation. The value of your stock is a direct relationship to the financial outcomes achieved by Aurora.

## *Employee Stock Ownership Plan*



### Termination of Employment

#### What happens if an employee works more than three years and leaves Aurora?

- If the employee remains with Aurora for three years or longer the employee is 100% vested in their stock. The amount in the employee's ESOP account is available to the employee as soon as administratively feasible in the year following the plan year of termination of employment.
- After conclusion of the plan year and valuation of the ESOP for that plan year (typically by August of the following year), the employee will receive a distribution authorization form that will provide two options to the former employee.
- The first option is that the employee may take it out in a lump sum. If taken out in a lump sum the IRS will impose early withdrawal penalties and tax the amount of the withdrawal.
- The second option is for the employee to roll over the amount (invest the account balance in another qualified retirement plan) and avoid the IRS penalties and taxation.

#### What happens if an employee leaves before three years of service?

- If an employee leaves Aurora in less than the three-year vesting period their stock will be given back to the ESOP and will be redistributed among eligible employees.
- **Example:** If an employee resigns in 2012, regardless of the month of termination, they will not receive distribution paper work until August 2013. This is due to the fact that the valuation of the ESOP for the 2012 plan year will not be complete until 2013.

The valuation of the 2012 plan year must be completed prior to any activity of the former employees account.

#### What happens if an employee dies?

- Upon the death of an employee, the employee has full ownership of the account balance (even if the employee has not worked three years under the plan). The distribution from the account is available to be paid out as soon as administratively feasible in the year following the death.

# Your EMPLOYEE Achievement PROGRAM

*Helping people and businesses be the BEST is what REALiving is all about!*

**REALiving's Custom Brochure and Cards is the first step to accessing the REALiving Employee Achievement Program (EAP)** - Each employee is provided a brochure and card with information on how to access their EAP benefits, including the phone number to the REALiving 24/7 Call Center (**1.877.256.9302**) and custom log-in information to the REALiving Web Portal, which is password protected.

- **Counseling** - All counseling services are designed to be short-term, solution focused and are provided by experienced therapists. An extensive, affiliate network of therapists is available. Sessions can be provided telephonically or in-person, depending on employee needs and preference. *Counseling services are available to employees AND their immediate family members.*
- **Coaching** - REALiving offers professional and executive coaching services that are flexible and customized to help employees achieve a goal or improve their performance. *Coaching services are available telephonically or via video.*
- **Crisis Support Services** - Services that are quickly implemented after a crisis and are customized to meet unique individual and organizational needs through REALiving's Immediate Crisis Support Team, Management Consultation and Specialized Educational Materials for employees.
- **Web Portal/Web Based Information** - Our website is designed for those who prefer to "surf the web" for information. The website has tools to help employees with budgeting and finance along with a brochure library on a variety of topics (AODA, Parenting, Smoking Cessation, Anger Management, Caregiver Stress, Communicating as a Couple, Grief and Loss, etc.).
- **Financial Consultation** - Each employee is eligible for a 30 minute telephone consultation per topic with a trained financial counselor. "Core Identity Theft Services" are also part of the benefits offered.
- **Legal Consultation** - Employees have access to a 30 minute phone based legal consultation per topic with an attorney, along with access to mediation.

**REALiving also provides employees with information and support to help them be their BEST through a variety of publications:**

- **REALiving Magazine** - Our quarterly publication features articles on balance, clarity, finance, parenting, fitness, leadership, plus more; all meant to inspire people to be REAL. It is meant to be a visual, accessible and flexible product to assist employees in their quest to be their BEST. (Available on line and printed.)
- **EAP Wellness Newsletter** - Our monthly publication features helpful articles and information on general well-being topics. A specific topic is featured each month and goes more in-depth in our weekly publication, Friday Facts. (Available online, emailed and printed)
- **Your BEST Health** - Our quarterly wellness newsletter includes a challenge that employees can do as individuals or as a group, along with a healthy recipe to try. (Available online or emailed.)
- **Brochure Library** - We offer a library of brochures on a variety of common topics in printed form and on our Web Portal.

