Ridge House, Inc., Reno, Nevada

Personnel Policies

Approved by the Board of Directors – July 20, 1999

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Revised - August 2018

Revised and Approved– May 2020

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MISSION STATEMENT – RIDGE HOUSE, INC.

We provide a compassionate, evidence-based continuum of care to help those who are involved or at risk of becoming involved in the criminal justice system by meeting their behavioral health and re-entry needs so they can achieve long-term recovery.

Revised by the Board of Directors 2014
Revised by the Board of Directors 2018

STATEMENT OF PURPOSE – RIDGE HOUSE, INC.

Ridge House, Inc. is a 501 (c)(3) non-profit organization incorporated under the laws of the State of Nevada in 1982. The organization's original mission was to serve the criminal justice population on re-entry into the community by providing a safe and therapeutic environment focused on a community-based solution designed to change offenders' behaviors and reduce recidivism.

Recognizing the relationship between addiction and crime, the organization expanded its mission to include the treatment of addiction to drugs and alcohol.

Today's Ridge House offers residential and outpatient services to qualifying people who, either having been released from prison or having sought treatment from addiction, are working on re-entry into the community. Ridge House, Inc. offers a comprehensive array of behavioral health services that include residential and outpatient substance use, mental health and family services.

Currently, residential treatment is offered in a family style therapeutic environment in five homes located throughout the Reno – Sparks community. One of the facilities is dedicated to veterans and one for those clients not in need of the more restrictive setting of residential care. Residential care includes structured group and individual counseling, family style meals, recreation and 24-hour on-site supervision.

Adopted by the Board of Directors April 18, 1995
Reviewed on: September 17, 2002
Reviewed: May 2003
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Reviewed July 2018

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DRUG-FREE WORKPLACE ACT

(Note: Ridge House, Inc. hereinafter will be referred to as Ridge House)

1. The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance (including marijuana) is prohibited by any Ridge House employee while on duty or conducting Ridge House business, or on Ridge House property (whether or not the employee is working).

2. Applicants being considered for hire by Ridge House must consent to and pass a drug test (at Ridge House's expense) before beginning work or receiving an offer of employment. Refusal to submit to drug testing will result in disqualification of further employment consideration.

3. Ridge House employs an ongoing drug-free awareness program to inform employees about:
    a. The dangers of drug abuse in the workplace;
    b. Ridge House's policy of maintaining a drug-free workplace; specifically, employees of Ridge House must not report for work impaired by, or under the influence of, alcohol or another drug (including marijuana);
    c. The prohibition against drug use/possession/trafficking in the workplace;
    d. Any available drug counseling or rehabilitation; and
    e. The consequences that may be imposed upon employees for drug abuse violations occurring in the workplace.

4. Reasonable accommodations will be made for any disabled employee requiring medical treatment involving medication.

5. It is required that each employee will provide a signed verification of the statement required by paragraph 1); such verification will be placed in the employee's personnel file.

6. As a condition of employment, any employee must agree to notify the employer in writing of any criminal drug statute arrest or conviction no later than five calendar days after such event.

7. Ridge House will notify the Substance Abuse Treatment and Prevention Agency and any other federal funding source in writing within ten (10) calendar days after receiving notice under subparagraph 6) from an employee or otherwise receiving actual notice of such arrest or conviction.

8. One or more of the following actions will be taken within 30 calendar days of receiving notice under subparagraph 6) with respect to any employee who is so arrested or convicted:
    a. Taking appropriate personnel action against such employees, up to and including termination;
    b. Requiring such employees to participate satisfactorily in a substance use disorder assistance or rehabilitation program approved for such purposes by a Federal, State or local health, law enforcement or other appropriate agency.

    [Public Law 100-690 Title V, Subtitle D, 41 USC 701 et seq.]
    (Adopted by the Board of Directors 7/20/99)

DRUG-FREE WORKPLACE AND DRUG-TESTING POLICY (August 2016)

(Revised October 2018)

1. *Scope*

Any individual who conducts business for the organization, is applying for a position or is conducting business on the organization's property is covered by our Drug-Free Workplace Policy. Our policy includes, but not limited to, full-time employees, part-time employees, off-site employees, volunteers, interns and applicants.

2. *Prohibited Behavior*

It is a violation of our Drug-Free Workplace Policy to use, possess, sell, trade, and/or offer for sale, alcohol, illegal drugs (including marijuana) or intoxicants.

Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician's prescription. Any employee taking prescribed or over-the counter medications will be responsible for consulting the prescribing physician and/or pharmacist to ascertain whether the medication may interfere with safe performance of his/her job. If the use of a medication could compromise the safety of the employee, fellow employees or the public, it is the employee's responsibility to use appropriate personnel procedures (e.g., call in sick, use leave, request change of duty, notify supervisor, notify company doctor) to avoid unsafe workplace practices.

Appropriate disciplinary action will be taken if job performance deterioration and/or other accidents occur or an employee reports to work under the influence of prescription or over-the-counter drugs.

3. *Medical and Recreational Marijuana*

Ridge House is a recipient of Federal funding. The use of any marijuana or hemp product that contains Tetrahydrocannabinol (THC) is prohibited. Under Federal law, marijuana is categorized as a Schedule I drug of the Controlled Substance Act making marijuana possession illegal at the Federal level (Title 21 United Stated Code (USC) Controlled Substance Act Part B Section 812).

4. *Reasonable Suspicion*

Employees are subject to drug testing and searches based on (but not limited to) observations by at least two members of Ridge House staff of apparent

workplace use, possession or being under the influence. Management team should be consulted before sending an employee for testing. Management must use the Reasonable Suspicion Observation Checklist to document specific observations or behaviors that create the reasonable suspicion the employee is under the influence. Examples include but are not limited to:

- Odors (smell of alcohol, body odor, urine, etc.)
- Eyes (dilated, constricted, watery, involuntary eye movements, etc.)
- Face (flushed, sweating, confused or blank looks, etc.)
- Emotions (argumentative, agitated, drowsy, irritable, etc.)
- Movements (unsteady, unable to sit still, dizzy, fidgeting, etc.)
- Speech (slurred, unreasonably fast, unreasonably slow, distracted, etc.)
- Actions (yawning, twitching, stumbling, accidents, etc.)
- Inaction (sleeping, lack of reactions, unconscious, etc.)

When reasonable suspicion testing is warranted, the ED and the employee's direct supervisor will meet with the employee to explain the observations and the requirement to test within two hours. Refusal to test will be treated as a positive test and will result in immediate termination of employment.

Under no circumstances will the employee be allowed to drive him or herself to the testing facility. A member of Ridge House management will transport the employee or arrange for a cab or ride share service for the employee to be transported to the testing facility and possibly home.

5. ***Random Drug Testing***

Ridge House will randomly test employees for compliance with its drug-free workplace policy. As used in this policy, "random testing" means a method of selection of employees for testing and performed by an outside third party. The selection will result in an equal probability that any employee from a group of employees will be tested. Furthermore, Ridge House has no discretion to waive the selection of an employee selected by this random selection method.

6. ***Searches***

Entering the organization's property constitutes consent to searches and inspections. If an individual is suspected of violating the Drug-Free Workplace Policy, he or she may be asked to submit to a search or inspection at any time. Searches can be conducted of desks, workstations, vehicles, equipment and living quarters of House Managers.

7. ***Drug Testing***

All testing will be conducted according to Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines where applicable and will include a screening test, a confirmation test, the opportunity for a split sample, review by a Medical Review Officer including the opportunity for employees who test positive to provide a legitimate medical explanation such as a physician's prescription for the positive result and a documented chain of custody. All drug testing information will be maintained in separate confidential records. Each employee, as a condition of employment, will be required to participate in pre-employment, post-accident and reasonable suspicion testing upon selection or request of management. The substances that you will be tested for are: Amphetamines, Cannabinoids (THC), Cocaine, Opiates, Alcohol, Barbiturates and Benzodiazepines. Testing for the presence of alcohol and the metabolites of drugs will be conducted by analysis of blood.

8. ***Consequences***

If an employee violates the Drug-Free Workplace Policy, he or she may be terminated from employment. Any employee who tests positive may be terminated or be immediately removed from duty for an indeterminate amount of time, not to exceed 30 days. During this time the individual will be referred to a substance abuse professional for assessment (at the employee's expense) and recommendations. The employee will be required to pass a Return-to-Duty drug test and sign a Return-to-Work Agreement. Employee will be subject to random drug screens for a period of two years and terminated immediately if he/she tests positive a second time or violates the Return-to-Work Agreement. No guarantee is made that the employee's job will be available after this time period.

In the case of applicants, if he or she tests positive for any of the substances listed in the Drug Testing provision of this policy, the offer of employment may be withdrawn, except as prohibited by law. The applicant may reapply after one year and must successfully pass a pre-employment drug test.

9. ***Assistance***

Ridge House's Drug-Free Workplace Policy:

- Encourages employees to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem

- Encourages employees to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help.

Treatment for alcoholism and/or other drug use disorders may be covered by the employee's benefit plan. However, the ultimate financial responsibility for recommended treatment belongs to the employee.

10. Confidentiality

All information received by the organization through the Drug-Free Workplace Program is confidential communication. Access to this information is limited to those who have a legitimate need to know and are in compliance with relevant laws and management policies.

11. Shared Responsibility

Employees are encouraged to:

- Be concerned about working in a safe environment;
- Support fellow workers in seeking help;
- Report dangerous behavior to their supervisor;

It is the supervisor's responsibility to:

- Inform employees of the Drug-Free Workplace Policy;
- Observe employee performance;
- Investigate reports of dangerous practices;
- Document negative changes and problems in performance;
- Counsel employees as to expected performance improvement;
- Clearly state consequences of policy violations.

12. Communication

To ensure all employees are aware of their role in supporting our Drug-Free Workplace Program:

- All employees will receive a written copy of the policy;
- The policy will be reviewed in orientation session with new employees;
- The policy will be reviewed at safety meetings.

EMPLOYEE RELAPSE – PROCEDURES AND PROTOCOL

A relapse is defined as a return to using mood-altering substances from a period of sustained recovery. This policy is relevant to staff members who have identified themselves as "in recovery". Clinical staff members who have self-identified as "in recovery" may be required to maintain abstinence from all mood-altering substances as a condition of their licensure/certification as a counselor. This does not pertain to prescribed medication.

Section 1

1. If the staff person divulges their relapse to the Executive Director, the ED may suspend the employee without pay for a period of time determined by the ED and the employee's direct supervisor.
2. The ED will arrange for an independent assessment by a Licensed Alcohol & Drug Counselor to evaluate and to recommend a plan of treatment. This assessment will be at the employee's expense. (The staff person will need to sign a "release of information" form, designating the ED of Ridge House as the recipient of the Counselor's recommendation.)
3. If the staff person refuses to accept or cooperate with the substance use counselor's recommendation(s), there will be a second meeting of the Counselor, the staff person and the Executive Director to review the case. If the final recommendation as a result of this meeting is not accepted by the employee, the suspension will become a dismissal of employment at Ridge House.
4. At the end of the suspension period, an outcome/review assessment will be conducted by a Licensed Alcohol & Drug Counselor at the employee's expense to determine the staff person's compliance with treatment recommendations and to determine if the staff person should remain employed by Ridge House.
5. The final decision of reinstating the staff person will be at the discretion of the Executive Director. If the employee is reinstated, the employee's level of counseling recommendations and work performance will be reviewed by the department director at the end of three months.
6. During the period of treatment, Ridge House will utilize all efforts to continue the regular pay schedule of the staff person dependent upon the staff person's annual and sick leave hours. After all paid leave has been exhausted, the ED may make further recommendations.
7. There are two roles and/or situations in the agency in which long-term abstinence and/or recovery are a prerequisite to their employment. These situations include:

1. A counselor who signed an affidavit with the Board of Examiners of Alcohol and Drug Counselors that they are in recovery for a minimum of two years as a condition of their certification and/or license.
   a. In the case of a counselor in recovery above, additional steps will be taken to report the substance use behavior to the Board of Examiners for Alcohol, Drug and Gambling Counselors for review. That Board may choose to revoke the individual's license and/or certification or place the individual on probationary status. The agency's decision regarding allowing the counselor to retain their current position will be dependent on the status of their credential/license.
2. Certified Peer Recovery Support Specialists (PRSS) (formerly House Managers) whose role is as a mentor to guide those newly in recovery.
3. In these two cases, if the individual, as a result of the substance use, no longer qualifies for their position based on the job description (PRSS) or the credential (counselor), the agency will make every attempt to reassign the individual to another available position. If that is not possible, the employee will be terminated.

