

STATEMENT OF PHILOSOPHY

Spring Meadow Resources is a private nonprofit corporation dedicated to providing person centered supports and services for people with disabilities. Services are provided for each person on basis of their individual need. We strive to involve each person receiving services to the fullest extent possible in all components of service provision, and to give each person control of the decisions affecting them.

At Spring Meadow Resources, we believe all people:

- have the ability to make their own choices
- can set and achieve their personal goals
- can participate in their community
- can develop social relationships that are meaningful
- have rights and responsibilities that must be respected
- should achieve and maintain optimum health
- should live, work and play in a safe environment
- should determine how their resources are managed
- should have supports that meet their needs

Each person receiving services has unique goals, preferences, choices, and dreams. Agency services seek to empower people to live their lives doing the things they want to do in the manner they want, and to actualize their goals and dreams. The agency actively solicits input from people receiving services when developing both short and long range plans for the agency.

Spring Meadow Resources strives to provide services relevant to the needs of each individual in a way that provides just enough assistance to facilitate development and learning. The ultimate goal for all agency services is to empower the individual to be as successful and interdependent in the community as possible. We believe in order for people to become part of their community, they must participate in the community, i.e., social settings, educational environments, living environments, and work environments.

Central to our services is the concept of the interdisciplinary approach. When a person enters services with the agency, resources, therapists and practitioners are identified to assess the person's strengths and needs. From these assessments, the same group of people, along with the individual and, when appropriate, the individual's family meet together to review the assessment findings and develop an individualized service plan. This plan contains long-term goals and short-term objectives that address the desires and needs of the individual, which were identified during assessment. The outcomes of these goals and objectives lead the individual

Spring Meadow Resources, Inc. Policy and Procedure Manual

Policy: Statement of Philosophy

Revised: June 1, 2007

systematically toward a life that promotes maximum potential and quality.

During the development of the interdisciplinary plan and throughout the time the individual is served by the agency, great care is taken to determine and accommodate the desires and interests of the individual. It is a primary goal of the agency to advocate for the recipients of services and to help them to exercise their individual rights. This emphasis is evident in the service plans that are developed for individuals and in the methods we employ to keep individual records and documentation. Measures are taken to ensure the individual enjoys the full array of rights and privileges that are inherent in a comfortable, safe and private home life. In the event an individual's rights must be restricted temporarily in order to effectively work with him/her, efforts are made to limit the time of the restriction through habilitation methods.

Spring Meadow Resources strives to provide services that are of the highest quality possible. We believe the best way to ascertain quality of services is to measure the satisfaction of the people we serve. We recognize if services are to meet the ever-changing needs of our clientele, we must maintain flexibility to change services to consistently meet the unique needs and preferences of the people we serve. Individual satisfaction is measured at least annually, and adjustments to individual service plans are made based on the information provided by each person served.

Spring Meadow Resources maintains an on-going quality assurance system to ensure services are being delivered in the manner which people served desire. It is our belief that service delivery requires consistent vigilance to ensure excellent quality. Supports and service delivery are reviewed regularly by outside agencies to ensure compliance with contractual obligations. Spring Meadow Resources also conducts a regular review of services and service delivery to ensure services maintain excellent quality and continually meet the needs of the people served by the agency.

CODE OF ETHICS

The Code of Ethics embodies standards of conduct for Spring Meadow Resources' employees in our professional relationship with the people we serve, with the parents and guardians of those we serve, with our colleagues, with related agencies and professionals, and with the community. In abiding by the Code, it is understood that employees view their obligations in as wide a context as the situation requires, taking all the principles into consideration, and choosing a course of action consistent with the spirit and intent of the code.

As employees of Spring Meadow Resources, we:

1. Recognize that services to people with developmental disabilities are based on humanitarian, democratic ideals.
2. Are dedicated to the principle of enabling people with disabilities to live normal and dignified lives.
3. Provide services that are characterized by integrity, compassion, respect for individual differences, and a commitment to accountability.
4. Regard it as our primary obligation to respect the rights and welfare of the people served.
5. Respect the privacy of the people we serve.
6. Maintain confidentiality in all professional relationships.
7. Promote the creation and maintenance of standards that are dedicated to community inclusion and optimal personal growth of the people we serve.
8. Continually share progressive ideas, findings, concepts, and knowledge with our colleagues.
9. Recognize that professional practice and service requires appropriate education, experience and compensation.
10. Work to protect the community and the individual against unethical, illegal, or inappropriate practices.
11. Do not discriminate because of race, color, religion, age, gender, disability, or national ancestry and will work to eliminate such discrimination in rendering services.
12. Are accountable for statements concerning people with developmental disabilities.
13. Encourage professional practices that espouse and promote positive approaches in support and training techniques.
14. Promote elimination of physical and attitudinal barriers within the community.

Spring Meadow Resources, Inc. Policy and Procedure Manual

Policy: Code of Ethics

Revised: June 1, 2007

STANDARDS OF CONDUCT

Spring Meadow Resources has developed a Code of Ethics prohibiting conflict between employment duty and private interest. Your position as an employee of Spring Meadow Resources requires the trust of people receiving services and the agency requires that you perform your job for their benefit.

1. Gifts

As an employee of Spring Meadow Resources, you may not:

- Accept a substantial gift or economic benefit, generally more than a value of five dollars from persons served by SMR. Any gift or benefit received from family members, advocates, or guardians of people in services must be reported to a supervisor immediately. A gift or economic benefit which is intended as a bribe, regardless of value, is not acceptable.

The following are excluded from the definition of gift:

- Food and beverage that you consume while participating in a charitable, civic or community event which is related to your employment or that you are attending in official capacity.
- Educational materials directly related to your duties.
- An award presented publicly in recognition of job-related service.
- Educational activity that does not appear to place you under any obligation and is not lavish or extravagant.

2. Self-dealing

As an employee of Spring Meadow Resources you may not:

- Disclose or use confidential information acquired in the course of your job for personal financial gain.
- Acquire an interest in any business or undertaking you have reason to believe may be directly and substantially affected to its economic benefit by actions taken by Spring Meadow Resources.
- Engage in a financial transaction of \$50 or more for personal or private business purposes with a person who you directly supervise or monitor in your official capacity. Exceptions may be approved in advance in writing by the executive director. If the executive director is involved in the transaction, approval must be obtained from the president of the board of directors.

COMMUNITY LIVING SERVICES

Community Living Services provides an array of living arrangements to meet the needs of people with developmental disabilities and to facilitate their inclusion in the community. Services are provided in the least restrictive environment possible, and are directed toward increasing personal independence.

Residential support includes habilitative and support intervention in the following areas: individual self-help skills (toileting, eating, social interaction, sexual awareness, money management, etc.), home related skills (cooking, clothing care, telephone use, etc.), community life skills (shopping, restaurant use, transportation, exploitation prevention, etc.), leisure and recreational skills (hobbies, utilization of community resources and services, etc.), and self-advocacy (rights and responsibilities in the community). Areas of habilitative and support intervention are determined by a person's Individual Planning (IP) Team and are based on formal assessment of individual need.

People receiving services in community homes pay a room and board charge. In exchange, the corporation provides lodging (including utilities) and food. At least one employee is available to respond to individuals needs 24 hours per day. Some individuals require 24 hour direct supervision, and some of the homes are staffed with awake night staff to meet these needs.

The role of Spring Meadow Resources in the service delivery system is defined by the types of services provided and its compliance with all applicable federal and state laws, regulations and written policies. Each agency service is designed to mesh with the services provided by other agencies and individuals within the agency's service area. The following services are provided by the agency:

Adult Homes: Provide a community family-style setting for residential training of adults who have severe to moderate developmental disabilities.

Supported Living Services: Assistance/support from a trainer(s) is provided to adults with developmental disabilities living independently in their own apartments or homes in the community. The amount of assistance provided by the agency varies according to individual need and available resources. People receiving services in this program are responsible for their own living expenses, e.g. rent, utilities, food, clothing, recreation, etc.

Senior Homes: Provide a community family-style setting for residential training and support for senior citizens with developmental disabilities.

Day Program: Provides leisure and recreational activities, and life skills training for people with developmental disabilities.

Transportation: Provides transportation for individuals served by SMR, as determined by individual cost plans.

Vocational: Provides community-based employment and employment support for people served by SMR, as determined by individual cost plans.

Currently, Spring Meadow Resources, Inc. provides residential training and support for people with developmental disabilities throughout the greater Helena area. Adequate numbers of staff are employed to meet the needs of this clientele. In accord with its mission and the strength of this commitment, Spring Meadow Resources has incorporated processes and procedures to ensure financial stability, and consistent, high quality services.

GOVERNANCE AND AUTHORITY

Spring Meadow Resources is a private, nonprofit entity incorporated in the State of Montana. The corporation is governed by a volunteer Board of Directors that is chiefly responsible for establishing policy and securing funding for agency programs and services. The Board of Directors operates under set bylaws. The Board of Directors employs an Executive Director who is responsible for carrying out the policies of the Board of Directors, administering agency programs and managing agency personnel.

On those occasions when the Executive Director is inaccessible for a period exceeding 24 hours, the Assistant Director will be responsible for operations of the agency. If circumstances require that a decision be made that affects the agency as a whole, the Assistant Director will contact the President of the Board of Directors, inform him/her about the matter and recommend a course of action. The President of the Board, after conferring with other Board members as necessary, will make a decision.

The Board ensures:

- management acts in the best interests of the organization
- management acts within an ethical and legal framework
- objectives are set and strategies are developed
- plans are developed to direct the organization towards its mission and goals
- financial resources are used judiciously, legally, and ethically
- management tools and methods strengthen the organization and direct it towards its goals
- the organization's policies and procedures succeed in using the strengths of its people.

Specific Board of Director responsibilities include, but are not limited to:

- hire and supervise Executive Director
- set agency policies, i.e., set financial policies, adopt personnel policies
- monitor implementation and outcome of policy
- approve agency budget annually
- approve agency funding requests prior to submittal to potential funder
- strategic planning (three to five years)
- review agency corrective action plan for accessibility annually
- review the annual reports, including financial statements, outcomes measurement report, program evaluation system
- review the independent financial audit annually
- review insurance coverage annually
- review organization's use of technology annually

Spring Meadow Resources, Inc. Policy and Procedure Manual

Policy: Governance and Authority

Revised: June 1, 2007

Specific Executive Director responsibilities include, but are not limited to:

- report to the Board of Directors
- operational planning (under three years)
- organize and administer the delivery of agency services
- manage all personnel functions within the agency
- implement agency policies
- monitor and implement agency spending according to the annual budget
- develop operational policies, rules, and primary work standards.