*First Report Hotline*

**888.589.6492**

**Call within 24 hours of injury**

Hotline available  
24 hours a day,  
7 days a week.



Your **EAP**, Your **BEST**.  
877.256.9302 | [EAP.REALiving.com](http://EAP.REALiving.com)

**REALiving**  
Helping You Be Your BEST.

**Aurora Community Services is proud to be GREEN!!!**

When signing up for direct deposit you have access your earnings statements **on-line** through a **secured** website. You will **not** receive a copy in the mail.

***Here's how you access your on-line pay information:***

- Go to: [www.greenemployee.com](http://www.greenemployee.com)
- Enter your company code: **ARA, ACH, or ACCESS**
- Enter your personal log in information which is:

**Employee ID** (3, 4 or 5 digits)  
**Last 4 of SSN+ Birth Year**

**Electronic W-2s**

The first time you log in, you will be prompted to select the option to print your future W-2s from the secured website rather than having it mailed to you. By selecting "green" you are agreeing to download all future W-2s and will **not** receive a paper copy in the mail. By selecting "nogreen" you are indicating that you would still like to receive your future W-2s in the mail. Be sure to click save!

**Electronic Earnings Statements**

By selecting **Edit Account** in the upper right corner, you can set up **electronic notifications** of your earnings statements via e-mail and/or text. Click on the "notification" tab at the top of the screen to enter your personal preferences on how to receive your earnings statement electronically. Be sure to click save at the bottom of this screen to save your selections.

Clicking on **Home** in the upper left corner of the screen, will show your most recent pay stub along with a link to the most recent issue of the Aurora Beacon. You also have access to your past earnings statements which you can view and print at your convenience by selecting **Pay History** at the top of the screen.

**Green = Cost Savings!**

Feel free to contact our Payroll Department at 715-235-1839 if you have any questions.

**Payroll Pointers**

For most employees you will utilize a telephonic time and attendance program to record your work hours. Your time in and your time out are both recorded when you dial the phone number for the program at the start and end of your shift from the site phone. More information is available at your work location. If you have trouble with the Kronos timekeeping system, please contact the Call Center at **877-301-5587**. **Under no circumstances are you to allow someone else to timestamp for you or you to timestamp for someone else.** Your work schedule and time card can be accessed by phone or website:

- **Employee Website to check Kronos:** <http://employee.auroraservices.com>

**User Name: FirstName.LastName Password: Employee # (1<sup>st</sup> time login)**

For other employees you will keep a paper timesheet. Guidelines for submission of those timesheets:

- Employees must sign their names in a neat and legible manner
- The work location (operation number) must be listed
- Employees are to provide their employee numbers on the timesheet

- If partial hours are worked, record time using a decimal. Hours are paid per quarter hour (example 8 ½ hours = 8.5)
- Assure dates on the timesheet are correct
- Submit timesheets weekly (Sunday-Saturday)
- Corrections to timesheets can be made only by the employee – no other staff is authorized to alter an employee's timesheet

We highly recommend Direct Deposit for payroll. If a payroll check is believed to be lost in the mail, Aurora will reissue the check seven business days after payday. The employee is required to pay the bank service charge for the reissue. Paychecks are not available for pick up.



## **Personnel Policies**

### **Employee Orientation, Training, and Development (1.A.01)**

All employees must complete required training by designated due dates in order to comply with State and Federal regulations. Failure to comply with annual requirements will lead to corrective action, up to and including discharge.

### **Background Character Verification (1.A.02)**

All employees are subject to a background check upon hire and every 2 years thereafter (and/or as otherwise directed by licensing regulations). Employees are required to report any criminal or traffic charges within 24 hours to management staff.