Section 2

If the Executive Director becomes aware of, or suspects a relapse before the staff person informs him/her, the Executive Director will immediately ask the staff person to be drug tested and if the test is positive, to be assessed by a Licensed Alcohol & Drug Counselor. If these steps are not followed, the administrative leave will then become an immediate dismissal from employment at Ridge House (please see section titled "Consequences.")

(Board approved: 10/24/2018)

CONFLICT OF INTEREST POLICY

Employees and Board Members have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Ridge House wishes its business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for the employee or for a relative as a result of Ridge House's business dealings. For the purpose of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if an employee has any influence on transactions involving purchases, contracts, or leases, it is imperative that he or she discloses to an officer of the organization as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee, board member, or relative has a significant ownership in a firm with which Ridge House does business, but also when an employee, board member, or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction of business dealings involving Ridge House.

The materials, products, designs, plans, ideas, and data of Ridge House are the property of Ridge House and should never be given to an outside firm or individual except through normal channels and with appropriate authorization. Any improper transfer of material or disclosure of information, even though it is not apparent that an employee has personally gained by such action, constitutes unacceptable conduct. Any employee who participates in such a practice shall be subject to disciplinary action, up to and including discharge.

NEPOTISM POLICY

It is well accepted that employment of relatives in the same organization can cause serious conflicts and problems with favoritism and employee morale. In these circumstances, all parties, including supervisors, leave themselves open to charges of inequitable consideration in decisions concerning work assignments, transfer opportunities, performance evaluations, promotions, demotions, disciplinary actions, and discharge. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

It is Ridge House's policy that relatives of persons currently employed by Ridge House may not be hired. If the relative relationship is established after employment, the individuals concerned shall decide who is to be transferred. If that decision is not made within 30 calendar days, management shall decide. In no case shall an individual work directly with or supervise a relative, nor shall an individual occupy a position in the same line of authority in which he/she can initiate or participate in decisions involving a direct benefit to the relative.

In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment.

For purposes of this policy, relative is defined as one of the following: spouse or significant other, parent/step parent, child/step child, grandparent, grandchild, brother/brother-in-law, sister/sister-in-law, uncle, aunt, nephew, niece, first cousin, in-laws (father, mother, son, daughter).

INTERNSHIPS

Interns are counselors who are in a training period. Certified or licensed counselors must perform internship hours in order to qualify for the written examination. Each Intern requires a supervisor who is certified to supervise counselor interns. The Clinical Director (CD) will assign each intern to a supervisor. The relationship between supervisor and intern are defined in NAC 641.280 and NAC 641.285. These guidelines must be adhered to in order for the Interns' certificate to counsel to remain valid and in compliance.

ETHICS

Counselors and interns are bound by the ethical code from Nevada Administrative Code 641C.410. Counselors who are found to have violated any of those statutes will be addressed in accordance with the disciplinary policy contained in this document. All staff members should be familiar with these codes.

Staff at Ridge House are bound by a code of ethics which prohibits them from forming a dual relationship with a client so in support of this; Ridge House staff members may never communicate with clients on any social networking site (i.e. Facebook, Instagram, Twitter).

AFFIRMATIVE ACTION

Affirmative Action is defined as specific, result-oriented programs designed to materially increase the participation throughout the work force, both volunteer and staff, of individuals who, in the past, may have been deprived of such an opportunity, especially minorities and women.

1. It is understood that in accepting Federal funds, failure to enforce the Affirmative Action Policy may result in the termination of the contract.
2. The following procedures with regard to staff selection will be in effect:
   a. Appropriate advertising will be done to recruit the best qualified candidate.
   b. The following information and data shall be placed in the advertisement:
      i) List opening for job available;
      ii) List salary, qualifications required, and brief job description;
      iii) List dates when filing closes and state the date for any exam to be given and nature of exam, e.g., oral, written or performance;
      iv) If position is funded by Federal or State funding agencies, state that the position is subject to an annual review and possible renewal;
      v) A statement shall be included that agency hires without regard to race, creed, color, national origin, age, sex or physical disability, or any other protected category of individual or description.
3. No elected or appointed corporate officer, board member, committee member, or member of their families may be employed by or receive a salary from Ridge House without specific approval of the Board of Directors.

CULTURAL DIVERSITY

Ridge House assertively incorporates culturally diverse programming and staffing to meet the needs of the community and the populations served. Bilingual (Spanish/English) services are provided on an outpatient basis and outreach is conducted within the Hispanic community regarding the availability of services. Case management is provided for Spanish speaking individuals who need treatment. Ridge House actively encourages clients to participate in culturally relevant services as appropriate which includes Ridge House staff. Ridge House staff may refer to these services as appropriate. Ridge House actively recruits Hispanic and Native American Board and Staff members on an ongoing basis.

EQUAL OPPORTUNITY EMPLOYER (EOE)

a. It is the policy of Ridge House, in accordance with Title I of the Housing and Community Development Act of 1974 and 1977 and other related Federal regulations, to afford equal opportunity in employment to all individuals without regard to race, creed, color, national origin, age, sex, sexual orientation, gender identity, religion, disability or any other characteristic protected by law.

b. Equal opportunity within Ridge House shall include all employment practices not just limited to hiring, recruiting, and promotion, demotion, transfer, lay-off, termination, training and compensation practices.

(revised 09/02)(revised 5/2020)

HIRING

Employees are hired based on professional qualifications, previous experience, technical and manual skills, educational background, and capacity for meeting the duties as described in the job description.

IMMIGRATION LAW COMPLIANCE

Ridge House is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the Employment Eligibility Verification Form I-9 if they have not completed one with Ridge House in the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact

Resources. Employees may raise questions or complaints about immigration law compliance without fear of reprisal. New employees will be expected to fulfill these requirements within the first three (3) days of employment. Any employee who is unable or unwilling to do so will be termination. All documentation is to be provided to Human Resources.

EMPLOYMENT AT WILL

Your employment at Ridge House is strictly an "at-will" arrangement that either you or the company may terminate at any time, for any reason (with or without just cause) and with or without previous notice. Nothing in this policy or any other Ridge House document shall create a promise, a contract, or any other enforceable commitment to the contrary, and no officer, employee, or agent of the company has authority to make any promise or commitment contrary to what is stated in this paragraph – except for the Board of Directors of Ridge House and then only if the promise or commitment is in writing, duly authorized by a majority vote of the Board of Directors and signed by the President and Secretary of the Board.
(Rev. 04/03)

HARASSMENT

Ridge House is committed to creating and maintaining a work environment in which people are treated with dignity, decency and respect. In keeping with this commitment, Ridge House will not tolerate unlawful discrimination, bullying, harassment, or retaliation of any kind by anyone.

All employees, regardless of their positions, are covered by and are expected to comply with this policy and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action will be taken against any employee who violates this policy. Based on the seriousness of the violation, disciplinary action may include verbal or written reprimand, suspension, or termination of employment.

This policy applies to all incidents of job-related discrimination, bullying, harassment, or retaliation, including those that occur off premises or outside of normal business hours.

Ridge House prohibits harassment of any kind and will take appropriate and immediate action in response to complaints or knowledge of violations of this policy. For purposes of this policy, harassment is any verbal, visual, or physical conduct designed to threaten, intimidate or coerce an employee, co-worker, or any person working for or on behalf of Ridge House.

The following examples of harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

- Verbal harassment includes comments that are offensive or unwelcome regarding a person's national origin, race, color, religion, gender, sexual orientation, age, body, disability or appearance, including epithets, slurs, and negative stereotyping.

- Nonverbal harassment includes distribution, display or discussion of any written or graphic material that ridicules, denigrates, insults, belittles or shows hostility, aversion or disrespect toward an individual or group because of national origin, race, color, religion, age, gender, sexual orientation, pregnancy, appearance, disability, sexual identity, marital status or other protected status.

SEXUAL HARASSMENT[1]

It is the policy of Ridge House to ensure that the workplace is free of any form of sexual harassment. Sexual harassment is a form of sex discrimination which is unlawful under State and Federal statutes. This statement is intended to make all employees sensitive to the matter, to advise them of their behavioral obligations and to inform them of their equal employment opportunity rights.

You should be aware that Ridge House considers sexual harassment a very serious offense. As such, the ED is directed to consider harsh disciplinary sanctions, including termination, even for first time offenders.

Under the Equal Employment Opportunity Commission's guidelines, unwelcome sexual advances, requests for sexual favors, and other verbal and physical conduct of a sexual nature are unlawful:

a. When submission to such conduct is made a term or condition of employment;
b. When submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions affecting that individual;
c. When such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile or offensive working environment.

Employees have the right to raise the issue of sexual harassment without reprisal. It is strongly urged that employees who believe they are subject to any sexual harassment take the following steps:

a. Document the occurrences of harassment;
b. Confront the harasser and make it clear that the conduct is unwelcome. Document this confrontation;
c. Report the alleged discrimination to the Attorney General, your ED, Personnel Committee of the Board of Directors or equal employment officer;
d. Document any reprisals.

An employee may submit a grievance in accordance with the procedure outlined in Grievance and Appeals or file a complaint with the Nevada Equal Rights Commission in accordance with NRS 613.405.

[1] Ibid

THE AMERICANS WITH DISABILITIES ACT

It is the policy of Ridge House to fully comply with the provisions and requirements of The Americans with Disabilities Act (ADA). The ADA of 1990 is a civil rights act prohibiting discrimination against individuals with disabilities in employment, public services and transportation, public accommodations, and telecommunications. To be considered disabled under the ADA, a person must have a physical or mental impairment that substantially limits one or more major life activities, or have a record of such impairment, or be regarded as having such impairment.

Additionally, to be covered by the ADA, persons with disabilities must be otherwise qualified for the job, program, or activity to which they seek access.

Under the employment provisions of the Act, it is discriminatory not to make reasonable accommodation to the known physical or mental disabilities of applicants or employees with disabilities. Employers are not required to make accommodations that would impose an undue hardship on the operation of their business.

The ADA requires that employment decisions involving persons with disabilities be made on the basis of whether they can perform the job's essential functions, with or without accommodation. It seeks to delay consideration of medical or disability-related information until a conditional job offer has been made to the best qualified applicant.

PERSONNEL DEFINITIONS:

1. The Board of Directors delegates to the Executive Director (ED) the power of establishing qualifications for other staff positions, selecting staff to fill these positions and the application of personnel practices.
2. The categories of personnel of Ridge House will be:
   a. ***Permanent:*** an employee who is off probation, has regularly scheduled hours and is not temporary;
   b. ***Full time:*** a person who is regularly scheduled to work 40 hours per week;
   c. ***Casual labor:*** a person who works as needed on an on-call basis;
   d. ***Part-Time:*** a person who is regularly scheduled to work less than 40 hours per week;
   e. ***Contract:*** a person employed through a letter of agreement or contract which clearly specifies the nature and amount of services to be provided and the terms of compensations;
   f. ***Probationary:*** All employees shall be considered probationary for the first six (6) months of employment. Additionally, the probationary period may be extended or reinstated by the Executive Director.
3. In accordance with the Fair Labor Standard Act (FLSA), Federal regulations require that all employees be categorized as exempt or non-exempt employees.

   a. Non-Exempt Employees: Individuals whose positions do not meet the criteria for exemption from the minimum wage and overtime pay requirements in accordance with the FLSA and/or state law. All hourly positions at Ridge House are considered non-exempt.

   b. Exempt Employees: Individuals whose positions do meet the criteria for exemption from the minimum wage and overtime pay requirements in accordance with the FLSA and/or state law. All salaried positions at Ridge House are considered exempt.

CONFIDENTIALITY

All employees and/or volunteers of Ridge House shall adopt the confidentiality standards of 42 CFR, Part 2 which ensures a client's right to confidentiality.

HEALTH INSURANCE PORTABILITY ACCOUNTABILITY ACT, ***(45 CFR, Parts 160, 162, and 164) (HIPAA)***

Effective April 14, 2003, Ridge House, a covered entity, and declared a "Business Associate" shall adhere to policies and procedures governing protected health information (PHI) as follows:

a. The Executive Director (ED) shall be the designated Privacy Officer for Ridge House.
b. The Privacy Officer will conduct employed and contractual staff trainings as required by State and Federal guidelines and will inform all staff of any changes as they occur.
c. Ridge House will ensure all clients are informed how their protected health information will be used and retain a signed copy of the acknowledgement in client file.
d. Ridge House will ensure that all employees of Ridge House, including contractual staff have signed the Privacy and Confidentiality Agreement. This agreement will be retained in the employees/contractual staff's file.
e. Ridge House employees shall ensure that the program complies with all applicable confidentiality and recordkeeping provisions set forth in 42 C.F.R. Parts 160, 162, and 164; NRS 458.055 and any other applicable confidentiality laws pertaining to the services provided by the program.
f. In the event of a conflict in the confidentiality requirements set forth in 42 C.F.R. Part 2, 45 C.F.R. Parts 160, 162, and 164, NRS 458.055 and any other applicable confidentiality laws, the more restrictive law will apply.