LEADERSHIP

Stability, consistency, creativity, growth, and revision are all reasons for effective leadership of Spring Meadow Resources. As a nonprofit entity, the corporation's oversight is accomplished through a volunteer Board of Directors. The management of the corporation is delegated to the Board's single employee, the Executive Director, who in turn delegates responsibilities to other agency employees.

The agency adheres to written policies and procedures related to the following:

- treatment of people receiving services,
- governing authority,
- staff,
- business/financial practices,
- marketing/recruitment activities,
- other issues related to service delivery.

Spring Meadow Resources provides education and training for employees to familiarize them with agency standards, policies and procedures. If these standards of conduct are violated, an employee is subject to terms in the employee conduct and corrective action policy.

Quality services are not delivered in isolation in the community. Spring Meadow Resources strives to maintain excellent relationships with other service providers and professionals in Helena and elsewhere in the state.

Efficient operation of this corporation requires leadership from all employees involved in the delivery of services. This leadership is not bound by the "corporate walls" but necessarily extends to the community at-large.

BOARD OF DIRECTORS MEETING MINUTES

In order to properly document the activities of the Board of Directors, accurate meeting minutes will be taken.

Minutes should include, but need not be limited to, the following information:

- Date of Meeting
- Members Present
- Members Absent
- Staff Present
- Old Business
- Committee Reports
- Executive Director's Report
- New Business
- Other agenda items as needed

Old business shall consist of the review and approval of the prior month's meeting minutes and items scheduled for action from previous meetings.

New business shall consist of any new business brought to the floor for discussion.

All motions made are to appear in the minutes word for word as they were motioned. All seconds and vote should also appear in the minutes.

The minutes shall end with a line for the date and signature of the person recording the meeting minutes.

RECORDS RETENTION AND REVIEW

Spring Meadow Resources will maintain complete and accurate records documenting the services provided to each person served. These records will provide a history of the person during the course of services so all people with a need to know have access to personal, clinical, and other information that will facilitate service delivery. Access to the records of people served is limited to the person served, professional employees that are providing direct services to the person, and administrative support staff responsible for maintaining records for people served.

To ensure that records contain information pertinent to current service delivery and to provide historical information that may need to be referenced, standards for records and record retention have been developed. Records of people served will be reviewed by the agency on a regular basis to ensure that agency standards are met.

PERMANENT RECORDS RETENTION AND CASE RECORD REVIEW

To ensure corporation records contain information pertinent to current service delivery and provide historical information for reference, Spring Meadow Resources has developed standards for records and record retention. Records are divided according to type of information. All medical information is maintained in a separate section of a person’s permanent file for access by authorized persons.

Records of individuals served are kept on an “active” basis for three years, then become “reference” files. Reference will be maintained for seven years, including time files are kept on “active” basis. Contents that become part of a reference file are indicated in the chart below. After seven years, some of the documents are destroyed.

Records of individuals who are deceased will be maintained for seven years after the date of death.

Records of individuals who have discontinued our services are maintained for seven years after the exit date. This information is listed below.

- Contents of active files are indicated by the letter “A” in the right column.
- Contents of reference files are indicated by the letter “R” in the right column.
- Contents of discontinued files are indicated by the letters “DC” in the right column.
- Contents of files for persons served who are deceased are indicated by the letter “D”.

Permanent Files [Active (A)]

Section 1. Face Sheet and Referral

- | | | |
|----|-------------------------------------|------------------|
| a. | Face sheet (Updated annually) | A (most current) |
| b. | Case history/background information | A, DC, D |

Section 2. Legal

- | | | |
|----|--------------------------------------|------------------|
| a. | Social Security card | A, DC, D |
| b. | Guardianship | A (most current) |
| c. | Birth certificate (If available) | A, DC, D |
| d. | Consent/release of information forms | A , R, DC, D |
| e. | Death certificate | D |

Section 3. Medical

- | | | |
|----|---|----------------------------|
| a. | Medication administration documentation | A (shred after one year) |
| b. | Physical examinations/appointments | A, R |
| c. | Visual appointments | A, R |
| d. | Dental appointments | A (most current), R, DC, D |
| e. | Psychiatric/Psychological appointments | A |
| f. | General medical | A |
| g. | Immunization history | A (current), DC, D |

Section 4.	Evaluations	
a.	ICAPs Print Outs	A (current), R
	Booklets	R (current)
b.	Evaluations	
	1. Psychological Evals*	A (most current), R, DC, D
	2. Physical Therapy Evals*	A (most current), R, DC, D
	3. Occupational Therapy Evals*	A (most current), R, DC, D
	4. Speech Therapy Evals*	A (most current), R, DC, D
	5. Auditory Evals*	A (most current), R, DC, D
	6. Nutritional Evals*	A (most current), R, DC, D

* Evaluations are not destroyed.

Section 5.	Reports and Summaries	
a.	Seizure reports	A
b.	Incident/accident reports	A
c.	Deceleration program format (all levels)	A, R
d.	Correspondence to/from DD + 6 month graph updates	A, R
e.	Meds (behavioral)	A, R
f.	Behavior Management Committee meeting notes	A, R

Section 6.	Correspondence other than Decel	A, R
-------------------	--	------

Section 7.	Financial	
a.	Food stamps, Medicaid	A, shred after one and one-half years
b.	SSI	A, shred after one and one-half years
c.	SSA	A, shred after one and one-half years
d.	Housing (HUD, etc.)	A, R
e.	Private Insurance	A (most current)

Section 8.	Individual Plan	
a.	IP Document	A, R
b.	Rights and Responsibilities	A, R
e.	Home Alone Status	A, R
d.	Risk Assessment	A, R
c.	Exit summary	DC, D
d.	Follow up (After exit)	DC, D

Financial Records (disbursement forms, receipts and bank statements are files maintained separately from the permanent file. A (current), R, DC, D

*Note: For purposes of this procedure, "year" means fiscal year(s) (July 1 - June 30).

POLICY DEVELOPMENT

Policies are developed by Spring Meadow Resources to establish decision making parameters which may be used in administration, personnel, service, and fiscal related areas. All policies, whether new or revised, shall receive employee comment prior to finalization.

PLANNING AND EVALUATION

Mission Statement

(Including scope of services)

Management Plan

(Long range, 3-5 years)

Operational Plan

(Short range, 1 year or less)

Agency Evaluation Systems

Admission/exit Criteria

Persons Served

Characteristics of Persons Served

Services Provided

Measurable Objectives

Measurable Effectiveness

Measures of Efficiency

Measures of Satisfaction of Persons Served

Continuous Quality Review Results

State of Montana Comprehensive Review

OUTCOMES-BASED EVALUATION SYSTEM

Spring Meadow Resources will establish and maintain an outcomes-based evaluation system to ensure the efficiency and effectiveness of services provided by the agency.

- Satisfaction of persons served with service outcomes will be measured and will be considered in development and modification of individual service plans.
- Aggregated consumer satisfaction information will be used in determining overall satisfaction with services.
- Results of satisfaction measurement system will be collected, analyzed and distributed on an annual basis by the Executive Director to people served, the Board of Directors, staff, funders, referral sources, and others deemed appropriate by the Executive Director.

Input from persons served will be collected through person-centered planning processes, consumer satisfaction surveys, and consumer meeting minutes.

The results and suggestions for improvement will be used in the agency planning process, specifically, short and long-range goal setting. Data will be used to address core service design and delivery.

The agency will involve all stakeholders, i.e., people served, board members, funders, case managers, family members of people served, etc., in the annual planning process, specifically, short and long-range goal setting. Data will be used to address core service design and delivery.

RESEARCH

Spring Meadow Resources will not engage in formal research activities which involve the participation of people receiving services. Formal research activities may endanger the health, safety, and welfare or inhibit their habilitation.

Demographic data gathering activities of people served, by state or corporation personnel do not constitute research as defined by this policy. The majority of these activities are necessary to conduct and continue operations, e.g., receive federal funding, project budgets, and to assist in the training and support of people receiving services.

The Executive Director will be responsible for ensuring compliance with this policy.

COMPUTER AND NETWORK USE

SMR computers, networks, and other information resources may not be used in any manner prohibited by law or disallowed by SMR policies. Employees and individuals are accountable for the information they publish across computing resources, and must be aware of SMR policies regarding confidential information, harassment, use of SMR computers, and intellectual property rights.

Most SMR computers are connected to a local area network, which links computers within the corporation and, through the Internet, to other computers across the world. The term “network” in this policy refers to computers and other telecommunications tools that are connected to each other and the Internet for the purpose of communication and data sharing. The term “user” in this document refers to SMR employees or contractors who are specifically authorized by the Corporation to use SMR computers and network resources.

Access to SMR Computers and Network

Network services and the Internet may be accessed only by employees specifically authorized by the Corporation. Use of Corporation computer and network resources are a privilege assigned to staff whose position requires such access to perform their job duties. All service location supervisors are responsible for authorizing access to SMR information resources by designating certain persons as users and authorizing such persons to access these resources in the manner necessary for performing their duties. All authorized users must be reported to the network administrator before access is permitted.

- Access to network resources (software, data, printers, etc.) is determined by the privileges assigned to each username.
- If a user changes work positions or work locations, their access privileges must be reviewed and changed to match the new job position.
- In accordance with this policy, service location supervisors may restrict or extend computing privileges and access to their information resources to match job duties.
- Service location supervisors may not allow individuals, other than authorized SMR users, access to SMR computers or network information.

No Expectations of Privacy

In the pursuit of legitimate needs for supervision, control, and the efficient and proper operation of the workplace, the Corporation will exercise the right to inspect any user’s computer, any data contained in it, and any data sent or received by that computer without notice. Users should be aware network administrators, in order to ensure proper network operations, routinely monitor network traffic. Use of SMR computers and network constitutes express consent for the Corporation to monitor or

Spring Meadow Resources, Inc. Policy and Procedure Manual

Policy: Computer and Network Use

Revised: June 1, 2007

inspect any data users create or receive, any messages they send or receive, and any web sites they access. SMR employees or contractors are not guaranteed privacy while using Corporation computers and should not expect it. To the extent that employees wish their network and computing activities to remain private, they should not use the corporation's computers or network for such activities.