### **Employee Assignment and Transfers (1.A.03)**

All employees are assigned to a specific position in a specific department and location upon hire. Management may, upon discretion, re-assign an employee to a different location or department on a temporary or permanent basis. Employees who wish to transfer to a different location or department must comply with the procedures outlined in the policy.

### **Personnel Files (1.A.04)**

Personnel files are maintained in locked file cabinets in a locked office for all employees and contain work-related documentation including training records. Health information is retained in a separate file for purposes of confidentiality. Access to employee files is strictly limited. Employees may access their files upon written request and per procedure.

### **Attendance (1.A.05)**

Employees are expected to report for work promptly as scheduled. Planned and unplanned time off must be requested per policy. Employees are required to obtain substitute staff if they are not able to work their scheduled shifts. Failure to report for work as scheduled will lead to corrective action up to and including discharge.

### **Work Related Injuries and Return to Work (1.A.07)**

Any accident/incident at work should be reported immediately to the Call Center. Injured employees are required to maintain communication with management staff. Aurora provides for flexible return to work options.



**Employee Payment (1.A.08)**

All employees are paid semi-monthly. Employees are responsible for accurately recording time worked as directed, either via electronic timestamp or paper timesheet. Errors in timekeeping must be reported as soon as possible. Falsification of time worked and documentation of time worked on behalf of another employee is fraudulent and will result in corrective action up to and including discharge. Paychecks are available via direct deposit or mail.

**Drug Free Workplace (1.A.09)**

All staff are expected to report for work without evidence of having used alcohol or illicit drugs. We all must be capable of performing work duties safely and responsibly and will be requested to comply with drug screening for suspicion of violation of the policy.

**Release of Employee Information (1.A.10)**

Only objective information will be provided to a potential employer, including dates of employment, job duties, and potential for rehire. Additional information may be provided by the Human Resources Department upon signed release by the employee.

**Performance Evaluation (1.A.11)**

All employees will meet with their supervisor for a formal performance evaluation at least annually. Feedback from a supervisor can be requested at any time.

**Corrective Action (1.A.12)**

Violations of policies, procedures, safety guidelines, or workplace conduct standards will result in corrective action. Available corrective action includes verbal reminder, written reminder, decision day (unpaid suspension), or discharge. Level of corrective action is dependent upon the violation and circumstances. Corrective action becomes a permanent part of the employee's personnel file and may influence the possibility of rehire.

**Lost Paycheck (1.A.13)**

Should an employee lose a paycheck, he/she is to contact the office to issue a stop payment on the check. If a check is lost in the mail, a new check will be issued after 7 business days. The employee is responsible for the stop payment fee. Aurora encourages direct deposit for employee payroll checks.

**Equal Employment Opportunity (1.A.14)**

Aurora provides equal opportunity for employment, training, promotion, and other benefits to all employees regardless of race, gender, age, veteran status, sexual orientation, or any other protected status.

**Anti-Harassment (1.A.15)**

It is important that all employees work in a safe and comfortable environment. Staff are to be mindful of maintaining professional conduct at work. If an employee believes he/she is being harassed or believes a coworker is being harassed, he/she is to report the incident to his/her Supervisor or Human Resources immediately for investigation.

**Family/Medical Leave (1.A.16)**

Employees are eligible for leave under the Family Medical Leave Act if they meet basic eligibility requirements and the reason for the leave meets the criteria defined under the Family Medical Leave Act. See policy for more details.

**Reasonable Accommodation (1.A.17)**

An employee or applicant that requires accommodation must contact Human Resources to initiate a request.

**Translator/Interpreter Services (1.A.18)**

An applicant or employee that requires the services of an interpreter or translator will be provided those services in accordance with the policy guidelines.

**Employee Advocacy/Resolution Procedure (1.A.19)**

Employees are important people to the customers we serve. Advocacy is a critical component of the services we provide. Any employee who believes a customer's needs are not being adequately met should refer to the policy to assure prompt resolution of the concern.