HIRING FORMER CLIENTS

No former client may be hired by the company for a period of one year after completing the program, unless waived at the discretion of the ED.

RECRUITMENT

Ridge House aggressively recruits to attract top caliber individuals to all levels of the organization. Company positions may be filled by either transfer or promotion of existing employees or by new employees who are recruited or apply. Recruitment may be conducted through advertising, employment agencies, schools, National Health Services Recruitment, employee referrals or technical and trade referrals. Supervisors/managers should consider the most appropriate method of recruitment for filling departmental positions.

All recruitment shall be conducted in an ethical, professional and non-discriminatory manner. Ridge House provides equal employment opportunity to all applicants on the basis of demonstrated ability, experience and training.

1. Announcement of New Positions

The availability of all job openings will be announced within the organization prior to outside recruitment for any position. The job requisition giving job title, class, department, job functions and qualifications will be posted via e-mail to all employees.

An applicant must have at least six (6) months experience in his or her current position before applying for another company position. All present employees are encouraged to review the requirements for each position and apply for those positions in which they are interested. All applications will be given the same consideration as outlined in the company recruitment policy.

2. Recruiting involves a variety of factors:

1. Developing a job description
2. Finding candidates through:
   a. employee referral
   b. job boards
   c. advertising in trade magazines and the general media
   d. executive recruiters

3. Interviewing — Interviewing also involves a variety of factors:

1. Telephone screening to determine if candidates meet the job description
2. Initial one-on-one interviews
3. Follow-up interviews with peers
4. Checking references and backgrounds
5. Gaining the consensus of interviewers to hire or not to hire

Before extending an employment offer and upon the applicant's prior agreement, at least two applicant references must be checked. Inquiries are to be made in a professional manner requesting only factually, verifiable and job-related information. The reference data is used only as supplemental information for the hiring decision.

4. Employee Selection and Development

Ridge House provides equal opportunity to all applicants on the basis of demonstrated ability, experience, training, and potential. Qualified persons are selected without prejudice or discrimination as stated in the company's Equal Opportunity Policy.

The employment requisitions initiated by the supervisor/manager will define the job-related tasks and qualifications necessary to assume the position. The defined tasks and stated qualifications will be the basis for screening applications. The supervisor/manager will conduct structured initial interviews limited to job-related questions to assess each candidate's experience, demonstrated ability and training.

The telephone may be used for these initial interviews. Recruiting is only one part of continued employee development, which is a five-part process designed to help retain good workers. The employment development process includes:

1. recruiting
2. interviewing
3. hiring
4. training and
5. evaluation

PROCESS OF SELECTION

The process of selection is as follows:

a. The Executive Director is selected by the Board of Directors on recommendation of the Personnel Committee of the Board of Directors which is authorized by the Board to conduct a search for the ED's position.
b. The Assistant Director (AD), Clinical Director (CD), Finance Director (FD) and Administrative Support staff are selected by the ED to carry out the administration of the program. The Personnel Committee of the Board of Directors may become involved if the ED asks for any assistance in this matter.
c. The clinical staff is selected by the Clinical Director to carry out the therapeutic aspects of the program. The ED has the final approval of all personnel hiring decisions.

PERFORMANCE EVALUATIONS

a. Informal evaluation of an employee's work is a continuous process.
b. All new employees will be provided a formal evaluation at the end of three (3) months of employment.
c. All employees shall be subject to an evaluation annually.
d. The ED will be evaluated annually by the President of the Board.
e. Formal evaluations will be in written form prepared by the ED or the employee's immediate supervisor. Such evaluations will relate to the position performance expectations as described in the position's job description classification.
   (Rev. 5/30/01)
f. The completed and signed Performance Appraisal shall be reviewed and filed in the employee's personnel folder.
g. An unsatisfactory Performance Appraisal can result in withholding of pay increases or advancement as well as termination.

EMPLOYEE DISCIPLINE ACTION

1. Although employment with Ridge House is based on mutual consent and both the employee and Ridge House have the right to terminate employment at will, with or without cause or advanced notice, Ridge House may take disciplinary action at its discretion.
2. Disciplinary action will be taken when indicated by an employee's on-the-job performance. Disciplinary action may include:

    a. Documented counseling;
    b. Documented verbal warning;
    c. Documented written reprimand;
    d. Suspension without pay;
    e. Continuation or reinstatement of probationary period;
    f. Demotion;
    g. Termination.

3. There may be circumstances when one or more disciplinary steps are bypassed.
4. Necessary disciplinary action shall be taken whenever the employee's actions include, but are not limited to any of the following:

    a. Failure to maintain satisfactory and harmonious working relationships with clients, Ridge House staff and/or the public;
    b. Unsatisfactory work performance;
    c. Failure to satisfy the conditions of employment;
    d. Absence without prior notification within 45 minutes of shift;
    e. Dishonesty, theft, failure to answer application form truthfully, altering records and timecards;
    f. Failure to abide by CFR 42 part 2;
    g. Behavior that is detrimental and in opposition to the projects of the agency;
    h. Willful disregard of policies, procedures and supervision;
    i. Negligence and/or fraud in the performance of duties;
    j. Inefficiency or incompetence in the performance of duties;
    k. Careless, negligent or improper use of Ridge House property or equipment;
    l. Failure to hold or maintain the proper degrees, certificates or licenses required either by law or the qualifications of the position held;
    m. Habitual failure to report for duty at the assigned time and place;
    n. Absence without approved leave;
    o. Continuation or reinstatement of probationary period;

p. Suspension without pay;
q. Two or more documented warnings for the same offense, within one year's time;
r. Two or more documented reprimands for the same offense, within one year's time;
s. Documented demotion;
t. Reporting for work impaired or under the influence of alcohol or other drugs; (Allowances will be made to provide reasonable accommodation to any disability an employee may have which requires medical treatment.)
u. Insubordination which is defined as refusal to comply with a direct request from a superior when that request is consistent with policies and procedures of Ridge House. For the CEO, insubordination includes refusal to comply with a direct request from the Board of Directors or the Board's designated spokesperson.

Nothing in this policy creates a contract for employment or otherwise changes or alters the at-will employment relationship.

TERMINATION OF EMPLOYMENT

The following are the conditions under which an employee may be terminated:

1. ***Resignation*** - The term "resignation" refers to the voluntary termination of employment initiated by the employee. In the event of resignation, it is requested that the ED or employee's immediate supervisor receive a written notice fifteen days prior to the actual date of separation giving the reasons for leaving.
2. ***Reduction in Force*** – The term "reduction in force" refers to termination of employment by the agency for reasons beyond the control of the employee and bears no relation to job performance or conduct. Should the agency be unable to continue an employee (who has rendered satisfactory service) in his/her current position because of budget cuts, reorganization, discontinuance or curtailment of area of service, and is unable to offer some other mutually satisfactory assignment, the employee shall be released. Notification of release shall be given to the employee in writing by the ED. An employee released from employment (excluding temporary employees and layoffs) shall receive his/her payment for the balance of accrued annual vacation along with salary earned through the date of release.
3. ***Dismissal*** – The term "dismissal" refers to termination of employment initiated by the agency. Authority to dismiss shall rest with the ED. In cases where the termination is not acceptable to the employee, s/he may follow the Grievance and Appeal procedure. Authority to dismiss the ED shall rest with the Board of Directors upon the recommendation of the Executive Committee. An employee dismissed by the agency may be released without notice and shall receive payment within the time prescribed by law or regulation for the balance of his/her accrued annual leave and any salary which has been earned through the date of termination. Reasons warranting dismissals include but are not limited to those listed in "Disciplinary Action."
4. An evaluation memo on each employee may, upon leaving the job, be prepared by the employee's immediate supervisor (based on work performance) and included in the employee's personnel record for possible future reference.

PROCESS OF TERMINATION

The process of termination is as follows:

a. The ED may be dismissed/fired by the Board of Directors
b. The AD, CD, and the FD may be dismissed/fired by the ED.
c. The Clinical Staff may be dismissed/fired by the CD with agreement from the ED.
d. The administrative support staff may dismissed/fired by the AD, with agreement from the ED.

GRIEVANCE AND APPEALS

It is the policy of Ridge House to ensure that all employees receive fair and equitable treatment. We support employee-supervisor relations by encouraging communication and reconciliation of work-related problems. The grievance procedure is available for expressing legitimate dissatisfaction without fear of retaliation.

If you are dissatisfied by any action of Ridge House and you are unable to resolve the situation through informal discussions with your supervisor, you may file a written grievance and be assured there will be no adverse consequences for doing so. The provisions of the grievance procedure to all employees are described below:

a. Should any employee believe s/he has a grievance, it should be presented in written form and discussed with his/her immediate supervisor or designee. The immediate supervisor shall respond to the grievance, in written form, within ten working days.
b. If the grievance is not resolved, to the employee's satisfaction, with the immediate supervisor or designee, the employee may present the grievance to the ED or designee.
c. If the grievance is not resolved to the employee's satisfaction by the ED or designee, the employee may appeal to the Board of Directors in writing. The Board of Directors shall consider the matter at its next regularly scheduled meeting which the employee may attend. The action taken by the board shall be final.

BOARD-STAFF RELATIONS

a. The ED is responsible to the Board of Directors as a whole for administration of the program.
b. The treatment and administrative staff are responsible to the ED; the board directives flow to staff through him/her.
c. Directions to any staff member from any board member should be channeled through the ED who is responsible for the overall coordination of staff activities.

DRESS CODE

a. Ridge House strives to maintain a workplace environment that functions well and is free from unnecessary distractions and annoyances. As part of that effort, the company requires employees to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed.
b. Professional appearance is tremendously important at Ridge House Administrative Offices. All employees are expected to dress in a manner suitable to a professional organization and maintain good personal hygiene.
c. The following attire is not appropriate: short shorts, strapless or backless apparel, plunging tops, exercise apparel and bare feet. Spandex pants are acceptable if worn with an appropriate length business type shirt. Denim jeans are acceptable and should be "dressed up." Thread baring or overly tight jeans are not acceptable. Appropriate footwear should be worn at all times. Sandals should be worn appropriately. "Flip-flops" are not appropriate by men or women.
d. Ridge House will reasonably accommodate a staff member's religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship. Accommodation of religious beliefs in terms of attire may be difficult in light of safety issues for staff members. Those requesting a workplace attire accommodation based on religious beliefs should be referred to the human resources department.
e. There may be special events or occasions throughout the year when employees may dress in attire different from stated policy. These occasions will be communicated to all employees as they arise. This dress code also applies out in the community when you are representing Ridge House.
f. Violations of the policy can range from inappropriate clothing items to offensive perfumes and body odor. If a staff member comes to work in inappropriate dress, he or she will be required to go home, change into conforming attire or properly groom, and return to work. If violations continue, Ridge House will take appropriate disciplinary action, up to and including termination of employment.

SMOKING

a. There will be no smoking on or in any Ridge House property, including the Administration building, all residential or transitional facilities and in Ridge House vehicles. This policy is for the health and safety of all employees.
b. Ridge House staff will not smoke with clients or around clients nor encourage smoking among the clients.
c. Employees who wish to smoke may use their break time to do so. All smoking must be further than 500 feet away or off the property. No additional break time will be provided for smoking.
   (added 05/08/07)

AGENCY VEHICLE USE

a. Personnel shall diligently follow all traffic laws; drive defensively and with caution as to avoid accidents and incidents.
b. Traffic violations/citations and fines shall be the sole responsibility of the driver of the vehicle and shall be reported to the ED as soon as possible. Accidents involving agency vehicles should also be promptly reported.
c. Personal use of agency vehicles registered to Ridge House is strictly prohibited, except in cases of extreme emergency.
d. All personnel using an agency vehicle must have a valid driver's license.