Network Security

It is critically important users take particular care to avoid compromising the security of the network. Most important, users should never share their passwords with anyone else, and should promptly notify the Network Administrator if they suspect their passwords have been compromised. In addition, users who may be leaving computers unattended must either log off the network or have a password-protected screen saver in operation.

Data Confidentiality

In the course of performing their jobs, SMR users often have access to confidential or proprietary information, such as personal data about SMR clients or commercial information about SMR's business. Under no circumstances is it permissible for users to acquire access to confidential data unless such access is required by their jobs. Under no circumstances may users disseminate any confidential information that they have rightful access to, unless such dissemination is required by their jobs, and specifically allowed by SMR policies and procedures on confidentiality.

Intellectual Property and Copyright Protection

Computer software programs are valuable intellectual property and are protected by federal and state laws. In addition to software, legal protections can also exist for any information published on the Internet, such as the text and graphics on a web site. As such, it is important that users respect the rights of intellectual property owners. SMR users are prohibited from copying or distributing computer programs or information that could reasonably be expected to be copyrighted, or that violates terms of applicable software licensing agreements.

Computer Viruses

Users should exercise reasonable precautions in order to prevent the introduction of a computer virus into the local area network. Virus scanning software should be used to check any material downloaded from the Internet or obtained from any outside source. Users are responsible to report any suspected virus infestation to the network administrator immediately.

Use of the Internet

SMR encourages the use of Internet services to support the people served and the various goals and objectives of the Corporation. Use of the Internet requires responsible judgment, supervisory discretion, and compliance with applicable laws and regulations. Users must be aware of information technology security and other privacy concerns.

- a. The Internet must be accessed using standard corporation software and hardware. If a specific requirement calls for a unique approach, service location supervisors may request an exception from a network administrator.
- b. Users must take reasonable precautions when processing data or storing data on computers connected to the Internet and when transmitting data on or through the Internet.

Misuse of the Network (including the Internet)

Violations of this policy may involve, but are not limited to, the use of SMR's computing systems to:

- a. Knowingly or carelessly running or installing on any computer or network, or giving to another user, a program intended to damage or to place excessive load on a computer system or network. This includes, but is not limited to, programs known as computer viruses, Trojan Horses, and worms.
- b. Engage in other employment; operate a personal business; create products or services for sale; or engage in other similar commercial or business activity.
- c. Download or post to corporation computers, or transport across corporation networks, material that is illegal, proprietary, or in violation of contractual agreements.
- d. Use Internet sites that result in an additional charge to the Corporation.
- e. Create, access, download, or disperse derogatory, offensive, harassing, threatening, defamatory, unlawful, obscene, discriminatory, or otherwise inappropriate materials.
- f. View or engage in "chat rooms."
- g. Harass, threaten, or otherwise cause harm to a specific individual or groups of individuals.
- h. Gain access, or "hack", any computer system or account without consent of its owner. Successful and unsuccessful attempts to gain unauthorized access to any restricted part of the SMR network or external computer systems are violations of this policy.
- i. Impersonate, or influence someone to believe you are someone you are not in any way.
- j. Attempt to modify, install, or remove computer equipment, software, or peripherals without proper authorization. This includes installing any unauthorized software on corporation-owned equipment.
- k. Connecting unauthorized equipment to the Corporation's network.
- l. Knowingly or carelessly perform an act that will interfere with the normal operation of SMR's computers, terminals, peripherals, or networks.

Spring Meadow Resources, Inc. Policy and Procedure Manual

Policy: Computer and Network Use

Revised: June 1, 2007

- m. Promote public, professional or service organization activities not related to an employee's job duties.
- n. Conduct any activity that would bring discredit to the Corporation.
- o. Violate any state or federal statute, rule, or regulation.

Electronic Mail

All messages originating or received over SMR's system are the property of SMR. Employees should not have expectations of privacy for any message stored in SMR's computer systems. Management can monitor e-mail for technical purposes or if abuses are suspected. All information stored within any SMR computer or telecommunication equipment is the exclusive property of SMR.

Use of E-Mail

When using e-mail, there are several points users must consider:

- E-mail addresses identify SMR as the organization that sent the message (e.g., name@springmeadowresources.org). Users should consider e-mail messages to be the equivalent of letters sent on official letterhead. E-mail composition should resemble typical professional and respectful business correspondence.
- E-mails can be stored, copied, printed, or forwarded by recipients. Because of this, users should not write anything in an e-mail message that they are not prepared for the public to read. All messages and attachments should be treated as official SMR correspondence.
- Users should keep message and attachment sizes as small as possible. Stationery, moving graphics, or audio objects should not be used unnecessarily since they waste network resources.
- Personal opinions should not be presented as representing the Corporation.
- Users should delete items from their "in-box" when they are no longer needed. Any "junk" or unauthorized e-mail should be deleted immediately. If a mail item needs to be retained as a record, it should be printed or stored on the SMR Fileserver. Staff should contact the Assistant Director if they have any questions concerning record retention.
- Users should check their e-mail with a frequency appropriate to their job duties and communication responsibilities. If a staff person is unable to check their e-mail for an extended period of time, they should make arrangements to have their e-mail picked up by their supervisor or coworker and reviewed to see if messages require a response.
- All information received by e-mail must be scanned for viruses. No computer should receive e-mail without properly functioning virus protection software. Users should contact the Network Administrator if they have any questions concerning the effectiveness of the virus protection software on a computer.

Misuse of E-Mail

Misuse of the SMR e-mail system is prohibited. Examples of misuse include, but are not limited to, the activities in the following list:

- Sending or soliciting offensive or harassing material such as off-color jokes, racial slurs, or gender-related remarks. Transmitting harassing or offensive material is a violation of SMR's computer and network use and harassment policies.
- Receiving or sending copyrighted material without appropriate authorization from the author or publisher.
- Disclosing or distributing confidential information concerning clients of SMR.
- Disclosing or distributing proprietary information about SMR's business, business systems, or client information.
- Initiating or propagating electronic chain letters.
- Using personal e-mail accounts, such as hotmail, outside of the provided e-mail system unless an exception has been granted in writing by the executive director.
- Masking the identity of an account or machine.
- Using a client e-mail account for any purpose.
- Reading client e-mail or attachments without permission of the client and knowledge of the immediate supervisor.
- Staff circulating their work e-mail address as a means to which they can be reached for personal or personal business communication.

Personal E-Mail for People Served

E-mail provides accessible communications and opportunity for starting or maintaining relationships. SMR encourages the use of e-mail by the people we serve, and may provide access through the SMR e-mail system where available.

Usernames and Passwords

Usernames and passwords define access privileges and help prevent the intentional or unintentional modification, destruction, disclosure, or misuse of SMR data and information resources.

Usernames

- A user must be identified to the network with a unique username assigned by the network administrator. Each username must have a password associated with it.
- A username is to be suspended immediately when the individual user no longer needs access to a computer system or terminates employment with the corporation. The service location supervisor involved must notify the network administrator to suspend the username.
- Usernames will be suspended if unused for over 90 days. Usernames may not be shared.

Spring Meadow Resources, Inc. Policy and Procedure Manual

Policy: Computer and Network Use

Revised: June 1, 2007

Passwords

- Passwords will be at least five characters long and be a mix of letters, numbers, or symbols. Passwords will contain at least one numeric and one alphabetic character (i.e. 6ase6all).
- Passwords will not be written down where they can be found by unauthorized personnel and may not be shared with other individuals.

Password Guidelines

- Choose passwords not easily guessed by someone acquainted with you. (For example, passwords should not be maiden names, or names of children, spouses, hobbies, or pets.)
- Change passwords periodically.
- Do not include passwords in any electronic mail message or give out passwords over the telephone.

Personal Use of SMR's Computers and Network

Limited personal use by users of the Corporation network is allowed, as long as the use does not interfere with the employee's work performance or the Corporation's operations, and does not violate any Corporation policies. Users may not use corporation printers or supplies in conjunction with personal Internet or e-mail activities. Corporation communication equipment may not be removed from the premises without written authorization from the employee's supervisor.

Adaptation

In order to adapt to needs of service locations and changes in information technology, exceptions to some policy requirements stated here may be granted in order to improve services, safety, or efficient operations. Service location supervisors may request such exemptions by proposing a written plan to the Executive Director.

Consequences of Computer and Network Use Policy Violations

Minor infractions of this policy, when accidental, such as consuming excessive resources or overloading computer systems, are generally resolved informally. This may be done through electronic mail or in-person discussion and education.

Repeated minor infractions or misconduct which is more serious may result in the temporary or permanent loss of computer access privileges or the modification of those privileges. More serious violations include, but are not limited to unauthorized use of computer resources, attempts to steal passwords or data, unauthorized use or copying of licensed software, repeated harassment, or threatening behavior. In addition, offenders may be referred to their supervisor or manager for further action, including discipline.

Any offense which violates local, state, or federal laws may result in the immediate loss of all computing privileges and may be referred to law enforcement authorities.

PERSONAL TELEPHONE CALLS AT WORK

SMR recognizes it may be necessary to make or accept a limited number of personal telephone calls while at work. However, the frequency and duration of such personal calls must be kept to a minimum and, whenever possible made during authorized breaks. This applies to the use of all SMR telecommunications equipment¹ at any time, and includes the use of personal telephone equipment (i.e., cellular telephones or pagers) during assigned work shifts. Service location supervisors may further restrict personal calls if such phone calls are interfering with work performance or corporation operations.

- Personal phone calls must never interfere with the delivery of client services.
- With exception for essential personal contacts (i.e., immediately family members, childcare providers, school, health care providers, and the like) SMR Staff may not circulate their work phone number or pager number as a telephone number at which they can be reached for informal personal communications or personal business communications.
- Except in the case of emergencies, personal long distance calls shall not be made from SMR wired or cellular phones. Personal long distance calls can be made from SMR telephones only if charged to a personal credit card or phone card.
- SMR cellular telephones are designated for emergency use only and may not be used for any other purpose.
- SMR pagers are assigned to certain SMR staff to ensure communications during work shifts. Staff assigned pagers shall ensure the pagers are maintained in usable condition during all scheduled work shifts. Personal calls received on SMR pagers are only acceptable in emergency situations when no other means of communication is available.
- Calls to 1-900 numbers or other pay-per-call numbers are strictly prohibited. The service location supervisor should contact the telephone company and request that 1-900 numbers be blocked. Care should be taken in returning calls to unrecognized area codes and telephone numbers, as the number could be a pay-per-call number.
- Personal business, which involves an activity undertaken for personal profit or gain of any kind, shall not be conducted from any SMR telecommunication equipment.