**Employee Grievance Procedures (1.A.20)**

An employee who has a complaint or concern about his/her workplace may follow the policy to work toward resolution of the complaint.

**Whistleblower Protection for Healthcare Workers (1.A.21)**

An employee who, in good faith, makes a complaint regarding dangerous or illegal healthcare practices is protected from corrective action or retaliation for filing the complaint.

**Workplace Violence (1.A.22)**

We are concerned for the safety and well being of all staff and customers. Should you be concerned about someone's conduct at your work location, please contact management staff immediately to report your concerns.

**Employee Rehire (1.A.23)**

Former employees may re-apply for employment and will be afforded the opportunity to be rehired if eligible. The policy clarifies what training will be required upon rehire.

**Problem Resolution (1.A.25)**

Aurora values our employees' abilities to be solution focused! Our problem resolution policy provides direction for professionally addressing concerns or issues with the appropriate person so solutions can be developed promptly and without impact to those who are not directly involved in the issue.

**Jury Duty (1.A.26)**

Time away from work is provided for jury duty with documentation of the service. To utilize vacation or personal hours during jury duty, the employee must submit a Time Off/Adjustment Request (P15).

**At Will Employment (1.A.27)**

Aurora is an at will employer. This means the employee or Aurora can terminate the employment relationship at any time and for any reason.

**Health Insurance Portability & Accountability Act (HIPAA) Rights (1.A.28)**

This policy outlines employee and customer rights for privacy under HIPAA.

**Conflicts of Interest (1.A.29)**

Directly competing with Aurora's business interests is prohibited. If an employee provides similar services for other organizations or for his/her own business, he/she is to consult the Supervisor for direction.

**Electronic Communication (1.A.30)**

Guidance is provided for the professional use of electronic communication to protect customers, employees, and Aurora.

**Solicitation and Distribution (1.A.32)**

Aurora must carefully manage materials and products that are distributed in our work locations to protect the rights of customers and employees. The policy outlines what can and cannot be offered in our work locations and how to obtain approval for sharing such information or selling products.

**Military Leave (1.A.33)**

Aurora supports applicants and employees who serve in our armed services. This policy outlines the rights and responsibilities of the employee and Aurora for accommodating the obligations of military service.

**Confidentiality and Non-Disclosure of Proprietary Information (1.A.34)**

Any information, documents, business plans, etc. are the property of Aurora and are to be maintained confidentially by all employees. Guidelines are provided to protect proprietary information.

**Workplace Conduct (1.A.35)**

Aurora has established standards expected of all employees to assure that all customers and team members are treated respectfully at all times. The policy addresses attendance, professionalism, personal cell phone use and other workplace rules.

**Employees in Good Standing (1.A.36)**

An employee who leaves employment with Aurora with recent corrective action and/or without providing 2 week notice of separation may not be in good standing. Not in good standing prevents pay out of vacation hours and eligibility for rehire.

### **Internship and Practicum Students (1.A.37)**

Aurora may be able to provide internship or practicum experiences to students based on course of study and availability of adequate supervision. The policy outlines the procedure for the implementation of an internship or practicum site.

### **Social Media Use (1.A.38)**

Employees are not authorized to disclose confidential customer or proprietary information via personal social media sites. Nor are they allowed to create a threatening, intimidating, or hostile work environment through comments or posts on social media. No individual may comment or post on behalf of Aurora unless explicitly authorized to do so.

### **Employee Insurance Benefits (1.B.01)**

Health, dental, life insurance benefits are available to staff who are working a FT status position (40 hours/week plus designated FT status). Once eligible, an employee will be provided enrollment information.

### **Employee Stock Ownership Plan (ESOP) (1.B.05)**

This policy outlines eligibility for ESOP, vesting schedule. FAQs are included.

### **Paid Bereavement Leave (1.B.06)**

Employees are eligible for up to 16 hours of paid leave upon the death of an immediate family member. Leave must be approved by Human Resources.