INCLEMENT WEATHER

In the event of inclement weather, Ridge House offices will make every attempt to open for business as usual. This includes remaining open for evening groups and services offered at the residential facilities.
It is the responsibility of each staff member to determine whether it is safe for them to travel to work during inclement weather. It is the responsibility of each staff member to communicate with their supervisors if they will be out for the day, or coming in late due to inclement weather. If a staff member chooses to remain home due to inclement weather, and the office was open for business, they may utilize a vacation day, or comp time, as authorized by their supervisor.
If the office closes due to inclement weather, staff will be paid their regular time for the duration of the closure, not to exceed one week.

If a position requires driving company vehicles:

Please use extreme caution when operating Ridge House vehicles during inclement weather. When possible, avoid driving until surface streets have been cleared. If staff is uncomfortable driving in the snow, let another staff person know and arrangements will be made to transport the clients. Remember: if chains are needed, do not drive company vehicles.
Please remove snow from the roof of vehicles prior to driving. Snow blowing off the van roof onto other vehicles is dangerous and could result in a ticket. Any staff member cited for driving with snow on the roof of the vehicle is responsible for paying the fine.

EMPLOYEE EMAIL USE

Company computers and the e-mail system are company property intended for business use. All employees are expected to use good judgment in using electronic mail and to avoid indiscretions such as offensive or inappropriate messages or any other message the company deems inappropriate. E-mail messages should be used for business and not for soliciting outside business ventures or other matters unrelated to the company's affairs. Misuse of e-mail may result in disciplinary action up to and including termination. To ensure compliance with this policy, computer and email usage may be monitored by management.

TELEPHONE

Personal calls of short duration may be received and made at your desk or workstation. Personal telephone call privileges are subject to change or termination at any time. For instance, if the company telephone lines become overloaded with calls or an employee is found spending more than just limited time on personal calls, this privilege will be revoked either generally or specifically as to the offending employee.

PERSONNEL FILES

1. A personnel file will be kept for all staff positions. Personnel files are kept confidential, except that an employee may inspect his or her own file. Persons having written authorization may inspect an employee's personnel file.

2. Personnel files shall contain:
   a. Application for employment or resume;
   b. Employment engagement letter which will include (added 05/04/07);
      i) Hourly Salary as agreed upon;
      ii) General schedule of the employee;
      iii) Notification of at-will and probationary employment status;
      iv) Title, orientation information which will include start date.
   c. Three letters of recommendation;
   d. Records of the investigation of references;
   e. Verification of education, training;
   f. Annual evaluations of performance in employment;
   g. Documentation of any personnel actions taken;
   h. The results of any check of fingerprints made pursuant to the provisions of NRS 179A.190 to 179A.240 inclusive;
   i. Documentation evidencing the employee's entitlement to remain and work in the United States;
   j. If an employee provides clinical services, a copy of the document authorizing the employee to do so under state law;
   k. A copy of the employee's job description signed by the employee;
   l. Signed verification by the employee that a course of orientation to policies and procedures governing the services to be performed by the employee;
   m. Signed confidentiality (42 CFR) and privacy and confidentiality agreement (45 CFR);
   n. Signed ethics, confidentiality and HIPAA training certificates;
   o. Records of annual vacation and sick leave, both as to time accrued and time expended;
   p. A copy of current TB skin test or TB Screening form, current CPR certification for any staff having client contact and a pre-employment physical for new employees.
   q. Sensitive employee records such as financial, medical, and disciplinary records shall be kept in a separate, secure file.

TUBERCULOSIS (TB) SCREENING FOR EMPLOYEES

In accordance with NAC 441A a medical facility, a facility for the dependent, or a home for individual residential care shall maintain surveillance of employees of the facility or home for tuberculosis and tuberculosis infection. The surveillance of employees must be conducted in accordance with the guidelines from the Center for Disease Control and Prevention for preventing the transmission of tuberculosis in facilities providing health care services. NAC 441A also mandates a tuberculosis screening test be administered once a year thereafter.

1. Before initial employment, employees shall have a tuberculosis screening test completed at Ridge House's chosen testing facility.
    a. ALL new hires must have a 2-step Mantoux tuberculin skin test completed. QuantiFERON is also an option for employees who are allergic to the 2-step method.
    b. If the individual has only completed the first step of a 2-step Mantoux tuberculin skin test within the preceding 12 months, the second step of the 2-setp Mantoux tuberculin skin test must be administered prior to official start date. Valid documentation of a one-step tuberculosis screening test must be submitted to HR prior to official start date and maintained in the employee's medical file.
    c. If the employee is undergoing a QuantiFERON TB test, valid documentation must be submitted to HR prior to official start date and maintained in the employee's medical file.
    d. If the individual has had a positive tuberculosis screening test result or has been previously treated for LTBI or TB disease, additional testing is not necessary. However, the individual must be able to provide appropriate medical documentation (TB test result, negative chest radiograph (chest x-ray) after the positive test result and treatment) otherwise additional testing will be required.
    e. All employees (unless exempt by the ED) must have a tuberculosis screening test completed once a year after initial 2-step Mantoux tuberculin skin test. The test must be within 364 days of last test.
    f. HR will maintain all test results in the employee's medical file.
2. A person who demonstrates a positive tuberculosis screening test at the time of the hiring process must submit to a chest radiograph and medical evaluation for active tuberculosis no more than 60 days after receiving results. The individual cannot begin work until everything is proven negative.
    a. Results of the chest x-ray (along with treatment documentation) must be provided to HR and kept in the employee's medical file.

3. Employee TB tests are at the expense of Ridge House.
   (Board approved: 10/2018)

ACCESS TO PERSONNEL FILES

Access to personnel files is restricted to the following:

a. Executive Director;
b. Members of the Board of Directors;
c. Assistant Director;
d. Employee's Immediate Supervisor;
e. Human Resources Manager;
f. Employee;
g. Representative of regulatory agencies conducting audit evaluation or investigation;
h. Legal counsel for Ridge House;
i. Disclosure upon order of court of competent jurisdiction;
j. Any party to the extent necessary for appropriate Ridge House response to any action brought by the employee;
k. Disclosure to parties other than the foregoing may be made only with consent of the employee.

(Rev. 5/30/01)

JOB DESCRIPTIONS

1. Job descriptions will accurately reflect the situation of employment.
2. Each position will have a job description and will include:
   a. Position title;
   b. Duties and responsibilities;
   c. Qualifications required;
   d. The position's supervisor;
   e. Signature of employee upon completion of applicable training/orientation;
   f. Supervisor signature for specified training of Relief House Managers.

(Rev. 05/30/01)

PAY PERIODS

a. There shall be 24 pay periods yearly. Payday shall be on the 10th and the 25th of each month. Pay periods are the 1st through the 15th and the 16th through the 31st of each month.
b. In the event that a pay date falls on a holiday, Ridge House will make every attempt to administer payroll the day before the holiday. However, Ridge House reserves the right to process payroll on the next following business day when necessary.

PAYROLL DEDUCTIONS

The law requires that Ridge House make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes as well as social security taxes. Ridge House may also make authorized deductions from employee compensation to cover the costs of voluntary participation in Ridge House programs and benefits.

TIMESHEETS

All employees are required to complete a timesheet for each pay period. Timesheets will be submitted no later than the Monday following close of the payroll period on the Friday prior.

Ridge House expects all employees to accurately record time worked. Altering, falsifying or tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

REST PERIODS

All full-time employees are entitled to two paid 10-minute rest periods during the workday. Part-time employees will receive rest periods consistent with Nevada law for the number of hours worked. To the extent possible, rest periods will be provided in the middle of each four (4) hour period worked. Although these rest periods are paid, employees are expected to document them on their timesheet.

All full-time employees are provided with a lunch period of at least 30 minutes in length each workday. This lunch period will not be considered work time and will therefore be unpaid. Management may schedule lunch periods to ensure Ridge House is adequately staffed at all times.

STAFF TRAINING

1. Employees will be granted leave with pay to attend job-related trainings at the discretion of the ED.
2. All new staff will attend SAPTA sponsored classes in Ethics and Confidentiality as soon as possible after hire date.
3. The ED may approve training-related expenses such as annual license fees and applicable C.E.U.'s for licensed staff.
4. The agency shall allow all clinical staff to attend five paid training days per year.

(added 05/04/07)

STAFF COVERAGE

1. Adequate staffing patterns shall be maintained for each position:
   a. The residential counselor caseload shall not exceed 15;
   b. The outpatient counselor caseload shall not exceed 50;
   c. The residential house manager shall not supervise more than 14 clients.
2. Coverage in the event of unplanned absences. Given the fee-for-service reimbursement model, the agency shall always prioritize maintaining service delivery and client safety in the event of either planned or unplanned absences.
   a. Planned and unplanned absences of house managers shall be covered from the part-time relief manager pool until the full-time individual returns.
   b. Planned and unplanned absences of the clinical staff shall be covered by ~~the~~ other similarly credentialed individuals with priority given to the strategy of making sure the clients' needs are met, rather than cancelling sessions outright. This strategy is maintained by cross-training all clinicians in all levels of care.
   c. Planned and unplanned absences of the administrative staff shall be handled on a case-by-case basis, but with the priority given to the strategy to cover essential duties that serve to meet the performance expectations of the agency, whether that expectation is financial or administrative. This strategy is maintained by cross-training all administrative staff in all essential duties of the others.

PROCEDURE MANUALS

1. Each staff person will maintain and routinely update a procedure manual for their particular position.
2. Procedure manuals and job descriptions will be reviewed and integrated at least annually.

ADDITIONAL EMPLOYMENT

1. Ridge House employees who wish to be employed outside of Ridge House employment may do so only subsequent to submitting to the ED a written plan for how conflict with interest of Ridge House and its clients will be avoided.
2. Continued outside employment shall be contingent upon consistent implementation of the plan.

LEAVE REQUESTS/SUPERVISORY STRUCTURE

Staff supervisors are responsible for screening and preparing recommendations on all staff requests for time off, vacation leave, other types of leave and any other planned absence from the job. The employee's supervisor or the ED must approve all requests for planned absences from the job. An "Employee Request for Leave" form must be submitted to employee's supervisor for approval, input into computer and placed in employee file.

1. The employee will fill out the appropriate Leave Request form.
2. The employee will then turn the Leave Request form in to their supervisor.
3. The supervisor will sign the Leave Request form and will make a copy and give it to the employee.
4. The employee will attach the form to the appropriate timecard.
5. For future leave requests, the employee will hold on to their signed Leave Request form until that time comes.
6. The original Leave Request form is to be given to Human Resources by the Supervisor to be placed in the employees personnel file.

PERSONAL CONDUCT

1. All employees of Ridge House will conduct themselves in a professional, business-like manner.
2. All employees of Ridge House will be conscious that their behavior in non-working hours reflects the agency as a whole. Substance abuse and illegal behavior is discouraged in non-working hours (added 05/04/2007).
3. Inappropriate or unprofessional conduct between the clients and staff may result in immediate termination of the employee.
4. Staff may not engage any Ridge House client in a close personal relationship and may not engage in such a relationship with a former Ridge House client (per NAADAC codes of ethics[2]).
5. All personnel are encouraged to participate in ongoing personal growth programs consisting of spiritual, emotional and/or physical aspects while employed at Ridge House. Due to the stress levels ~~incurred~~ while working with this special population, this suggestion is to assist the employee in maintaining his/her balance and health while working with the clients in their recovery. The client may resist immersing his/herself in a program for recovery when the employee working with the client is not a role model of self-care and self-discipline.
6. Employees will resist the use of company physical or intellectual property for personal interests without approval.
7. Proper protection and use of Ridge House assets and assets entrusted to it by others including proprietary information is a fundamental responsibility. You must comply with security programs to safeguard such assets against unauthorized use or removal, as well as against loss by criminal act or breach of trust. All Ridge House assets should be used for legitimate business purposes of Ridge House. Ridge House assets may not be used for personal benefit, sold, loaned, given away or disposed of without proper authorization. Permitting Ridge House property to be damaged, lost or used in an unauthorized manner is strictly prohibited. These provisions relating to protection of Ridge House's property also apply to property of others entrusted to it (including proprietary and confidential information).
8. Proper Use of Ridge House Property - The removal of Ridge House property from any Ridge House facility is strictly prohibited unless authorized by Ridge House. This applies to furnishings, equipment, and supplies, as well as property created or obtained by Ridge House for its

[2] National Association of Alcohol and Drug Abuse Counselors (NAADAC): http://naadac.org/documents/index.php?CategoryID=23

exclusive use such as client lists, files, personnel information, reference materials, reports, computer software, data processing programs and data bases. Neither originals nor copies of these materials may be removed from Ridge House's premises or used for purposes other than Ridge House's business without prior written authorization from the ED. Ridge House's real estate interests, investment opportunities and strategies are its property; contributions made by you to their development and implementation are Ridge House's property and remain Ridge House's property even if your employment or other relationship terminates.