¹ Telecommunications Equipment includes telephones, facsimile machines, modems, and any other communication equipment using wired or wireless transmissions.

SUPERVISION OF MEDICATION ADMINISTRATION

It is a goal of Spring Meadow Resources to provide the highest level of care while providing people receiving services with the opportunity to achieve their highest level of independence.

The supervision and/or assistance in the taking of prescription and nonprescription drugs requires both careful and prudent monitoring, as well as affording an opportunity to an individual to become independent in a lifelong skill.

In order to ensure that proper care is given in the supervision and/or assistance in the taking of medications, as well as to provide guidelines toward independence in self-administration of personal medications, the following will occur:

1. All direct care staff who assist with medication delivery are to be state and agency certified in the supervision of medication administration within the first thirty days of employment. Such certification must be maintained current during their term of employment with Spring Meadow Resources. Employees who have not received certification are prohibited from supervising the administration of medications.
2. All people receiving services who take prescription medications must have:
 - a formal training program for the self-administration of the medications; or,
 - documentation in their permanent file that they have completed a training program in self administration of medications. This documentation must indicate the level of independence acquired. If a person's IP team has determined the person has attained the highest level of independence possible, documentation should be recorded in the IP Summary notes. This should occur at each annual IP meeting.
3. All medications, prescription and over-the-counter, must be prescribed by an individual's physician either in writing or verbally. When such orders are given verbally, documentation on the Medical Report is required. At no time will an employee modify an individual's medication dosage, schedule, etc. without a doctor's order. If a physician prescribes a medication or medication change over the telephone, the verbal order must be followed by a written verification, via fax, mail, or new prescription label, from the physician within 24 hours. The service location supervisor is responsible to ensure that this occurs.
4. Because all medications are prescribed individually, medications are to be taken only by the person for whom they were issued. All prescription medications must be individually labeled for the particular person for whom they have been prescribed.
5. All medications are to be recorded on the Medication Documentation Sheet and the agency established procedure for the daily recording of medications

administered is to be followed.

6. All medications are to be stored in a locked cupboard where they can not be accessed by unauthorized persons. Each individual receiving services will have a separate container for medication storage. Each box will be clearly labeled with the individual's name and photograph. Only employees who are certified may access medications.
7. Medications are to be counted and documented by certified staff according to the following:
 - Controlled drugs are to be counted daily. This may be required more frequently at the discretion of the location manager or Health/Environmental Specialist.
 - All other medication is counted at least once per month.
 - All medication is counted when a prescription is started or is refilled.
8. If an error occurs in medication, e.g., dosage, type of drug, medication administered to the wrong individual, etc., the incident must be reported immediately. Established agency procedures are to be followed. See Medication Delivery Procedure.
9. Disposal of drugs that are outdated, discontinued or having labels that are illegible must occur according to established agency procedure. See Medication Delivery Procedure.
10. The responsibility for proper supervision/assistance of medications, record keeping, certification of staff, appropriate disposal of unused drugs and ensuring prescriptions are current and properly replenished shall be the service location supervisor or specific staff designed by the service location supervisor (i.e., Habilitation Tech I).
11. Additional safety measures require that each congregate home perform a second medications check by a second SMR staff person after each medication delivery time. The second person does not need to have state or agency medication certification to do the second medications check.

EMERGENCY AND DISASTER PLAN

The preservation of life and the maintenance of the health and welfare of people served by Spring Meadow Resources is crucial in our delivery of services. Being prepared for emergencies and/or disasters is the responsibility of all employees.

Preparation for an emergency or disaster involving one or more of our community living service units, the Day Program, or Spring Meadow Resources Office include:

- In the event of an extended power outage causing loss of heat to a service location, local emergency shelters or other Spring Meadow Resources service sites will be utilized. This will be coordinated through the Spring Meadow Resources on-call person.
- In the event of a fire, explosion or flooding at a residence, local emergency shelters or other service sites will be used as temporary housing locations.
- In the event of an explosion at a facility when persons served and staff are present, immediate utilization of emergency services (i.e., 911) are initiated.
- In the event of a bomb threat, police will be notified immediately and all persons in the facility will be evacuated.
- Evacuation of persons served is the primary responsibility of Spring Meadow Resources staff. Fire containment is the responsibility of the Fire Department. Employees should not try to contain a fire unless it is obviously manageable (e.g., stovetop or trash can fires).
- All Spring Meadow Resources congregate living units have evacuation plans that are practiced no less than monthly as precautionary measures (fire drills) for the protection of people receiving services and staff. In order to ensure that drills occur on all shifts, the Safety Committee will publish a schedule annually stating times of day/night each drill is to occur during a given month.
- Spring Meadow Resources has developed and published procedures for staff to follow in the event of disaster.
- All Spring Meadow Resources congregate living units are equipped with emergency food and sanitation supplies to be used in case of disaster. A survival kit containing survival essentials is available in each service unit.

EMERGENCY AND DISASTER PROCEDURES

The safety and welfare of people served is to be the utmost priority at all times. In all disaster situations, after ensuring the safety of persons served and calling 911 (if appropriate), the SMR Emergency On-Call procedure is to be followed.

The keys to coping with an emergency are awareness and planning. These guidelines are designed to help staff and people served prepare for and live through emergencies that may occur in this area.

Utility Shut Offs For This Facility

This information is also to be maintained in the Relief Book in each service location.

- The electrical breaker box is located: _____
- The main water shut off is located: _____
- The gas main shut off is located: _____

Structural Fire

- After evacuating house, call 911 and report fire.
- Contain the fire if possible (i.e., close the doors).
- Stay low to floor or crawl in burning building, away from smoke and toxic fumes.
- Check doors with the flat palm of your hand before opening; do not open a door that feels hot.
- If clothing catches on fire- stop, drop and roll.
- Do not try to extinguish the fire.

Earthquake

- Indoors- stay inside under sturdy furniture, a desk or table.
- If unable to get under cover, drop to floor, duck down, cover head with arms, and hold on to sturdy furniture.
- Do not try to leave the building.
- Turn off utilities.
- Outside- get away from buildings, utility poles and trees.
- In vehicles- pull safely off road, avoid bridges and overpasses.

After an Earthquake

- Check for injuries and fires or fire hazards.
- If the structure is damaged and unsafe, evacuate and wait for further instructions.
- Check utility lines and appliances for damage.
- Report fallen power lines and objects touched by fallen wires to 911.
- Clean up spilled medicines and other potentially harmful materials (see hazardous materials section).
- Check chimneys for cracks and loose bricks. Check closets and all storage areas for fallen and broken items.

Floods

- In the event of a flood threat, evacuate persons served to another SMR facility or local shelter where flooding is not a threat.
- If caught by rising water, move persons served to a higher floor or ground.
- Do not attempt to drive on flooded roads.
- If a flash flood warning is given, move immediately to higher ground.
- Listen for evacuation announcements.
- Turn off utilities at the main switch.

Tornado

- Go to designated shelter area, or take cover under solid furniture or mattresses.
- If walking in the open, lie flat in a ditch or ravine.
- If in a vehicle or mobile home, get out and lie flat in a ditch or ravine.
- After a tornado: re-enter buildings with extreme caution and be alert for fire hazards.

Severe Thunderstorms

- Get away from any body of water.
- Avoid bicycles, yard equipment or tools, fishing rods, or a tree or shed standing by itself.
- Stay away from the tallest object in the area. Stay twice as far from a tree as the tree is tall.
- For fires started by lightning, call 911 immediately.
- Call 911 for anyone is struck by lightning, then give first aid.

Winter Storms

- Avoid all unnecessary trips.
- When outdoors, wear several layers of loose-fitting clothing.
- Cover mouth to protect lungs from cold air.
- Do not leave the vehicle unless you are certain there is help available within one hundred yards.
- While in the vehicle awaiting assistance, run the engine to stay warm; but remember to keep snow away from the exhaust pipe, and keep a window open slightly for ventilation.
- Use supplies in road hazard kit as needed.

Drought or Extreme Heat

- Use water only for essential purposes.
- Reuse water whenever possible.
- Avoid overexertion.
- Wear light colored, loose fitting clothing.
- Make sure persons served have an adequate fluid intake .
- Rest regularly.
- Heat related emergencies- Put heat victim in the shade and give water to drink. Lower body temperature. Get immediate medical attention to anyone who faints from heat exposure.

Power Outage

- Use power failure lights, flashlights or candles for light.
- Avoid opening refrigerator or freezer.
- If water source is from a well, don't run water.
- If the power is out for more than 2 hours during cold weather and there is no alternate heat source, bundle up persons served and arrange for transportation to other SMR facilities or local shelter where there is power or an alternate heat source.

Forest Fire Evacuation

- Leave immediately if officials are evacuating the area you are in.
- If in the forest when a fire breaks out, note weather conditions and wind direction before planning appropriate escape routes.
- If caught in a fire, look for a body of water, rock outcropping, or cleared area to obtain shelter.
- Breathe through a wet cloth, and try to breathe air close to the ground where it is cooler and contains more oxygen and less smoke.
- Do not try to outrun a fire which is burning uphill; travel at right angles to the fire if possible.

Radiological Accidents

- If an accident occurs that endangers a SMR facility, you will be contacted by a local emergency official.
- Isolate clothing and shoes after exposure to radioactive substance; shower for 15 minutes with soap and water and seek emergency medical assistance.
- Evacuate immediately or stay home, as advised by local emergency officials.
- Avoid taking vegetables from garden until they can be inspected by a local emergency official.