### **Finders Fee (1.B.07)**

Our employees make great recruiters! A Finder's Fee is paid to an existing employee who refers someone for employment following 90 days of successful employment of the referred person. There is no limit to the number of finder's fees an employee can earn!

### **401(k) (1.B.08)**

Aurora offers a 401k benefit to employees who meet eligibility criteria – must be 21 years of age, work for Aurora for at least 1 year with 1000 hours of service in that year.

### **Employee Achievement Program (E.A.P.) (1.B.11)**

Aurora provides confidential counseling and support services to employees free of cost for assistance with work or non-work related issues. Additionally, professional coaching, legal and financial support is available by contacting the EAP line.

### **Temporary Leave of Absence (1.B.15)**

Employees may be eligible for a short term leave of absence for temporary relocation, illness, etc if qualified. The temporary leave is not in addition to leave under the Family and Medical Leave Act. The employee's position will NOT be held but the employee will remain active and can return to an available position.

## **Customer Policies**

### **Customer Illness/Accident Plan/Employee Liability (2.A.04)**

This policy identifies our responsibility in monitoring a customer's health and acting on changes to an individual's health condition.

**Critical Incident Investigation and Reporting Procedure for Abuse, Neglect, Misappropriation (2.A.10)** This policy outlines the procedures for responding to reports of abuse, neglect, misappropriation and for investigation of such incidents.

### **Abuse, Neglect, Misappropriation of Property (2.A.13)**

All employees are required to report incidents of suspected abuse, neglect, misappropriation immediately to a management staff member. Definitions are provided. Failure to report suspected incidents may lead to corrective action up to and including discharge.

### **Media Response (2.B.06)**

This policy restricts all staff except executive administrators from speaking with media outlets about Aurora business or customers for any reason.

### **Dress Code (2.B.14)**

While the work that we do may occur in more casual settings, it is important to note that we are setting an example for our customers and representing Aurora during the course of our days. Comfortable clothing is perfectly acceptable; however, promotion of alcohol or drugs is prohibited, as are short, low cut, transparent, or tight-fitting garments. If you work in a site that requires use of adaptive equipment, "flip flops" or sandals are not allowed. We highly discourage wearing anything unnecessary – jewelry or other objects that may be broken during the course of a work day. Aurora is not responsible for damage to those items.

### **Giving and Receiving Gifts (2.B.17)**

To ensure the maintenance of professional boundaries between our staff and customers, we require that any exchange of gifts be approved by management staff prior to the exchange. This is for the protection of our staff members and customers in the event that either party of a concerned person believes someone was taken advantage of.

### **Fire Arms/Bows/Knives/Fireworks (2.B.19)**

All Aurora work locations and vehicles are weapon free. No explosives or weapons of any kind are allowed on the premises. Employees who are lawfully permitted to carry firearms must store them securely in their personal vehicles, out of sight of bystanders.

### **Tobacco Use (2.B.20)**

Use of tobacco products and e-cigarettes are restricted in each work location and not allowed in Aurora vehicles. All discarded materials must be managed safely.

### **Selling/Purchasing/Renting to or from a Customer (2.B.24)**

Much like the gift giving policy, any time money/property exchanges hands, management staff need to be informed to assure that the transaction is appropriate for all involved.

### **Computer and Internet Use (2.B.25)**

Most work locations have available computers and internet service in. If there is service available, it is not for personal use of employees but for business or customer related purposes. Concerns about websites being accessed by customers should be reported to management staff immediately.

### **Recordings of Customers/Conversations (2.B.30)**

All services and conversations involving customers are confidential. No staff is authorized to record customers without written authorization. Cell phone recording or photography of customers or employees is not allowed in any site for any reason.

## **Safety/Emergency Procedures**

### **Infection Control (3.A.04)**

All staff are trained on and required to utilize standard precautions to prevent infectious disease transmission. This includes proper handwashing, use of protective equipment, proper cleaning/sanitizing of surfaces, etc.