9. Fair Dealings – All Personnel will deal with each other honestly, fairly, and in good faith so as to not destroy the right of the other party or parties that receive the benefits of the services of Ridge House.
10. Each director, volunteer, and employee of Ridge House has an obligation to report, timely and truthfully, in accordance with this Policy:
    a. questionable or improper accounting or auditing matters,
    b. non-compliance with contract and/or grant requirements,
    c. violations and suspected violations of Ridge House Policies and/or Procedures.

POLITICAL ACTIVITY

1. Ridge House follows policies established by the State of Nevada relative to political activities of employees. Therefore, while on duty or within any period of time during which they are expected to perform services for which they receive compensation, employees of Ridge House shall not:
    a. Take any active part in managing a campaign for political office or otherwise engage in political office or activity; or
    b. Otherwise use the authority of their position or utilize Ridge House supplies or vehicles to secure support for or oppose any candidate, party or issue in a partisan election involving candidates for office or party nomination or affect the results thereof.
    c. No employee, volunteer, Board or Committee member shall promise rewards, threaten loss of job or coerce any employee of Ridge House to support or contribute to any political candidate or party.

PUBLIC INFORMATION

1. Requests for information from the news media will be directed to the ED.
2. All staff appearances made in representation of Ridge House before public bodies or statements to the media must get prior approval by the ED.
3. Each employee of Ridge House is encouraged to remember that she/he is a representative of the agency whether on or off the job. Public statements of any kind reflect upon the agency and, as a result, influence what people think of Ridge House.

CRISIS PLAN

1. In the event of a crisis the ED shall have the sole responsibility of media statements.
2. In the absence of the ED, his/her designee, the Finance Director, shall assume the administrative responsibilities; the Clinical Director shall assume the clinical responsibilities. In case of uncertainty, the ED's designee shall seek direction from the President, Vice President or past President of the Board of Directors.
3. An evacuation/crisis plan shall be posted at each facility. This posting shall include a mutual meeting place for all clients and staff as well as emergency contact numbers.

OFFICE HOURS

1. The standard hours of operation for the Administrative Offices of Ridge House are 8:00 AM to 6:30 PM, Monday through Thursday and 8:45 AM to 5:00 PM on Friday. Working hours generally coincide with the standard hours of operation. Modifications of working hours in specific departments may be made by the ED or department supervisor as necessitated by program scheduling.
2. Management and professional staff members are expected to work the number of hours required for effective performance of their responsibilities. Meetings held outside of the regular working hours are expected as a normal professional staff activity.
3. Staff members, from time to time, are expected to attend specified functions or meetings of the Board of Directors and/or its committees which are often held outside of the regular working hours. Assignments will be made by the ED.

   (Rev. 5/03)

BENEFITS

Health Insurance Benefits

1. Full-time employees, defined herein as 40 hours per week, are eligible for medical, vision, and dental insurance on the first of the month following 60 days of employment. Medical insurance premiums are paid by Ridge House. The employee is responsible for the dental and vision premiums.
2. Significant others and children may be added to the employees' insurance at the expense of the employee.

Retirement Benefits

1. Full-time employees are eligible for Ridge House's retirement plan after one year of continued full-time employment.
2. Ridge House will match the employee's contribution up to 3% of the annual salary.

Supplemental and Flex Benefit Insurance

1. Full-time employees, defined herein as 40 hours per week, are eligible for the TASC Flex System and Pre-Tax Benefits Supplemental Insurance Program.

Workers' Compensation Insurance

1. All employees of Ridge House are covered by Workers Compensation. If an employee is injured in the course of employment (or contracts an occupational disease), he/she is entitled to medical attention and treatment under Worker's Compensation. Employees will be paid for lost time as provided by Worker's Compensation.
2. When an employee is injured on the job or contracts an occupational disease, he/she must report it immediately to his/her immediate supervisor who will be responsible for filing a report with the ED.
3. When an employee is eligible to receive Worker's Compensation, he/she may select from two (2) options:
    a. He/she may take the 2/3 pay offered by Workers' Compensation which is 2/3 of regular gross earnings and non-taxable.
    b. He/she may use his/her accumulated sick and annual leave along with Worker's Compensation payment until such leave is exhausted

Unemployment Insurance

Federal and state law require Ridge House to contribute to unemployment insurance on behalf of its employees in the event an employee is laid off or otherwise involuntarily terminated. Please note, federal and state rules and regulations concerning an employee's right to unemployment compensation change from time-to-time. Ridge House makes no warranty or guarantee that an employee will be entitled to receive unemployment compensation at the time of termination.

PAID HOLIDAYS

1. All full-time employees qualify for holiday benefits. Holiday pay will be calculated based on the employee's regular pay rate (as of the date of the holiday) multiplied by the number of hours the employee would otherwise have worked on that day.
2. If your regularly scheduled day off falls on a Holiday, you will not be eligible for Holiday pay for that day. For example: if you have negotiated a four-day workweek, and the Holiday falls on a day you are not scheduled to work, you will not be eligible to collect Holiday pay for that day.
3. Full-Time clinicians who work 4 days per week, and the holiday falls on the regularly scheduled day off, may take a flex day for the holiday. This flex day must be taken on a Tuesday within a 30-day period.
4. Part-time (less than 40 hrs. per week) and all relief (on-call) employees are ineligible for holiday benefits.
5. Ridge House will observe twelve paid holidays in addition to one paid day off for your birthday each year in accordance with the following schedule:
    a. New Year's Day
    b. Independence Day
    c. Labor Day
    d. Thanksgiving Day
    e. Family Day (Day after Thanksgiving)
    f. Christmas Day
    g. Memorial Day (added 5/1/07)
    h. Veteran's Day (added 5/1/07)
    i. Martin Luther King Day (added 5/1/07)
    j. President's Day (added 05/03/07)
    k. Nevada Day; as observed by the State of Nevada Employees
    l. Juneteenth (added 8/25/2021)
    m. Employee Birthday
6. If the holiday falls on a Saturday or Sunday, the employee will be given an alternate day off with pay. Each employee must take the specific holiday time off within 30 days of the actual holiday.
7. Any employee who terminates his/her employment, either voluntary or involuntary, will not be paid for holiday time that was not previously taken as time off.

(Rev. 1/05)

OVERTIME

1. Overtime may be worked **only with advance written approval by the ED.** Persons who are overtime eligible as defined by NRS 608 and the Fair Labor Standards Act will be paid for work in excess of 40 hours per work week, or in excess of 8 hours per workday, if applicable.
2. As a salary exempt employee, you are not subject to overtime compensation when you work more than 40 hours in a workweek or 8 hours in a workday, if applicable. While there are no set hours for your position, you generally are expected to observe our regular business hours, which are currently 8am to 7pm. At times, the needs of the business may require that you work outside regular business hours. It is expected that you will put in the time required to complete the tasks of your position.

NRS 608.018 provide for overtime after working 40 hours in a workweek or 8 hours in a workday (24-hour period). Which applies depends on what their rate of pay is – less than ½ times minimum wage is when overtime after 8 hours applies currently that threshold is $10.88 or $12.38 depending on whether health benefits are offered, but will go up when minimum wage increases. (added 5/2020)

COMPENSATORY TIME (EXEMPT EMPLOYEES ONLY)

Compensatory time will accrue for exempt employees who work over 40 hours per week or who must work paid holidays to maintain appropriate staffing levels. Accrual of compensatory time is only available with advance written approval by the ED. Compensatory time may not be used as a way to "bank" hours so that annual leave won't be used for time off. Compensatory time must be used within 30 days of accumulation.

Non-exempt employees are not eligible for compensatory time. Non-exempt employees will earn overtime as outlined in the Overtime policy.

ANNUAL LEAVE

Ridge House will observe the following Annual Leave Policy:

1. Only full-time (40 hours per week; changed 5/1/07) employees are eligible for annual leave hours.
2. An employee will begin "accruing" annual leave hours on the date of hire.
3. If an employee begins as part-time (less than 40 hours per week), and then increases his/her service to full-time (40 hours per week), he/she will begin accruing annual leave hours on the date of hire of full-time employment.
4. If an employee begins as full-time (40 hours per week), and then decreases his/her service to part-time (less than 40 hours per week), that employee will no longer be eligible to accrue annual leave hours. The employee will receive payment for annual leave hours previously accrued up to 40 hours.
5. Annual leave hours are accrued at the end of the month.
6. The balance of annual leave hours will appear on the employee pay stub each payday.
7. An employee may begin using their "accrued" annual leave time after 90 days of full-time employment.
8. Annual leave hours may not be used before hours are accrued.
9. An employee may not request payment in lieu of using annual leave hours.
10. Annual leave hours are awarded based on length of service and/or position held in the following increments.

Length of Service	**# of Hours/Month**
1 to 5 Years	6.67 Hours
5+ Years	10 Hours

10. The Executive Director and the Clinical Director will accrue 10 hours per month.
11. An employee may accrue a maximum of 120 annual leave hours each calendar year. Each employee is encouraged to use their time.
12. When the maximum number of hours is accrued, an employee will not accrue additional annual leave until he/she uses some of his/her accrued leave.
13. Each employee is encouraged to monitor the balance of annual leave hours on his or her paycheck stub but will be notified if he/she is approaching the maximum number of allotted hours.

14. Only 40 annual leave hours may carry over each calendar year. This is intended to encourage employees to use their annual leave each year.
15. Planned annual leave shall be requested (leave slip) at least10 days prior to the leave in order for the leadership team to review the request and ensure that essential duties will be covered, that the absence does not create an unsafe environment for clients and that the performance expectations of the agency will not be adversely affected by the absence.

SICK LEAVE

(Sick Leave Policy added 05/01/2007)

Ridge House will observe the following Sick Leave Policy:

1. It is in the best interests of an employee who is at work and is ill or injured that the employee not remain at work. It is the supervisor or manager's responsibility to send the employee home if the employee is incapacitated and to ensure coverage for the person's essential duties. It is the employee's responsibility to communicate with their direct supervisor their intention of taking sick time.
2. Employees are encouraged to make their routine doctor or dentist appointments before arriving for work or after leaving work for the day, if possible. If time off is required for such appointments, arrangements should be made in advance with the employee's supervisor or manager.
3. An employee is expected to notify his or her supervisor/manager at the beginning of each work day during illness or injury. Exceptions to this include a serious accidental injury or hospitalization, or when it is known in advance that the employee will be absent for a certain period of time.
4. A medical statement from the employee's doctor may be requested by the company when an employee is absent from work for more than three consecutive working days.
5. Only full-time employees (40 hours per week) are eligible for paid sick leave hours.
6. An employee will begin accruing sick hours on the date of hire.
7. If an employee begins as part-time (less than 40 hours per week), and then increases his/her service to full-time (40 hours per week), he/she will begin accruing sick leave hours on the date of hire of full-time employment.

8. If an employee begins as full-time (40 hours per week), and then decreases his/her service to part-time (less than 40 hours per week), that employee will no longer be eligible to accrue sick leave hours. There is no payout of unused sick leave.
9. Sick leave hours are accrued at the end of the month.
10. The balance of sick annual leave hours will appear on the employee's pay stub each payday.
11. An employee may begin using sick leave hours after the first 90 days of full-time employment.
12. Sick leave hours may not be used before hours are accrued.
13. An employee may not request payment in lieu of using sick leave hours.
14. Sick leave hours are awarded equally for all full-time employees. The sick leave hours accrue at the rate of 6.67 hours per month to total 10 sick days per year.
15. An employee may accrue a maximum of 120 sick leave hours per calendar year.
16. When the maximum number of hours is accrued, an employee will not accrue more hours until he/she expends some of his/her accrued hours.
17. Only eighty (80) sick leave hours will carry over each calendar year.

CIVIL LEAVE

1. If an employee is required to attend a court session as part of his/her job, no leave is required.
2. When an employee is required to appear in a legal action, to which s/he is a party and Ridge House is not a co-respondent, s/he must take annual leave~~,~~ or leave without pay.
3. If an employee is selected for jury duty, no leave is required. However, any monetary compensation earned while serving on jury duty, must be released to Ridge House upon their return to work.

VOTING LEAVE

Ridge House encourages employees to fulfill their civic responsibilities by participating in local and national elections. If an employee is unable to find time to vote before or after their regular work schedule, Ridge House will grant up to three (3) hours of paid time off to vote.