Hazardous Materials

- If you are at the scene of a chemical accident, immediately call 911.
- Move away from the accident scene and help keep others away.
- Do not walk into or touch any spilled substance.
- Avoid inhalation of all gases, fumes and smoke.
- Some harmful gases are odorless, fumes can be avoided only by leaving the area.
- If safe to do so, move accident victims to fresh air and call for emergency medical care.
- Follow local instructions concerning locally produced food and water supplies.
- Refer to MSDH sheets for information regarding cleaning supplies and other products in the home.

Lost/missing Person

In the event a person is found missing from a residence or on an outing:

1. Thoroughly search the location including closets, storage rooms, rest rooms, under bed, immediate exterior, etc.
2. If, upon completion of this thorough search, the individual is not found, staff are to call their immediate supervisor or the person on-call.
3. On-duty staff must have the following information readily available:
 - Person's name, age, sex and functioning level.
 - Time discovered missing, length of time missing.
 - Where the person was last seen.
 - Description of person that includes: clothing being worn, height, weight, color of hair, color of eyes, special identifying traits, such as, tattoos, birthmarks, scars.
 - Special medical needs/condition i.e., seizures, diabetic, etc.

The central office, 2850 Broadwater Avenue, is to be set as the search control center. The Habilitation Specialists, Assistant Director, and Executive Director shall head the search activity from this location.

If the person served has not been located within an hour of the central search system being in place, local law enforcement agencies are to be contacted. This time-frame shall be open to change depending upon the weather, functioning level of missing person, etc. at the discretion of the search coordinator.

Within three (3) days of locating the missing person, an investigation concerning the incident will be completed. The investigation will include evaluation of the search procedures and recommendations for further action that should be taken to prevent recurrence.

Vehicle Evacuation

Evacuation is a last resort in protecting passengers. Usually people are much safer inside the van, if the van can be moved to safety. In rare emergencies it may be necessary to evacuate the vehicle rapidly. Examples may include but are not limited to: engine fire or risk of engine fire, gas leak, or vehicles can't be moved from unsafe location. In these type situations, proceed as follows:

- Use a seat belt cutter to slice seat belts if necessary.
- Wheelchair- Check to see if lift is still operable. If power source or hydraulic system has been disabled, lower lift using the manual release.
- If danger is imminent, place the person on a blanket, move to safety.
- Escort passengers to a safe location and supervise them.
- Notify the appropriate emergency personnel.
- Notify your supervisor or on-call.

Gas Leak

If you detect a faint smell:

1. Follow your nose to the source. A pilot light may be out or a burner valve may be left on. This is something that can be remedied easily.
2. If the source of the odor can't be located or persists, call NorthWestern Energy emergency number for assistance.

If the odor is strong:

1. Evacuate the building immediately!
2. Do not use the telephone, turn on a light switch, light a match, or do anything that might create a spark or flame. Go to a neighbor's telephone and call NWE emergency number.
3. DO NOT smoke in the vicinity of the the building!

FIRE DRILL EVACUATION

In order to ensure that all persons served by Spring Meadow Resources are evacuated as safely and efficiently as possible in the event of a fire, the following procedure has been established. This procedure should be used to conduct all fire drills and other evacuation procedures. Fire drills and other emergency disaster drills are to be completed per the schedule for that year.

1. **ALARM:** For a fire drill, place the red flashing light in the area of the supposed fire for that drill. Set off smoke detector or pull fire alarm (depending on the residence). The smoke detector should remain activated during the entire drill (test button should remain depressed).
 YELL “FIRE” to alert everyone in the house. If possible, yell fires origin.
 SIMULATE calling 911.
2. **EVACUATE:** Remove all persons served in the service location. Each service location has an identified location (for each exit) marked on the emergency route to take persons served. This designated location **MUST** be used.
3. **COMMUNICATE** to other employees: Announce (loud enough for all employee(s) to hear) the name of the person served you are evacuating, where you are located in the service location, and which exit you are using. If any person served or employee in the service location is hearing or visually impaired, the evacuation plan must be individualized. This individualized plan will be located in the house log and relief book.
4. **MEET** at the designated location on the posted evacuation plan in the service location.
5. **COUNT** all persons served and employees on shift to be sure everyone is out.
6. **DISCUSS** the fire drill immediately after it is completed. The following questions are to be answered and documented on the Fire Drill Report:
 - a. How did the drill go? What steps can staff and persons served do to improve the drill process.
 - b. Do all employees on shift know how to use a fire extinguisher?
 - c. Do all employees on shift know what to do if a person(s) served resists evacuation?
 - d. Was the drill under the three minute limit? If not, the drill must be repeated .
7. Fill out the fire drill form completely and turn into the office.
8. See posted floor plan at each location.

FIRE DRILL EVACUATION: OFFICE FACILITY

In order to ensure that all persons served and employees of Spring Meadow Resources are evacuated as safely and efficiently as possible, the following procedure has been established. This procedure should be used to conduct all fire drills and evacuation procedures in the Spring Meadow Resources office facility.

1. Set off alarm. Yell “FIRE” to alert everyone in the office. If possible, yell fire’s origin. Simulate calling 911.
2. Evacuate: The employee performing secretary/receptionist duties at the front desk will be responsible to check the entrance area then take the stairs to the basement, checking for occupants and evacuate through the north basement door. The employee(s) on the top floor of the original building will check the bathroom and each office for occupants as they are evacuating. They will then check the main floor bathrooms and kitchen for occupants as they are evacuating. The employee(s) on the top floor of the newer building will check top floor offices, bathroom, and kitchen for occupants as they are evacuating. All other employees will evacuate through the nearest available exit. Evacuation assistance will be provided to any person(s) served or visitors.
3. As each employee is evacuating, communicate with other people present what rooms you have checked and what you are doing.
4. Meeting place: Behind the Day Program deck.
5. Count all person(s) served and employee(s) to be sure everyone is out.
6. Discuss the fire drill immediately after it is completed. The following questions are to be answered and documented on the Fire Drill report:
 - a. How did the drill go? What steps can staff and persons served do to improve the drill process.
 - b. Do all employees know how to use a fire extinguisher?
 - c. Do all employees know what to do if a person(s) served resists evacuation?
 - d. Was the drill under the 3 minute limit? If not, the drill must be repeated.
7. Fill out the Emergency Drill Report and turn into the Health/Environmental Specialist.
8. Drills will be conducted at least twice each year.

DISASTER EMERGENCY PREPAREDNESS

Spring Meadow Resources recognizes that the keys to coping with an emergency are awareness and planning. Toward that end, the following occurs throughout the agency:

- Fire drills in the group homes are conducted on a monthly basis as indicated by the Fire Drill Schedule published annually by the Safety Committee. Fire Drills in individual apartments occur quarterly.
- Various disaster drills are conducted at least quarterly in all locations according to the drill schedule.
- The poison control number is posted on the phone in each agency operated facility.
- All direct care staff are to be certified in First Aid and CPR.
- A complete first aid kit is to be maintained in all service locations and vehicles.
- All group homes have a posted evacuation plan that includes a meeting place.
- In the event of a disaster or emergency Spring Meadow Resources' on-call person will co-ordinate the event based on information from the Emergency Broadcast System on radio and TV stations.
- An emergency "Survival Kit" is maintained in each service location.

DISASTER SURVIVAL NEEDS

- Drinking water: water from the water cooler can be used.
- Emergency food and beverage supply (nonperishable food and juices).
- Commodity supplies can be utilized.
- A hand (nonelectric) can opener.
- A change of clothing for each person, and sturdy shoes.
- Blankets and sleeping bags.
- First aid kit and prescription medications.
- Flashlights, power failure lights, portable radio with batteries, matches, candles.

Specialized items

(depending on needs of person served, such as depends, wipes, adaptive equipment)

- Fire extinguisher
- Emergency Information binder with:
 1. Emergency phone number list.
 2. Copy of disaster plan.
 3. Medical insurance information on persons served.
 4. Instructions on how to turn off utilities.
- Sanitation supplies, plastic trash bags, wet wipes, antibacterial hand gel, gloves, and toilet paper.
- Each congregate home will maintain a “Survival Kit” in a five gallon bucket. The bucket (with trash bag liners) can be utilized as a portable potty, if needed. The kit is to contain the following items:
 1. Toilet paper
 2. Large trash bags, (to be used as rain gear or liners for porta pot).
 3. Flashlight, with batteries
 4. Lighter
 5. Candle
 6. Work gloves
 7. Wet wipes
 8. Hand sanitizer gel.

- In the event of a disaster or emergency, SMR staff may need to take care of persons served for up to 5 days.
- Take emergency drinking water from ice cubes, water heater, and canned fruits and vegetables.
- Don't drink unbottled water (including municipal tap water) until it has been strained with a clean cloth and treated. To treat water, add ten drops of chlorine bleach to each gallon of water, mix well, and let stand for about 30 minutes.
- Freezer foods will last from 48 to 72 hours if the freezer is full and the door stays closed.
- Eat perishable foods first.
- Discard all open food and beverages that may have been contaminated.
- Cook on portable grills, but only outdoors.

COMMUNICABLE DISEASES/ILLNESS

Services provided by Spring Meadow Resources can involve close person-to-person contact. In order to prevent the spread of communicable disease, it may be necessary, at times, to isolate individuals with a communicable disease. In instances where isolation is necessary, isolation will reflect the practices followed by a typical family. Instructions from medical authorities will dictate the delivery of care and treatment provided to those infected. Isolation of an employee suspected or diagnosed with a communicable disease must be evaluated by a medical authority. Return to work will occur when Spring Meadow Resources receives an acceptable medical work release.

COMMUNICABLE DISEASES/ILLNESS

The following guidelines have been established to prevent the spread of infectious, contagious, or life-threatening disease/illness. Each employee is required to follow the guidelines as they pertain to their particular job duties. These precautions are designed to protect both the people being served and employees from the spread of disease/illness, including but not limited to:

Human Immunodeficiency Virus (HIV/AIDS)	Measles (Rubeola)
Arthropodborne Viral Fevers	Meningitis
Cytomegalovirus	Mononucleosis
Encephelitis	Ringworm
Haemophilus Influenza	Rubella
Hepatitis A, B, or C	Syphilis
Herpes	Tetanus
Leptospiroses	Toxoplasmosis
Malaria	Tuberculosis
Pertussis	

When a communicable or life-threatening disease or illness is suspected or diagnosed, the employee will:

1. Notify their immediate supervisor. It will be the supervisor's responsibility to notify the Assistant Director or Executive Director.
2. Immediately contact a physician for instructions.
3. Follow the medical instructions given for proper treatment of the disease.
4. Inform their supervisor of any possible health risks relayed from the physician.
5. The supervisor will then inform those people exposed to these risks (e.g. others being served, legal guardians, employees, etc.).