## **Fleet Maintenance**

### **Use of Company Vehicles (4.A.01)**

Only authorized employees may operate company vehicles and are expected to comply with all traffic laws and company policies during operation. Employees are expected to operate vehicles safely and without distraction (no food, beverages, use of cell phones, smoking/tobacco or e-cigarettes). Any damage to an Aurora vehicle is to be reported immediately. Vehicles are for company business only. Any traffic citations – while on or off duty - are to be reported to management staff immediately, as they may impact authorization to utilize the vehicle.

### **Fleet Safety Program and Accident Reporting (4.A.02)**

This policy outlines how we screen and approve drivers, defines Aurora's safety expectations, required training, accident reporting, and driver expectations during accident/incident situations.

### **Personal Vehicle Use and Responsibility (4.A.03)**

Should an employee need to use his/her personal vehicle for business purposes, the vehicle must meet basic safety standards and the employee must provide verification of minimum state insurance protection prior to use and/or mileage reimbursement for the use of the vehicle. Permission to utilize the personal vehicle rather than company vehicle must be provided by management personnel when possible. Employees who are

designated as "non-drive" status are not to utilize personal vehicles for any business related purposes.

#### **Vehicle Care and Maintenance (4.A.04)**

Care of company owned/leased vehicles is required by all staff, including minimum standards for cleaning and reporting any maintenance concerns or damage immediately to management staff.

#### **Fleet Fueling (4.A.05)**

The policy outlines the use and procedure for fleet fueling for company owned/leased vehicles. Receipts must be maintained and ledger of expenses completed. Use of the fleet card is limited to fuel only.

#### **Driver Selection (4.A.06)**

Each employee is evaluated for a driving status (full drive, secondary drive, no drive) upon hire and annually thereafter. Employees are required to report any moving violations immediately. If an employee is not approved to drive and the position in which he/she works requires driving, the employee may be reassigned or terminated if no position exists to which the employee can be reassigned.

## Personnel Policies

### **Employee Health and TB Testing (1.A.06)**

Employees are screened upon hire for the absence of communicable disease per Wisconsin regulations. A health screen and TB skin test is required and provided by an authorized medical practitioner.

### **Holiday Pay (1.B.02)**

The following holidays are paid at 1 ½ times the employee's regular rate of pay: Thanksgiving Day, Labor Day, Christmas Eve Day, and Memorial Day. Christmas Day is paid at 2 times regular rate of pay. Additionally, from 3pm on December 31 until 3pm on January 1, and from 3pm on July 4 until 3pm on July 5 employees are paid at 1 ½ times regular rate of pay. Holiday pay is for hours worked only during designated times.

### **Employee Vacation/Time Off (1.B.03)**

Employees who have worked over 39 hours per week on average are eligible for vacation hours after one year of successful employment. Hours earned are based on the hours worked for the prior 12 months of employment. Employees may use vacation hours only after it is available and must obtain substitute staff for planned vacation hours. Form P15, Vacation/Time Off Request form must be submitted at least 3 weeks prior to the requested time off.

### **Personal Hours (1.B.04)**

Following 90 consecutive days of employment, eligible staff are awarded personal hours. Earned personal hours shall be based on average number of hours per week during the 2 pay periods immediately preceding the completion of 90 days of employment. Employees must work an average of 39 hours/week to be eligible. Employees must obtain substitute staff and complete form P15, Vacation/Time off Request in order to utilize personal hours.

### **Longevity Bonus (1.B.09)**

Eligible employees are provided a bonus based on years of service from \$50 after 1 year to \$1000 (maximum amount) after 11 years. Eligibility is based partly on performance (corrective action) and employees who work 39 hours per week on average based on the prior 12 months of employment.

### **Employee Activity Funds (1.B.12)**

An activity fund is provided for the purpose of staff costs/entry fees/tickets while supporting customers in community events or activities. Receipts are to be logged and maintained with the activity fund ledger.