If the polling place is two (2) miles or less from the workplace, an employee is entitled to one (1) hour of leave to vote. If the polling place is more than two (2) miles, but less than ten (10) miles from the workplace, an employee is entitled to two (2) hours of leave to vote. If the polling place is more than ten (10) miles from the workplace, an employee is entitled to three (3) hours of leave to vote.

NEVADA PREGNANT WORKERS' FAIRNESS ACT

Upon request Ridge House will provide reasonable accommodations to female employees and applicants for employment for a condition of the employee or applicant relating to pregnancy, childbirth or a related medical condition, unless the accommodations would impose an undue hardship on Ridge House.

Such reasonable accommodations may include, but are not limited to:

- Modifying equipment or providing different seating
- Revising break schedules, which may include revising the frequency or duration of breaks
- Providing space in an area other than a bathroom that may be used for expressing breast milk
- Providing assistance with manual labor if the manual labor is incidental to the primary work duties of the employee
- Authorizing light duty
- Temporarily transferring the employee to a less strenuous or hazardous position
- Restructuring a position or providing a modified work schedule

If a reasonable accommodation is requested, Ridge House and the employee will engage in a timely, good faith, and interactive process to determine an effective and reasonable accommodation. Ridge House may require a statement from the employee's physician concerning the specific accommodation recommended by the physician.

Ridge House will not take an adverse employment action against a female employee because the employee requests or uses a reasonable accommodation pursuant to this policy or the Act.

MATERNITY/PATERNITY LEAVE

1. When an employee or employee's significant other finds that she is pregnant, s/he may request a maternity/paternity leave without pay for a period of time not to exceed three (3) months. S/he is also entitled to use any personal (sick or annual) leave accrued prior to commencement of maternity/paternity leave.
2. A request for maternity/paternity leave is to be directed to the employee's immediate supervisor who shall make a recommendation based on the need of the agency for consideration by the ED.

3. The ED may grant a maternity/paternity leave without pay if, in his/her opinion, such leave will not be detrimental to the agency.
4. If maternity/paternity leave is granted, the employee may use accrued leave.

MILITARY LEAVE

1. Military leave without pay will be granted to employees who are members of National Guard or military reserve units. Such employees shall be entitled to leave without pay for one period up to fifteen (15) days in any one calendar year when ordered to report for duty for annual training or other purposes.
2. Military leave may be extended beyond fifteen (15) days at the discretion of the ED.
3. Requests for military leave without pay shall be made to the employee's supervisor who shall determine whether or not such leave is to be authorized and who shall clear the matter with the ED.
4. If military leave without pay is granted, the employee may use accrued leave.

BEREAVEMENT LEAVE

In the event of a death in an employee's immediate family, an employee may be granted up to three days of paid bereavement leave to handle matters related to death and grieving. If additional time is needed, the employee may request to use accrued annual or sick time or may request an unpaid leave of absence not to exceed two weeks. (Requests are to be submitted to the employee's direct supervisor.)

"Immediate family" includes the employee's spouse, domestic partner, parents (including biological parents, step parents, foster parents, parents-in-law and domestic partner's parents), grandparents, siblings, children, children of a domestic partner, step child, adopted child, a child for whom the employee has parenting responsibilities, and a relative or friend who resides with the employee.

All regular, full-time employees may take up to one (1) day off with pay to attend the funeral of a close, non-family member. This time off will be considered and granted by the employee's supervisor on a case-by-case basis.

Any exceptions or additions to this policy can only be approved by Ridge House's Executive Director.

(approved by board 2/10/2020)

DOMESTIC VIOLENCE VICTIMS LEAVE

Employees of Ridge House who have been employed for 90 days and who are victims of domestic violence (as defined by Nevada law), or employees whose family or household members have been a victim of domestic violence, may take up to 160 hours of [PAID OR UNPAID] leave within 12 months immediately following the date on which the domestic violence occurred. Leave may be taken consecutively or intermittently.

Leave may be taken for the following reasons:

- Diagnosis, care or treatment of a health condition related to an act of domestic violence
- To participate in court proceedings related to an act of domestic violence
- To obtain counseling or assistance related to an act of domestic violence
- To establish a safety plan, including an action to increase the safety of the employee or his/her family or household member from future acts of domestic violence

No notice is required for the initial leave. After the initial leave, employees must provide at least 48 hours of notice before taking additional leave. Employees may be required to provide documentation that confirms or supports the need for leave (i.e. police report, documentation from a physician, etc.).

Other reasonable accommodations may be made for employees who are victims of domestic violence, or whose family or household member is a victim.

LEAVE WITHOUT PAY FOR OTHER REASONS

1. Leave without pay may be granted for reasons other than those listed at the discretion of the ED.
2. Leave without pay for reasons other than those listed may be granted only when all accumulated annual leave has been exhausted.

REQUEST FOR LEAVE

1. Request for Leave must be submitted to your immediate supervisor at least two weeks in advance, except during an emergency situation.
2. The supervisor is responsible for approving all requests.
3. Due to the nature of the business, a supervisor may deny your request if he/she determines that your request will result in insufficient coverage and/or services during the time off you have requested.
4. Both the Department Supervisor and the ED must approve a Request for Leave time that extends beyond two (2) regular workweeks.
5. All requests for leave must be submitted to Personnel prior to the pay period for which the leave is being requested.

PAYMENT OF ANNUAL LEAVE UPON TERMINATION

1. Any employee terminated by Ridge House will not receive payment for accrued annual leave hours.
2. Any employee who resigns prior to one year of service will not receive payment for accrued annual leave hours.
3. After one year of service, any employee who gives at least two (2) week notice prior to resigning employment will be paid for his/her accrued annual leave hours up to a maximum of 40 hours.
4. An employee who terminates with notice may not use his/her annual leave hours during the final two (2) weeks of service prior to the final date of employment.

TRAVEL REQUESTS

1. All employees who expect to travel out of the area for Ridge House on official business must submit a formal request for authorization for such travel at least two (2) weeks in advance unless lack of timely notice from sponsoring agency or organization clearly prevents said notice.
2. Travel Request forms are to be submitted to the employee's immediate supervisor who will make his/her recommendation for consideration by the ED.
3. Following approval by the ED if travel requests involve arrangements for air travel and/or hotel accommodations, such requests will be handled by the ED.

EXPENSE REIMBURSEMENT

1. It is the policy of Ridge House to reimburse employees and members of the Board of Directors and its committees for expenses incurred as a result of agency business or related activities.
2. All employees and members of the Board of Directors who incur business-related expenses shall complete a "Reimbursement Request" complete with receipts.
3. Employees may be advanced the state per diem rate for necessary expenses determined by the travel/conference schedule.
4. Additional travel expenses, with the necessary receipts or vouchers, must be submitted to the ED no later than five working days after returning from travel.
5. If, in the course of official duties, staff are directed by **their supervisor** to use a personal vehicle, reimbursement will be made at the current rate authorized by State Administration and published in the State Administrative Manual. **Staff authorized to drive company vehicles who choose to use private automobiles for personal convenience instead of the company vehicle when conducting agency business**, will receive one-half of the authorized rate. For travel to evening meetings, mileage will be charged from the office to meeting site to home, or from home to meeting site to home, whichever situation applies.
6. The ED may approve reimbursement for other types of business-related expenses when, in his/her judgment, they are in the best interest of the agency.

PROMOTIONS AND DEMOTIONS

1. When there is a vacancy in a higher-level position, affirmative action policies will be followed.
2. An employee may be demoted or transferred to a lower classification in the following instances:
   a. At his/her own request;
   b. For unsatisfactory work;
   c. During reduction in the work force.

NEW STAFF ORIENTATION

If possible, the outgoing staff member will train and assist the new employee after proper notice is given. In cases where the opening is unexpected, the immediate supervisor will train and assist the new employee. New employee will sign off on the Oriented to Position form upon completion of orientation, initial the Policy and Procedure Manual at the location they are working at and will participate in the Privacy and Confidentiality training.

WHISTLEBLOWER POLICY

Ridge House requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of Ridge House, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

1. ***Reporting Responsibility***

   This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns internally so Ridge House can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of Ridge House's code of ethics, policies and procedures, or suspected violations of law or regulations that govern Ridge House's operations.

2. ***No Retaliation***

   It is contrary to the values of Ridge House for anyone to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of Ridge House. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

3. ***Reporting Procedure***

   Ridge House has an open-door policy and suggests that employees share their questions, concerns, suggestions or complaints with their immediate supervisor. If you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with the Executive Director (ED). Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to the ED, who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their supervisor, the ED or the organization's Clinical Director.

Ridge House's ED is responsible for ensuring all complaints about unethical or illegal conduct are investigated and resolved. The ED and FD will report compliance activity relating to accounting or alleged financial improprieties to the Board Treasurer at the time of the report.

a. ***Accounting and Auditing Matters***
Ridge House's ED shall immediately notify the Board Treasurer of any concerns or complaint regarding corporate accounting practices, internal controls or auditing issues until the matter is resolved.

b. ***Acting in Good Faith***
Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

c. ***Confidentiality***
Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

d. ***Handling of Reported Violations***
Ridge House's ED will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated, and appropriate corrective action (as per Ridge House's Policies and Procedures Manual) will be taken if warranted by the investigation.
(Board approved: 10/2018)

ANNUAL REPORT

The program will submit an annual report in writing to the Board of Directors to review and evaluate. The Board of Directors shall use the annual report to modify and improve the program.

DISASTER POLICY

The plan was written with the following objectives:

- To ensure the safety of employees and volunteers throughout the emergency condition and recovery process.
- To re-establish essential agency services.
- To reduce the impact of an emergency on staff and program participants through implementation of recovery strategies.
- To reduce confusion and misinformation by providing a management structure in case of an emergency.
- To relocate personnel and operations, if necessary.

Training

General training for all employees will take place annually. The following will be reviewed:

- Evacuation procedures and designated evacuation areas.
- Operation of emergency notification phone tree.
- Basic understanding of plans for off-site operation, if necessary.
- Knowledge of how information will be communicated in case of emergency.
- Location of first aid kits and fire extinguishers.
- Knowledge of List of Items to be retrieved if allowed access to building by emergency personnel or Building Manager.

Emergency Action Guide & Evacuation Routes

This "Emergency Action Guide" has been prepared for the purpose of minimizing injuries and the loss of life in the event that a disaster occurs.

Each and every staff member of Ridge House should become familiar with and adhere to the policies described in this guide.

At the sound of the Emergency Alarm, it is the responsibility of all building occupants to
evacuate immediately and proceed to predetermined assembly points, away from the
building.

Building occupants are also responsible for ensuring that their visitors/clients follow the evacuation procedure described in the **Emergency Action Guide and Evacuation Routes** and leave the building along with all other occupants.

SUSPICIOUS OR CRIMINAL BEHAVIOR

- All agency employees are asked to assist in making the worksite a safe place by being
  alert to suspicious activity.
- If you are a victim of criminal behavior, or observe criminal behavior DO NOT
  TAKE ANY UNNECESSARY CHANCES. Immediately notify the Building
  Manager or law enforcement.
- If you feel threatened at any time,
  - Get a good description of the person/vehicle involved, including a license
    plate number if possible.
  - If the person or vehicle is leaving, get a direction of travel.
- What to look for in suspicious or criminal behavior
  - People you do not recognize loitering around the building.
  - People who seem nervous or agitated.
  - People who appear to be hiding.
  - People who are not dressed for the weather (e.g., wearing a long coat on a
    warm or hot day).
  - Occupied vehicles parked near the building.
  - Strange package(s) lying around.
  - Stranger(s) asking unusual questions about the building or employees.

FIRE

- Know the location of fire extinguishers and fire alarms in the building. Fire alarms

are automatic with the exception of the pull station located in the reception area on the first floor.

- Always point extinguishers at the base of fire. First, pull side pin then squeeze the
handle.
- On a minor fire that appears controllable,
    - Immediately call the Fire Department
    - And then promptly direct the charge of a fire extinguisher toward the base of
    the flame.
    - Get help if necessary.
    - Call the Fire Department and notify if the fire is out.
- On large fires that are not immediately controllable, or after using the extinguisher,
    - Immediately call the Fire Department and give them your name and the
    location and size of the fire.
    - Close all doors to confine the fire and reduce the oxygen, **but do not lock**
    them.
    - Activate the Building Alarm System. Remember that alarms are at chest level.
    Red fire boxes at higher level are only emergency lights and automatic alarms.
    - Notify your manager, and then evacuate the building (refer to and be familiar
    with your building's evacuation route(s) by quickly walking to the nearest
    exit, alerting people as you go. Go to the assigned evacuation area.
- Stay at a safe distance from the building and away from emergency vehicles.
- Take roll call once your staff has regrouped.
- Report to the Building Manager the names of any staff/clients that are unaccounted
for.
- Do not use the elevators if your building is equipped with them. Elevators shut down
automatically when the alarm goes off
- Do not return to the building until told to do so by emergency personnel or the

Building Manager, even if the alarm has ceased.