The Assistant Director or designee shall:

1. Inform the Montana Department of Public Health and Human Services, Developmental Disabilities Program, Lewis and Clark County Department of Public Health, and day services, as appropriate, of the situation and provide routine status reports, as may be necessary.
2. Ensure the maintenance of proper record keeping.
3. Review no less than annually the records of all activities involving employees with communicable diseases. The results of such reviews shall be presented, in writing, to the Executive Director.

Spring Meadow Resources, Inc. Policy and Procedure Manual

Procedure: Communicable Diseases/Illness

Revised: June 1, 2007

4. Any employee separated from work due to their being suspected or diagnosed with a communicable disease shall be placed on leave status under the corporation's Leave Policy until a medical release to return to work is obtained by the employee.

Spring Meadow Resources recognizes employees and persons served with a life-threatening illness such as HIV/AIDS may wish to continue their employment with the corporation and, in fact, continued employment may be therapeutically important to their recovery process. The corporation also recognizes it must satisfy its legal obligation to provide a safe work environment for all employees, persons served, and other visitors to our facilities.

As long as employees who have HIV/AIDS are able to maintain safe and acceptable performance standards in accordance with established corporation policies and procedures, and the weight of medical evidence continues to indicate HIV/AIDS cannot be transmitted by casual workplace contact, employees with HIV/AIDS will remain employed.

As part of its overall HIV/AIDS program, Spring Meadow Resources conducts ongoing training sessions on blood borne pathogens with employees. This agency will not tolerate discrimination, harassment, or refusal to work with an HIV/AIDS-affected person and such behavior will be subject to disciplinary action.

In determining such an employee's ability to continue in employment, Spring Meadow Resources will consider making reasonable accommodations for the employee's condition, consistent with applicable federal, state, and local laws. Spring Meadow Resources' Assistant Director will determine what information should be obtained from an employee's physician, so that the corporation can explore the types of possible reasonable accommodations that may be recommended, consistent with the business needs of the corporation, established Spring Meadow Resources policies and procedures, and applicable federal, state, and local laws.

- Additional information on any communicable disease or illness contained in this policy is available from the Assistant Director.

HEALTH AND SAFETY

The preservation of the health and safety of persons served and employees serving those individuals is a primary focus of this corporation. Direct observation and the immediate reporting of unhealthy or unsafe conditions are imperative. All reports will be investigated immediately and an unsafe or unhealthy condition will be corrected immediately. An array of monitoring activities, conducted by the corporation and outside agencies, occur to ensure the well being of people served and corporation employees on an on-going basis. These include but are not limited to:

- internal safety inspections of all service locations at least twice yearly
- internal cleanliness inspections of all service locations at least twice yearly
- inspection of licensed facilities (group homes) by County Health Department annually
- inspection of licensed facilities by State of Montana Fire Marshall annually
- inspection of licensed facilities by the Montana Department of Public Health & Human Services annually

Reports of these inspections and documentation of all follow-up activities will be maintained by the Health/Environmental Specialist. Inspection results and documentation of follow-up activities will be reviewed by the Executive Director within one month of the occurrence of the inspection.

Guidelines have been established by Spring Meadow Resources regarding recommended frequency of medical and dental examinations for people receiving services. All physician recommendations for therapeutic evaluations, e.g., occupational therapy, physical therapy, speech therapy, etc., will be followed. Spring Meadow Resources considers all employees responsible to ensure the safety of people served and other employees.

SAFETY

The safety responsibilities of all employees of Spring Meadow Resources, include, but are not limited to:

1. Exercising maximum care and good judgment at all times to prevent accidents and injuries.
2. Seeking first aid for all injuries, regardless of how minor.
3. Reporting unsafe conditions, equipment, or practices to supervisory personnel immediately and the Safety Committee for the next meeting.
4. Using health and safety equipment and supplies provided by the agency at all appropriate times.
5. Observing safety rules and regulations at all times.
6. Notifying your supervisor, before beginning your shift, of any medication you may be taking that may cause drowsiness or other side effects that could lead to injury to yourself, your co-workers, or the people we serve.
7. Upon the occurrence of any incident that affects a person's safety, the employee(s) involved will complete an Incident Report and submit it to their immediate supervisor. The supervisor will ensure that the Incident Report is submitted to the appropriate people/agencies.
8. Upon the occurrence of any incident that affects an employee's safety causing an injury, the employee(s) involved will complete an Incident Report and submit the completed report to their immediate supervisor. The supervisor will ensure that the Incident Report is submitted to the Assistant Director, an investigation is completed, and all paperwork is forwarded to the Safety Committee for review at the next quarterly meeting.
9. All employees read and sign a safety responsibility form upon hire.

Safety Committee

1. Safety Committee is composed of administrators, supervisors, direct care staff and administrative support staff. At the discretion of the core members, other persons may be invited to participate in committee meetings as necessary. The responsibilities of the Safety Committee are as follows:
 - a) Review, at least quarterly, a summary of Incident Reports involving the safety of those being served. The Committee will review all investigations to ensure that all follow-up activities occurred and make further recommendations if appropriate.
 - b) Review, at least quarterly, a summary of Employee Injury Reports prepared by the Assistant Director.

prepared by the Assistant Director.

- c) Recommend necessary employee training on health and/or safety issues and implement when accepted and deemed feasible.
- d) Minutes will be kept of each Safety Committee meeting and distributed to all service locations.

Any staff person may be asked to participate in an investigation of injury. All inquiries from the Safety Committee are to remain confidential.

REPORTING ACCIDENT/INJURY OF PERSON SERVED TO SAFETY COMMITTEE

The following procedure is to be used to report client injury/accidents to the Safety Committee.

The following guidelines should be used to determine whether a report needs to be forwarded to the Committee, and that subsequent investigation needs to occur.

- 1) All accidents/injuries requiring medical attention must be reported.
Investigation, record of follow up activities required.
- 2) All accidents requiring first aid (other than a band-aid) should be reported.
Investigation, record of follow-up activities required.
- 3) Accidents not requiring first aid will require sound judgment from the Habitation Specialist and or Health/Environmental Specialist to determine whether they need to be reported to the Safety Committee. After an initial review of an Incident Report, the Habilitation Specialist should consider what he/she feels the recommendations would be. It is not necessary to submit a report to the Safety Committee when a person picks their nose and has a nosebleed, or a person cuts their cuticle on a coffee pot. If a person falls getting out of the van and does not injure him/herself, the Habilitation Specialist needs to look at staff issues, i.e., proximity to person served, etc. In this situation, although injury did not occur, the potential for serious injury was there because of staff action/inaction.
- 4) Medication errors resulting in missed medication, wrong dosage of medication, wrong medication, wrong time, etc. must be reported. Medication procedural errors that do not result in a change of medication as prescribed by the physician do not need to be forwarded to the Safety Committee. This is not to say that errors of this type do not need to be dealt with. However, these are procedural errors and need to be treated as errors in procedure. This information should be forwarded to the Assistant Director to ensure appropriate follow-up activities. Examples of this type of error are initialing in the wrong spot, delivering a medication and not initialing that the medications were administered, etc.
- 5) Malfunctioning equipment that could have resulted in an accident must be reported. This is obviously a judgment call, for example, brakes go out on the van while staff are driving the van with passengers. Although no accident occurs, this would be a Safety Committee issue and would necessitate a report/investigation.
- 6) Other incidents as determined appropriate by a supervisor.

Medication refusals should be discussed at Behavior Management Committee. The Behavior Management Committee would then establish some guidelines to determine when programmatic intervention is necessary.

INITIAL INVESTIGATION OF THE ABOVE DESCRIBED SITUATIONS SHOULD OCCUR IMMEDIATELY AFTER THE ACCIDENT BY THE SHIFT SUPERVISOR. The Habilitation Specialist is responsible to forward the reports, not investigate the accident.

When an Incident Report that meets the above guidelines is submitted and an investigation has not occurred, the **Habilitation Specialist should forward a copy of the incident report to the Health/Environmental Specialist who will initiate an investigation immediately.** (Habilitation Specialist may initiate investigation and inform Health/Environmental Specialist.) This investigation may be performed by someone other than the Specialist, but the Health/Environmental Specialist is responsible to ensure that an investigation occurs and that follow up activities and recommendations are forwarded to the Safety Committee. The Habilitation Specialist will indicate on the bottom of the Incident Report that an investigation has been started.

A copy of the Incident Report and the investigation, including follow-up activities and recommendations, will be forwarded by the Health/Environmental Specialist to the Safety Committee. The Health/Environmental Specialist will then enter information on the accident summary sheets and will graph all data as appropriate.

If, for any reason, the Executive Director determines that it is appropriate to investigate an incident, the Executive Director will make a copy of the incident report for the Health/Environmental Specialist and will request an investigation. Results will then be forwarded to the Safety Committee as described above.

INJURY/ACCIDENT INVOLVING PERSON(S) RECEIVING SERVICES

In order to provide timely follow up to an accident or injury the following procedure is to be followed:

1. Injury/Accident Investigation:

Every injury/accident must be investigated to provide documentation, determine all causes, and initiate corrective action. Each incident is to be investigated by the shift supervisor as soon after the occurrence as is feasible, but must occur within 24 hours. The incident may also be investigated by other Spring Meadow Resources staff, such as a Hab Tech II, Hab Tech I, Habilitation Specialist, Health and Environmental Specialist, Assistant Director, and/or Executive Director.

2. Reporting:

It will be the responsibility of the shift supervisor to complete an Incident Report(IR) and an Accident Investigation Form. Both these forms are to be completed and turned into the service location Habilitation Specialist within 24 hours of the incident. The service location Habilitation Specialist will forward a copy to the Health/Environmental Specialist.

The reporting form includes:

- Cause of the accident (what, where, when, how?)
- Follow up action taken
- Recommendations for prevention
- Staff training needed? If so, who will provide the training, and the date training is scheduled
- Signature of staff that completed form and follow-up
- If medical attention was required, medical documentation needs to be attached to these reports when submitted to the Hab Specialist.