## **Consumer Related**

### **Medication (2.A.05)**

The policy provides direction on possession, storage, orders, administration, and disposal of medications.

### **Consumer Money (2.A.06)**

In many cases, we assist consumers with safe storage and spending of their money. The policy outlines our responsibilities in documenting any funds we assist someone with. Receipts must be maintained for all expenditures and shift audits must be completed by 2 staff members at each shift change to assure all money is accounted for. All expenditures and deposits must be documented promptly in the consumer file.

### **Consumer Elopement (2.A.16)**

Staff are directed to follow an individual's Behavioral Support Plan if the person leaves the home with the intention of eloping. The policy outlines additional measures to take in the event there is no history of elopement for the individual.

### **Restrictive Measures/Restraints (2.A.21)**

The policy defines "restrictive measures" and restraints. Such methods are generally prohibited for use as they contradict Aurora's philosophy of services and may readily violate an individual's rights, unless specifically identified in the individual's Behavioral Support Plan.

### **Safe Handling and Movement of Consumers (2.A.23)**

Staff safety is imperative and is required to assure consumer safety. We require training on proper body mechanics and any adaptive equipment utilized by consumers we serve. Consumer needs are assessed prior to service and changes in physical capabilities managed so we can maintain safe living and working environments. Staff are NEVER to pick a person up from the floor and are required to obtain assistance from office or on call staff should there be an emergency situation.

### **Confidentiality (2.B.1)**

No one is allowed to release information about a consumer we serve without written authorization to do so. Should you receive a request for information, you are directed to contact management staff for further instruction. Employees are responsible for assuring any guests are aware of the confidentiality mandate. Violations of the confidentiality policy may result in corrective action, up to and including discharge, as well as legal prosecution.

### **Telephone (2.B.5)**

Phones at work locations are available for business use and personal use of consumers. In most cases, consumers have purchased pre-paid phone cards for long distance service and a log is to be maintained for use of the cards. Personal calls by staff on an Aurora phone or a personal cell phone are to be limited to emergency use only. Employees are not allowed to photograph or record consumers or staff on cell phones.

### **Guests (2.B.13)**

Any guests of an employee require approval of management staff PRIOR to the visit due to safety and confidentiality concerns. Guests are expected to maintain the same level of professional conduct as the employee. The employee is responsible for the conduct of his/her guest.

### **Housecleaning and General Maintenance (2.B.21)**

Employees are responsible for assuring homes and vehicles are maintained and kept clean. Some consumers will assist in those tasks, and in other locations, staff will complete them. A schedule is provided to communicate the minimal expectations. Staff are to communicate maintenance and repair needs as soon as possible to management staff. No staff member is authorized to contact repair services without management permission.

## **Safety/Emergency Procedures**

### **On Call and Emergency Situations (3.A.1)**

In an emergency situation, staff should manage the situation by notifying emergency services as appropriate (fire, law enforcement, ambulance) and then notifying Aurora management staff or Call Center after business hours. The on call system is available through the Call Center to provide support to staff in non-emergency issues after business hours.

### **Fire Emergency and Evacuation (3.A.2)**

Employees are expected to follow basic guidelines to maintain a safe environment. All staff are expected to be familiar with the Evacuation Plan posted in the home and comply with designated procedures. Staff may extinguish a small fire in the home if comfortable; otherwise evacuation is required. If the alarm sounds and there is no visible fire, staff are to evacuate until it can be determined whether fire is present or not.

### **Severe Weather (3.A.3)**

Each home has a designated location to which all occupants of the home are gathered during severe weather. The location is designated on the Evacuation Plan posted in the home.

### **Missing Persons Plan (3.A.5)**

Staff are to follow a consumer's Behavioral Support Plan in the event a consumer is missing. If there is no BSP or there is not direction provided for the consumer to be missing, staff will conduct a search of the immediate area and contact management staff for assistance.