EARTHQUAKE

- During an earthquake, remain calm and quickly follow the steps outlined below:
- If indoors, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
- If outdoors, move quickly away from buildings, utility poles, and other structures.
- After the initial shock, evaluate the situation and if emergency help is necessary call 911 or have someone call 911 for you. Protect yourself at all times and be prepared for aftershocks.
- If necessary, activate the Building Alarm System. Remember that alarms are at chest level. Red fire boxes at higher level are only emergency lights and automatic alarms.
- Evacuate the building (refer to and be familiar with the buildings evacuation route(s)) by quickly walking to the nearest exit, alerting people as you go.
- Be aware of structural damage and assist both the handicapped and injured.
- Once outside, move to the designated evacuation area. Keep walkways clear for emergency vehicles. Take roll call once your staff has regrouped.
- Report to the Building Manager the names of any staff/clients that are unaccounted for.
- Do not return to the building until told to do so by emergency personnel or the Building Manager, even if the alarm has ceased.

CODE RED- SHOOTING OR VIOLENT ATTACK IN THE BUILDING

If a shooting or other violent attack occurs, it is important to remain calm and do the following:

- Immediately call 911, or have someone call 911 for you, and report the incident.
- Notify the Building Manager. **DO NOT TAKE ANY UNNECESSARY CHANCES.**
- Provide the information listed below.
    - Nature of the incident
    - Location of the incident
    - Description of the person(s)
    - Type of weapon used
    - Description of the vehicle (if any)
    - Direction of travel

- Depending on the location of the incident, you will need to evacuate the building to
safety.
    - If the incident is between you and your escape route, barricade yourself and
or/your clients or staff members.
    - Use a phone to notify everyone in the building.
        - Identify the area
        - Identify the nature of the danger
- Remain in the room until notified by authorities that it is safe to leave.

If the incident is not between you and your escape route, **AND IT IS SAFE FOR YOU TO LEAVE,** evacuate by walking quickly to the nearest exit and out of the building. Continue until you have reached a place of safety. If possible, notify the authorities or the Building Manager.

MEDICAL AND FIRST AID

- In case of an emergency or illness, provide first aid as necessary, and only if you are
qualified. Know where the First Aid Kits are located.

    - Admin offices in copy room
    - Manager's Office of every residential facility
    -
- In case of serious injury or illness, stay calm and quickly perform these three steps:

- **CHECK** the scene. Is it safe? Is there an immediate danger to you or the
  victim? Can you tell what might have happened by evaluating the scene?
- **CHECK** victim, ask "Are you OK?" and "What is wrong?"
  If they are unresponsive, Look, Listen and Feel for signs of breathing and/or a
  pulse.
- Never move a victim unless they are in immediate danger if they stay where
  they are.
- **CALL 911**. Preferably you can assign someone else to call 911 while you
  continue to aid the victim. Be prepared to give your location as well as what
  your emergency is. Stay on the line with the 911 operator until they tell you
  otherwise.
- Give care until help arrives. If the victim is conscious, introduce yourself and
  get permission before touching or treating them.
- If you are trained in First Aid and CPR, give care according to your training.

REPORTING EMERGENCIES NOT COVERED IN THIS EMERGENCY ACTION GUIDE

- The quickest and easiest way to obtain help for any type of emergency not specifically covered in the **Emergency Action Guide** is to **call 911.**
- Stay calm and carefully explain the problem and location.
- Quickly notify your manager of the emergency and begin to take the appropriate
  action warranted by the situation.

Disaster Response

In the event of an emergency/disaster the Executive Director is responsible for agency-wide operations, public communication, and ensuring outside aide is called, and will direct the shutdown of agency operations, when necessary.

Disaster Recovery Plan-Relocation Plan

In the event that an agency office is destroyed or deemed inaccessible, the Executive Director will determine the approximate length of outage by reviewing written and verbal damage assessment reports from civil authorities and insurance agencies. If the length of outage is determined to be longer than 72 hours, displaced operations will be set up at alternate location.

The Executive Director will oversee the relocation and will need to determine:

- Workstations for displaced employees, through sharing workstations or arrange for additional work space through the use of folding tables/chairs.
- Computers for displaced employees, through sharing computers until replacements arrive. If employees are utilizing home computers, work with IT to ensure agency information is kept separate from the individual's personal data.
- Supplies are adequate, i.e., file folders, copy paper and toner, pens, filing cabinets, binders, etc.
- Phone lines, either share or determine if additional lines should be added.
- Forward mail from old location to new location, if necessary.

Disaster Recovery Plan-Operations

The Executive Director will evaluate critical operations that need to be restored and work with staff on implementation. The following services/operations are considered in order of priority:

1. Direct Clinical Services
2. Billing and Finance Management
3. Administrative
4. Workforce Development and Case Management

Document Preservation

A full copy of Ridge House's server is backed up monthly and held in an office building on Longley Lane in a fireproof safe rated to withstand a four-hour burn. The offsite solution is managed by 3C Computers IT Solutions.

Breach of Personally Identifiable Information Policy

In accordance with HIPAA and CFR 42 Part 2:

*A "breach" is "an impermissible use or disclosure that compromises the security or privacy of the protected health information."

In the event of a breach, it is the policy of Ridge House to notify individuals whose information has or is reasonably believed to have been breached.

The required contents of a breach notification must include, to the extent possible, all of the following:

- A brief description of what happened, including the dates of the breach the discovery; *and*
- A description of the types of unsecured protected health information that were involved in the breach (*e.g.*, name, social security number); *and*
- The steps individuals should take to protect themselves from potential harm resulting from the breach; *and*
- A brief description of what the covered entity involved is doing to investigate the breach, mitigate losses, and protect against further breaches; *and*
- Contact procedures for individuals to ask questions or learn additional information.

Notification must be made without unreasonable delay, and no more than 60 days after the discovery of the breach, unless "a law enforcement official determines that a notification . . . would impede a criminal investigation or cause damage to national security," in which case the notification may be delayed.

The notification must be provided by first-class mail or, if specified by the individual, email. A substitute form of notice must be provided if contact information is insufficient or out-of-date. If there is insufficient or out-of-date contact information for more than 10 individuals, an appropriate substitute form of notice may include a conspicuous posting on the entity's web site or notice in major print or broadcast media. The substitute form of notice must include a toll-free phone number that individual may call to learn whether their information may have been included in the breach. In an urgent situation, the entity may also provide notice to individuals by telephone or other appropriate means.

Hate Speech:

Ridge House does not tolerate hate speech by clients, staff, or visitors. Hate speech is defined as speech, writing, or nonverbal communication that attacks, threatens, or insults a person or group on the basis of national origin, ethnicity, color, religion, gender, gender identity, sexual orientation, or disability:

Appendix (procedures)

Work Injury Proceedure (2/23/2022)

1. If injury occurs during the course of employment, employees must notify their supervisor immediately. If medically necessary, seek treatment immediately. See the link for all forms mentioned at https://dir.nv.gov/WCS/Workers__Compensation_Forms_and_Worksheets/
2. The injured worker (IW) must fill out a C-1 (incident report) regardless of the extent of injury or if they sought medical attention and return to their supervisor.
3. If the injured worker chooses to be assessed medically, they must fill out a C-3 for reporting purposes to workers' compensation insurance. The injured worker has up to 90 days to seek medical attention after the incident.
4. The injured worker can be seen at ARC or if needed, any emergency room.
5. If the injured worker is requiring leave from work, they may accept the 2/3 pay from Workers' Compensation (non-taxable). They may also use their sick and vacation time if they choose until exhausted.

ADMISSION/READMISSION PROTOCOL

1. First time applicants will receive priority.

2. If a client has left the program OR, has been asked to leave the program, they will not be eligible for re-admission for a period of 6 months.

a. If there is a special or extenuating circumstance, this protocol may be overridden by a joint decision between the Clinical and Executive Director.

b. If the decision is made to readmit prior to the 6 months, the client MAY be readmitted on a behavior contract.

3. After 6 months, a client may reapply for services. If they are approved for re-admission, they will enter the program with the same benefits and restrictions as every client. They shall not be subject to a behavior contract.

4. If a client is approved for readmission, they will be placed in a different facility then their first treatment episode. A client will only return to the previous facility if deemed therapeutically appropriate by the Clinician and Executive Directors.

5. The protocol regarding a 6 month time frame does not apply to clients engaged in ASAM 3.1 care under a Drug Court Contract.

` **Mental Health Emergency Protocol**

Ridge House is a substance use treatment center. There may be times when a client shows signs and symptoms of mental health emergency. This protocol is intended to assist clinicians and residential staff to help the client.

Clinical Staff:

If, during the assessment, the client has had a previous suicide attempt or psychosis, administer the Columbia Suicide Severity Rating scale in Patagonia. From the client's chart go to the Screening/Assessment/Counseling tools and select Add Columbia-Suicide Severity Rating Scale. Remember to select the save button next to the Screening Date. This will be the baseline score for the client. Re-administer this scale often to determine any trends.

If they have ever been on medication related to mental health, please follow the coordination of care procedure.

Check in with your client about suicide or psychosis on a regular basis so it normalizes the conversation. Take every utterance of wanting to die, to be dead, to just be done with it, seriously and address head on.

Coordination of Care Procedure

When a clinician discovers that a client has previously been on, is recently prescribed, or will be referred for medication in the future, we must coordinate care with the prescribing entities. Investigate who the prescribing doctor has been or is and get a release of information for that provider. It is critical to be able to have this document. If you refer to a psychiatrist for a formal diagnosis, get a release of information. Establish lines of communication. Communicate with the provider when you are concerned about changes in mood or medication reactions.

To ensure effective collaboration and coordination of care for clients with a mental health medication, it is required that you communicate at least one time per month with the prescribing psychiatrist. This communication can be by phone, email, or in person and must be documented in the client file.

A conversation about suicidality, psychosis, and the process of keeping the client safe should be addressed early in the therapeutic relationship. Have the client sign an ROI for Reno Behavioral health. When they ask why we need a release, you can explain the process of what will happen to them in case of suicidality. While this may be an uncomfortable discussion, it is important that the client is not "blindsided" should they need to be transferred to a higher level of care. As a note, it is important that you are comfortable with and use the words suicide and death.

The following information is from the Nevada Coalition of Suicide Prevention https://nvsuicideprevention.org/ Signs of suicidality include:

- Threatening to hurt or kill oneself or talking about wanting to hurt or kill oneself.
- Looking for ways to kill oneself by seeking access to firearms, pills, or other means.
- Talking or writing about death, dying, or suicide when these actions are out of the ordinary for the person.
- Feeling hopeless.
- Feeling rage or uncontrolled anger or seeking revenge.
- Acting reckless or engaging in risky activities — seemingly without thinking.
- Feeling trapped — like there's no way out.
- Increasing alcohol or drug use.
- Withdrawing from friends, family, and society.
- Feeling anxious, agitated, or unable to sleep or sleeping all the time.
- Experiencing dramatic mood changes.
- Seeing no reason for living or having no sense of purpose in life.

How do you remember the warning signs of suicide? Here's a mnemonic device that can help you remember the basic signs:

- IS PATH WARM?
    - Ideation
    - Substance Abuse
    - Purposelessness
    - Anxiety
    - Trapped
    - Hopelessness
    - Withdrawal
    - Anger
    - Recklessness
    - Mood Change
- Ask if he/she is thinking about suicide.
- Be direct. Talk openly and freely about suicide.
- Be willing to listen. Allow for expression of feelings. Accept the feelings.
- Be non-judgmental. Don't debate whether suicide is right or wrong, or feelings are good or bad. Don't lecture on the value of life.
- Don't dare him/her to do it.
- Don't give advice by making decisions for someone else, or by telling them to behave differently.
- Don't ask 'why'. This encourages defensiveness.
- Offer empathy, not sympathy.
- Don't act shocked. This creates distance.
- Don't be sworn to secrecy. Seek support.