3. Follow-up Activities (immediate):

The service location Habilitation Specialist and the Health/Environmental Specialist will review the documentation of the accident and the follow-up action taken. They will determine whether follow-up activities were sufficient to prevent recurrence of the accident/injury. If an accident/injury occurred that could potentially occur in another service location from an unsafe condition, a Safety Alert memo containing preventative action to be taken will be distributed to all service

locations. This report should be distributed no later than two days from the receipt of the accident/injury documentation.

4. Safety Committee Follow-up activities (quarterly):

Spring Meadow Resources Safety Committee meets at least once per quarter. All documentation of all accident/injuries are reviewed. Meeting minutes will reflect review and Committee recommendations to provide recurrence of the accident/injury. Recommendations include, but are not limited to, environmental modifications, staff training, information dissemination, etc.

EMERGENCY MEDICAL CARE

As with any family, medical emergencies do occur, e.g., accidental injuries, abrupt onset of a severe illness, etc. The responsibility of staff at Spring Meadow Resources is to respond to these emergencies as quickly as possible and access the necessary medical treatment for the individual(s) served.

Since one of the major goals of Spring Meadow Resources is to develop individual community relationships, the utilization of generic services for medical emergencies is in keeping with this goal, as well as ensuring the person served receives prompt medical treatment. Generic emergency medical care is available 24 hours a day, seven days per week through hospital emergency care.

Upon discovery of an emergency situation, staff will evaluate the following:

1. number of people served involved;
2. number of staff available on-site to attend to the situation and maintain supervision of other people served; and
3. determine whether the situation requires on-site medical response or whether on-duty staff would be able to transport the person(s) to a medical facility.

Once the determination has been made on how the emergency should be handled, appropriate action(s) will be implemented.

In those cases where a staff person transports while other staff remain at the home to supervise those not involved, one of the staff persons remaining in the home shall be responsible for contacting their immediate supervisor and the person on-call to inform them of the situation.

In the event medical transport (ambulance) has been requested, staff will contact their immediate supervisor and/or person on-call while waiting for the ambulance to arrive, if possible.

Once medical treatment has been obtained and information concerning diagnosis/prognosis has been received from medical personnel, staff will immediately contact the person on-call.

It will be the responsibility of the person on-call to determine whether to contact the Executive Director at that time, or whether contact could be made the following day.

In the event the emergency is life threatening, the individual's immediate family, the Executive Director, and Developmental Disabilities Program personnel are to be notified.

All situations involving emergency medical procedures must be recorded in

Spring Meadow Resources, Inc. Policy and Procedure Manual

Policy: Emergency Medical Care

Revised: June 1, 2007

writing at the earliest possible time, not to exceed 24 hours. Reporting requirements are as follows:

1. Incident Report
2. Medical Report
3. Person's Interdisciplinary Notes
4. Daily Log

CORPORATION AND PERSONAL VEHICLE USE

Use of Corporation-Owned Vehicles

Employees may schedule and use any one of a variety of vehicles maintained by the Corporation for corporation business if they comply with the Motor Vehicle Safety and Responsibility Policy.

Use of Personal Vehicles

If corporation-owned vehicles are not available, or not suitable, an employee may be authorized to use their personal vehicle. Supervisors may authorize an employee to use their personal vehicle only if such use is in the best interest of the Corporation and the employee fully complies with the Motor Vehicle Safety and Responsibility Policy.

Reimbursement Rates

There are two rates paid for reimbursing SMR employees for personal vehicle use. The standard rate is four cents less than the current rate established by the Internal Revenue Service. Employees may be reimbursed at a rate equal to that established by the Internal Revenue Service (high rate) if the following conditions are met:

- The employee (driver) must comply with the Motor Vehicle Safety and Responsibility Policy; and,
- There is no corporation vehicle available, or the corporation vehicle available is not suitable for the client or the purpose of the trip.
- Conditions 1 and 2 can be verified by the supervisor authorizing the travel reimbursement.

Use of Personal Vehicles—Exemptions

The following persons or positions are exempt from meeting the requirements listed in the Reimbursement Rates section and are authorized reimbursement at the high rate.

- Members of the SMR Board of Directors or Advisory Council
- Executive Director
- An employee or a position designated in writing by the Executive Director in cases where use of a personal vehicle is considered to be in the best interest of the Corporation. Such designation automatically expires after one year.

VEHICLE EMERGENCIES OR ACCIDENTS

- Don't move the vehicle unless told to do so by law enforcement.
- Check the degree of injury to passengers and occupants of any other vehicle.
- Aid the injured if possible.
- Set up safety equipment as follows:
 - a) Activate the vehicle's emergency flashers.
 - b) Place warning reflectors or flares to the front and rear of the vehicle. The first should be placed at the side of the vehicle nearest the roadway, approximately ten feet to the rear. Place the second approximately 100 feet to the rear. Place the third approximately 100 feet to the front of the vehicle. Greater distance may be needed if the layout of the land requires.
- Obtain license numbers of any other vehicle(s) involved and exchange information required by law.
- Obtain names of all passengers and any other people who may have been witness to the accident. Gather all information necessary for a detailed report.
- Do not make statements to anyone except law enforcement or emergency personnel at the scene.
- Cooperate with law enforcement and emergency personnel. Do not leave the scene until released.
- Notify SMR on-call as soon as it is safe to do so.
- File a Vehicle Accident Report with Spring Meadow Resources' Assistant Director.

HAZARD COMMUNICATIONS

To protect the health and safety of people receiving services, corporation employees, and visitors, Spring Meadow Resources will inform all employees of any hazards associated with handling chemicals/materials they are using.

It is the responsibility of corporation managers and supervisors to ensure that the required information is obtained and transmitted to affected employees. The Assistant Director and Health/Environmental Specialist shall serve as joint Hazard Communication Coordinators and will be directing or assisting with all compliance efforts.

It is every employee's responsibility to follow safety practices outlined in the Material Safety Data Handling (MSDH) Sheets for hazardous chemicals, and as prescribed during education and training programs.

This Hazard Communication Program is intended to supplement other safety activities and efforts implemented throughout the agency. The Hazard Communication Program is dependent upon the active support and involvement of all corporation employees in order to be effective and successful.

HAZARD COMMUNICATIONS PLAN

The following written Hazard Communication Plan has been established for Spring Meadow Resources. The purpose of this plan is to inform employees about the chemicals used in the work place by ensuring: containers are labeled, Material Safety Data Sheets (MSD Sheets) are used, and staff training is provided.

Container Labeling

Each congregate living location manager will verify that all containers used by Spring Meadow Resources are labeled as follows:

- contents are clearly specified;
- appropriate hazard warnings are noted; and,
- name and address of the manufacturer are listed.

Chemicals that are transferred from the labeled containers to a portable container intended for immediate use, require no labels. However, if chemicals are transferred to a secondary container for long term use, the proper label must be transferred.

Material Safety Data Sheets

MSD Sheets provide specific information on the chemicals used by Spring Meadow Resources. MSD Sheets will be available for review by all employees. Copies are filed with a copy of the procedure at Spring Meadow Resources' office and all group homes. The Health / Environmental Specialist is responsible for acquiring and updating MSD Sheets annually.

Employee Training and Information

All employees will receive initial training on the Hazardous Communication Standard and the safe use of any hazardous chemicals they may be using. If a new hazard is introduced, additional training will be provided. The Safety Committee will also monitor the use of any hazardous materials. Employee training and information will include:

- Summary of the standard and this written procedure.
- Tasks that utilize hazardous chemicals and location of the materials.
- Location of the Hazardous Communication Plan and the Material Safety Data Sheets.
- Methods and observations that may be used to detect the presence of a hazardous chemical.
- Physical and health hazards of the chemicals.
- Protective measures to take against hazardous chemicals.

Exposure to Hazardous Chemicals

In the event employees are exposed to chemicals (e.g. burns to the skin, splashing of the chemical into the eyes, ingestion), the procedure for emergencies from the Material Safety Data Sheets will be followed. If employees are in need of emergency information on chemicals that do not require MSD Sheets, Poison Control will be utilized. The Poison Control phone number is posted by all group home telephones. Any exposure incident will be immediately reported to the employee's supervisor and documented in writing. Documentation of exposure will be maintained by the Assistant Director, and will follow state and federal guidelines.

OCCUPATIONAL EXPOSURE TO BLOODBORNE PATHOGENS

OSHA DEFINITION

OSHA states that “blood” means human blood, blood products or blood components like plasma, platelets and serosanguineous fluids (exudates from wounds). Other potentially infectious materials include human body fluids such as saliva, semen, vaginal secretions, body fluids (urine and feces) visibly contaminated with blood, etc.

Spring Meadow Resources has identified the following job classifications in which employees are at risk for occupational exposure to blood or other infectious materials:

1. Health/Environmental Specialist

The corporation has identified the following job classifications in which employees have some risk for occupational exposure to blood or other potentially infectious materials. First aid is a collateral job duty for the following positions:

1. Habilitation Aide IIs
2. Habilitation Technicians I & II
3. Habilitation Relief Trainers
4. Supported Living Resource Coordinators
5. Supported Living Technicians
6. Managers

The corporation has identified the following job classifications in which employees have minimal risk for occupational exposure to blood or other potentially infectious materials.

1. Maintenance/Transportation Manager, Assistant Director, and Executive Director

These positions include on-site visitations to locations where exposure could occur through interaction with individuals served or emergency situations requiring behavior intervention or first aid applications.

2. Business Manager, Office Manager, Secretary/Receptionist

These positions have occasional contact with individuals served. Assistance with first aid applications may occur.