- Offer hope that alternatives are available, do not offer glib reassurance; it only proves you don't understand.
- Take action! Remove means! Get help from individuals or agencies specializing in crisis intervention and suicide prevention.
- Be Aware of Feelings, Thoughts, and Behaviors

Should a residential client verbalize suicidal ideations exhibit self-directed violence, or psychosis:

- The Clinical Director will be notified immediately.
- The client must be assessed by a physician or clinician trained in assessment. If a residential client is suicidal or psychotic and is willing and safe to transport, take them to a psychiatric hospital that performs risk assessments.
- As of this writing, that would be Reno Behavioral Hospital (775) 393-2200.
- If the hospitals do not have an appointment for an assessment, if the client is not willing to be assessed, or if they are unwilling to be transported, they will be placed on a 72-hour hold by filling out the Mental Health Crisis packet.
- The Mental Health Crisis packet is attached and can be filled out by a licensed social worker, certified professional counselor, and marriage and family therapist.
- Once the form is written, call Reno Police Department non-emergency number 775-334-2175 or 775-334-2677.
- Tell the dispatcher you have placed someone on a legal hold and need transport to a medical facility.
- Print out a face sheet to go with the Mental Health Crisis packet. You will give these documents to the paramedics.
- The client will be seen by an emergency room doctor and receive a mental health screening for suicide.
- It is up to the doctor whether to keep our client and transport to a psychiatric facility or release them.
- If the client is released back to our care the counselor/therapist will work with the client on a safety plan for the short term.
- The referring agency will be notified as soon as possible about the situation and resolution. If the client has a treating psychiatrist, they will be notified as well.
- The clinical team will evaluate if the client is stable enough to return to treatment at Ridge House. If not, the client will be referred to a higher level of care.

Should an outpatient client verbalize suicidal ideations, exhibit self-directed violence, or psychosis

- The counselor/therapist and the Clinical Director will be notified immediately.
- The client must be assessed by a physician or clinician trained in suicide assessment at a medical hospital.

- A client having a mental health emergency will not be allowed to leave the building until the situation is resolved.
    - If they attempt to leave the building, law enforcement can be notified if necessary.
- The counselor/therapist or Clinical Director will discuss the situation with the client and place them on a 72-hour Mental Health Crisis packet hold.
- The legal hold form is attached and can be filled out by a licensed social worker, certified professional counselor, and marriage and family therapist.
- Once the form is written, call Reno Police Department non-emergency number 775-334-2175 or 775-334-2677.
- Tell the dispatcher you have placed someone on a legal hold and need transport to a medical facility.
- Print out a face sheet to go with the Mental Health Crisis packet. You will give these documents to the paramedics.
- The client will be seen by an emergency room doctor and receive a mental health screening for suicide.
- It is up to the doctor whether to keep our client and transport to a psychiatric facility or release them.
- The referring agency will be notified as soon as possible about the situation and resolution. If the client has a treating psychiatrist, they will be notified as well.
- The clinical team will evaluate if the client is stable enough to return to treatment at Ridge House. If not, the client will be referred to a higher level of care.

Telehealth Protocol

This policy shall govern Ridge House telehealth services during the COVID-19 (C19) pandemic. This policy shall stay in effect during Governor Sisolak's Stay at Home Order. Upon re-opening of business, Ridge House will discontinue telehealth services and return to in-person sessions. The exception to in-person services will be individuals who meet criteria of "at-risk" for C19 and remain in quarantine, individuals who are symptomatic for C19, and individuals who have tested positive for C19 and have not yet recovered.

Background and problem statement:

This policy is in response to the State of Emergency Declaration by the Nevada Governor due to COVID19. Ridge House created a process and policy to ensure psychotherapeutic services via video conferencing and telephone. These options were made possible because HIPAA requirements governing telephonic services were lifted. Therefore, clients can receive therapy in locations that may be a risk to confidentiality. The driving force behind this policy is to continue to provide quality therapeutic services to our outpatient and residential clients during times of crisis.

Description and scope:

Ridge House uses Zoom video conference technology. When a client contacts Ridge House for admission, we ask for their email address. They are given an informed consent for Telehealth. If they refuse to participate in video conferencing, they are given the option to use the telephone. The client is sent an intake packet via "encrypted" email. The clinician goes over the intake forms to ensure informed consent prior to engaging in therapy.

Exclusionary criteria for this process include clients unable/unwilling to participate, those without phones, computers, electricity or a safe domicile will be referred to other providers.

The video conference process includes the following:

- The clinician will send an invitation to a meeting through email. The invitation includes a link to a zoom meeting or telephone number to call to enter the meeting.
- The clinician will be aware of lighting and camera placement. Lighting placed in front of the clinician is best. Counsel clients on lighting issues.

- If clients do not have a camera, they can still use the telephone number for zoom meeting. The phone number to call is listed on the "invitation" sent via email.
- The clinician will prepare any worksheets or tools to use in the "share screen" feature of Zoom.
- The clinician is responsible to hold firm boundaries including the fact that there is a policy directing no contact via social media.
- Turn off email notification.
- Be able to see a clock.
- Test microphone beforehand.
- The clinician is responsible to set the tone for the session. One tip is to verbalize what is going on that the client cannot see such as writing notes.
- The clinician is responsible to secure their environment to be conducive to conduct therapy. Clinicians will wear earbuds or headsets to ensure no one can hear the session.
- The clinician will engage the client in discussion about their experience with a video conference. Such input is valuable to proceeding with the session.
- Clinicians will be aware of the background they are broadcasting and take care not to disclose personal information e.g. pictures of family members.
- At the beginning of the session the clinician will:
    - Establish the client's location, evaluating if it is a safe environment to continue with the video conference.
    - Get a phone number for emergency contacts for the client at the beginning of each session. Get a release of information to emergency contacts.
    - Have a list of emergency contacts readily available.
- The clinician will inform the client of what to do if there is disconnection. The client should try to reconnect via zoom. After 2 minutes the clinician will call the client back via telephone to complete the session. If the client purposefully disconnects and is deemed to be in crisis, the clinician will call an emergency contact for a welfare check.

- The clinician and client will establish a “safe” word with the client. One in which they will say if someone has come into their area and the session needs to stop. An example may be “water” or “coffee.” Perhaps the person could say, I’m thirsty and need some water.
- There may be clients that are not appropriate for video conferencing, acutely suicidal clients are an example. In this case, the clinician will make an appropriate referral.
- The clinician will go over the intake packet by sharing the screen.
- The clinician will use encrypted email to send forms to the client. Type “Encrypted” in the subject line.
- Keep secure records.
- When it is time, the clinician will prepare the client to return to face-to-face 1:1 session.
- The Clinical Director is available for emergencies. Send a message if you are having an emergency. Describe the client location and the nature of the emergency.
- Clinicians will log out completely from the platform.
- At the end of the day, the clinicians will email the receptionist all the outpatient clients seen on Zoom.

Client Anti-discrimination Policy

It is the policy of Ridge House to help all applicants for services in the admission of, or the provision of care. Ridge House prohibits discrimination that results in a person not being treated with dignity and which is based wholly or partially on the actual or perceived race, color, religion, national origin, ancestry, age, gender, sexual orientation, gender identity or expression or human immunodeficiency virus status of clients.

We prohibit *indirect* discrimination that may or may not be intentional and which results in the application of policies that are uniformly and in a nondiscriminatory manner by the facility.

We prohibit discrimination which is based wholly or partially on the person *associating* with other persons who are actually or perceived to be of a different race, color, religion, national origin, ancestry, age, gender, sexual orientation, gender identity or expression or human immunodeficiency virus status of a person; or actually or perceived to have a physical or mental disability.

We prohibit the harassment or bullying of any kind of a person because of his or her actual or perceived race, color, religion, national origin, ancestry, age, gender, physical or mental disability, sexual orientation, gender identity or expression or human immunodeficiency virus status.

We do not discriminate against a client based on the source of payment for services provided.

We will address clients by their preferred name and pronoun in accordance with his or her gender identity or expression.

A person who has experienced prohibited discrimination may file a complaint with the Executive Director who is responsible for ensuring that the facility follows this policy. The Executive Director is responsible for the processing of such complaints by maintaining a log of complaints and actions taken by the facility to investigate and resolve the complaint. Such complaints will be address within 72 hours.

Any person who has experienced prohibited discrimination may also file a complaint with: Division of Public and Behavioral Health (DPBH) 4150 Technology Way, Carson City, Nevada 89701 775-684-4200

Quality Assurance Program

The management team consists of the Executive Director, Clinical Director, Operations Manager, and Human Resources. The goal of the quality and management team meeting is to assess the quality of operations in each department and discuss ways to improve services including but not limited to operational services, human resources, fiscal services, and clinical outcome measures. A synopsis and attendance sheets are kept for each meeting.

Clients are given anonymous surveys upon discharge that measure the organization's cultural responsiveness to their care. The surveys are given to the clinical director for analysis. The analysis is given to the quality team for review. Programmatic changes are made based on survey responses.

Weekly staff meetings are held to ascertain if there are programmatic changes needed based on employee input. These suggestions are discussed at the quality meeting and implemented if necessary.

The clinical team is encouraged to engage in feedback-oriented therapy sessions in which clients are encouraged to rate their experiences in the therapeutic relationship. The clinical team discusses the results during the weekly clinical meeting or clinical supervision.

The Human resources manager conducts exit interviews with employees upon their departure. The interview results are reviewed by Human Resources the Executive Director to determine what policies or procedures need to be addressed.

The Fiscal Department and the Executive Director conduct audits on financial status monthly. Ridge House also participates in yearly single audits conducted by professional auditors.

Client Safety Plan

1. The client safety officer is the Executive Director
2. The responsibilities of the Patient Safety Officer include compliance with patient safety standards and initiatives, evaluation of work performance as it relates to patient safety, reinforcement of the expectations of the Patient Safety Plan, and acceptance of accountability for measurably improving safety and reducing errors. These duties may include listening to employee and patient concerns, interviews with staff to determine what is being done to safeguard against occurrences, and immediate response to reports concerning workplace conditions.
3. The safety committee includes the Executive Director, Human Resources, Facilities Management, and the Business Development Manager. The committee receives feedback from staff at the weekly staff meetings.
4. The mechanism to insure all components of the organization are integrated into the program is through a collaborative effort of multiple disciplines. This is accomplished by:
   - Reporting Policy by any employee in every department.
   - Communication between the Patient Safety Officer and the Facilities Manager to assure a comprehensive knowledge of not only clinical, but also environmental factors involved in providing an overall safe environment.
   - Reporting of patient safety and operational safety measurements/activity to the performance improvement oversight group, Quality Assurance Program.

5. The mechanism for identification and reporting a Sentinel Event/other medical is to report immediately to the Executive Director/ Safety Officer. Any root cause analysis conducted on either Sentinel Events or near misses will be submitted for review/recommendations to the Patient Safety Team, Quality Assurance Team.

6. The procedure for immediate response to the event are as follows:

   a. Staff will immediately report the event to the supervisor.

   b. The supervisor will immediately communicate the event to the Patient Safety Officer to initiate investigation and follow-up actions. Should this occur during off-hours, the administrator should be notified by telephone as soon as possible.

c. Staff will complete the Incident/Occurrence Report to preserve information.

The Patient Safety Officer will follow usual protocols to investigate the error and coordinate the factual information/investigation for presentation, review and action by the Quality Assurance Team

1. caregivers.

7. Methods to assure ongoing in services, education and training programs for maintenance and improvement of staff competence and support to an interdisciplinary approach to patient care is accomplished by:
    1. Providing information and reporting mechanisms to new staff in the orientation training
    2. Providing ongoing education, including reporting mechanisms, through information presented in weekly staff meetings.

EMPLOYEE HANDBOOK ACKNWLEDGEMENT FORM

I, _____, have been provided with and reviewed Ridge House's Employee Handbook. The Employee Handbook describes important information about Ridge House and I understand that I should consult with Human Resources or my direct supervisor regarding any questions not answered in the Employee Handbook.

I have entered into an employment relationship with Ridge House voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or Ridge House can terminate the employment relationship at will, with or without cause, at any time, so long as there is no violation of applicable Federal or state law.

Since the information, policies and benefits described here are necessarily subject to change, I acknowledge that revisions to the Employee Handbook may occur, exception to Ridge House's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the management of Ridge House has the ability to adopt any revisions to the policies in the Employee Handbook.

Furthermore, I acknowledge that the Employee Handbook is neither a contract of employment nor a legal document. I understand that it is my responsibilities to read and comply with the policies contained in the Employee Handbook and any revisions made to it.

Employee's Name: _____

Employee's Signature: _____

Date: _____

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