PROTECTIVE MEASURES

Spring Meadow Resources desires to protect both its employees and the people served while maintaining a normal a working/living environment. The following protective measures are “best practices” as of this time, but are subject to revision as either the practices or the OSHA standards change:

1. Hepatitis B vaccinations are available to all employees classified as at risk for occupational exposure if desired, in amounts and at times indicated by standard medical practice.
2. Personal protective equipment will be provided.
3. All employees will receive training, no less than annually, on the OSHA regulations; the epidemiology and symptoms of bloodborne diseases; the modes of transmission of bloodborne diseases; the agency exposure control plan; how to recognize occupational exposure; the emergency procedures for and the reporting of exposure incidents; the use and limitations of safe work practices; engineering controls and personal protective equipment; the use of labels, signs and color coding required; methods to control transmission of Hepatitis B (HBV) and HIV.
4. For a period of not less than 30 years past the last date of employment, a separate medical record containing the following information will be maintained on each employee who was involved in an exposure incident:
 - a. Employee’s name
 - b. Employee’s social security number
 - c. HBV vaccination status, including dates of vaccination and the written opinion of the health care professional regarding the HBV vaccination.
 - d. Occupational Exposure Records, including the incident report, results of testing following the incident, a written post-evaluation opinion of the health care professional, and documentation of what information has been provided to the health care professional at the time of or following the exposure incident.
5. Staff trained to assist a person served with obtaining blood for glucose testing are never to handle the lancet. Only the person served may handle the lancet.

BLOODBORNE PATHOGENS EXPOSURE CONTROL PLAN

EXPOSURE INCIDENT AND FOLLOW-UP

An exposure incident is defined as a specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious materials that results from the performance of an employee's duties.

In the event an employee incurs an exposure incident, the following procedures are to be used:

1. Written documentation of the exposure is to be recorded on the Employee Injury/Exposure Report Form which includes the route of the exposure and the circumstances related to the incident.
2. If possible, the identification of the source individual and, if possible, the status of the source individual. The blood of the source individual will be tested (after consent is obtained) for HIV/HBV status.
3. Results of testing of the source individual will be made available to the exposed employee with the exposed employee informed about the applicable laws and regulations concerning disclosure of the identity and serology status of the source individual.
4. The exposed employee will be offered the option of having their blood collected for testing of their HIV/HBV serological status. The blood sample will be preserved for up to 90 days to allow the employee time to decide if the blood should be tested for HIV serological status. If the employee decides prior to that time that testing will or will not occur, then the appropriate action will be taken and the blood sample utilized or discarded.
5. The exposed employee will be offered post-exposure prophylaxis in accordance with the current recommendations of the U.S. Public Health Service.
6. The exposed employee will be provided with appropriate counseling concerning precautions to take during the period after the exposure incident. Information will also be provided regarding potential illnesses to be alert for and to report any related experiences to the Assistant Director.

The Assistant Director is designated as the responsible agent of the corporation to assure that the policy outlined is effectively carried out. The Assistant Director is responsible for maintaining records related to this policy.

Spring Meadow Resources, Inc. Policy and Procedure Manual

Policy: Bloodborne Pathogens Exposure Control Plan Revised: June 1, 2007

Interaction with Health Care Professionals

A written opinion shall be obtained from the health care professionals who evaluate employees of this agency. Written opinions will be obtained whenever an employee is sent to a health care professional following an exposure incident.

Health Care Professionals shall be instructed to limit their opinions to:

1. Whether a Hepatitis B vaccine is indicated and if the employee has received the vaccine, or for evaluation following an incident,
2. That the employee has been informed of the results of the evaluation,
3. That the employee has been told about any medical conditions resulting from exposure to blood or other potentially infectious materials,
4. That the written opinion provided to Spring Meadow Resources, Inc. is not to reference any other personal medical information.

Staff Training

Training for all employees concerning these OSHA standards will be conducted prior to initial assignment to tasks where occupational exposure may occur and annually thereafter.

Training will include, but not necessarily limited to, the following:

1. OSHA standard on Bloodborne Pathogens
2. Epidemiology and symptomatology of bloodborne diseases
3. Modes of transmission of bloodborne pathogens
4. Spring Meadow Resources Exposure Control Plan
5. Potential exposure situations
6. Control methods used by Spring Meadow Resources
7. Use/availability of personal protective equipment
8. Post-exposure evaluation and follow-up

All training concerning this standard will be conducted classroom style with an instructor for clarity and to facilitate interaction. Training records will be maintained and shall contain the following:

1. Dates of training sessions
2. Contents/summary of the training
3. Names and qualifications of instructors
4. Names and position titles of employees attending

The training records shall be made available to our employees and all oversight agencies, as may be requested.

Spring Meadow Resources, Inc. Policy and Procedure Manual

Policy: Bloodborne Pathogens Exposure Control Plan Revised: June 1, 2007

COMPLIANCE METHODS

Universal Precautions

Universal precautions will be observed at Spring Meadow Resources in order to prevent contact with blood or other potentially infectious materials. All blood or other potentially infectious material will be considered infectious regardless of the perceived status of the source individual.

Engineering and Work Practice Controls

Engineering and work practice controls will be utilized to eliminate or minimize exposure to employees. The following controls will be utilized at all Spring Meadow Resources locations and by all employees:

1. Puncture resistant sharps containers, when necessary, will be stored in a secure location in each congregate home and at the central office.
2. Employees wash their hands immediately, or as soon as possible, after removal of potentially contaminated gloves or other personal protective equipment and/or following any contact of body areas with blood or any infectious materials.
3. Eating, drinking, smoking, applying cosmetics or lip balm and handling contact lenses is prohibited in work areas where there is potential for exposure to bloodborne pathogens.
4. Soiled laundry will be stored and cleaned separately from other laundry in each home. Staff cleaning this laundry are to utilize the universal precautions in handling soiled clothing or bedding. Personal protective equipment will be available in all locations for use at the discretion of staff.
5. Potentially hazardous materials such as old wound dressings, feminine hygiene products, or used disposable personal protective equipment are to be contained in a well sealed disposable container, such as a plastic trash bag.
6. All supervisors are charged with the responsibility of assuring that the universal precautions are followed and that the engineering and work practice controls are used.
7. All homes' bathrooms and kitchens will maintain a sufficient supply of disinfectant soap and towels for hand washing.
8. All corporation vehicles will be equipped with a set of protective equipment as well as antiseptic towelettes.

Personal Protective Equipment

The personal protective equipment listed below will be made available in each facility and vehicle operated by Spring Meadow Resources in sufficient quantities to serve employees under circumstances of potential exposure to bloodborne pathogens or other potentially hazardous materials. This equipment will also be made available to staff who, in the conduct of their duties, may incur occupational exposure. All protective equipment shall be provided at no cost to our employees.

- Disposable gloves
- Safety glasses
- Face shields/masks
- CPR pocket shields
- Gowns

Hypoallergenic gloves, glove liners, powderless gloves, or similar alternatives shall be readily accessible to those employees who are allergic to the gloves normally provided by the agency.

Resupplying of protective equipment is to be done through the Health/Environmental Specialist.

Housekeeping

Maintaining the cleanliness and sanitation of all Spring Meadow Resources facilities is both a continuing expectation of the agency as well as an important part of our Exposure Control Plan. The following schedule for cleaning and decontamination is, therefore, applied to all locations:

1. Food preparation and eating areas are to be cleaned and disinfected prior to meal preparation and as soon as possible following each meal.
2. All home bathrooms are to be cleaned and disinfected no less than one(1) time daily.
3. Each bathtub/shower is to be cleaned and disinfected between each person's use.
4. All commonly used surfaces in the laundry room are to be cleaned and disinfected no less than once per 24 hours.
5. All laundry hampers, garbage cans and holding containers are to be cleaned and disinfected no less than weekly or as necessary.
6. Any surface contaminated by blood or other bodily fluid is to be cleaned and disinfected as soon as is feasible using the procedures outlined in "Universal Precautions".
7. Any broken glass, e.g. cup, window etc., is not to be picked up directly with the hand. All broken glass (sharps) are to be cleaned up using disposable gloves and a mechanical device such as a dustpan and brush or spatula.

Regulated Waste

Regulated waste refers to liquids or other potentially infectious materials; contaminated items that would release blood or other potentially infectious materials in a liquid or semiliquid state if compressed; items caked with blood or other potentially infectious materials and are capable of releasing these materials during handling. Such items as used bandages and feminine hygiene products are to be considered regulated waste and are to be handled with the following procedures:

1. Discarded in a disposable container such as a plastic garbage bag that is able to handle all contents without leakage during handling.
2. Whenever an employee is moving contaminated waste from one location to another and there is potential leakage, the original waste bag should be placed inside a second bag.

Laundry

There is minimal possibility of transmission of bloodborne pathogens through urine, feces or semen on bedding or clothing. However, these sources are to be considered potentially infectious and handled as such. Soiled bedding and clothing are to be placed in a container separate from other laundry and washed as soon as possible. It is to be handled as little as possible and sorted away from the bedrooms from which it was taken.

All employees are to use personal protective equipment while handling soiled laundry to prevent contact with blood or other potentially infectious materials.

HIV AND HBV RESEARCH LABORATORIES AND PRODUCTION FACILITIES

OSHA identifies special requirements for these types of operations. Since Spring Meadow resources Inc. performs neither of these functions, the requirements do not apply and are not part of the Exposure Control Plan.

DEFINITION OF TERMS

Blood means human blood, human blood components, and products made from human blood.

Bloodborne Pathogens means pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to, Hepatitis B Virus (HBV) and Human Immunodeficiency Virus (HIV).

Contaminated means the presence or reasonably anticipated presence of blood or other potentially infectious materials on an item or surface.

Contaminated Laundry means laundry which has been soiled with blood or other potentially infectious materials or may contain sharps.

Contaminated Sharps means any contaminated object that can penetrate the skin including, but limited to, needles, scalpels, broken glass, broken capillary tubes, and exposed ends of dental wires.

Decontamination means the use of physical or chemical means to remove, inactivate, or destroy bloodborne pathogens on a surface or item to the point where they are no longer capable of transmitting infectious particles and the surface or item is rendered safe for handling, use or disposal.

Engineering Controls means controls (e.g. sharps disposal containers, self-sheathing needles) that isolate or remove the bloodborne pathogens hazard from the workplace.

Exposure Incident means a specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious materials that results from the performance of an employee's duties.

Hand Washing Facilities means a facility providing an adequate supply of running potable water, soap and single use towels or hot air drying machines.

Occupational Exposure means reasonably anticipated skin, eye, mucous membrane or parenteral contact with blood or other potentially infectious materials that may result from the performance of an employee's duties.

Other Potentially Infectious Materials means

- (1) The following human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids where it is difficult or impossible to differentiate between body fluids;
- (2) Any unfixed tissue or organ (other than intact skin) from a human (living or dead) and;
- (3) HIV-containing cell or tissue cultures, organ cultures, and HIV-or HBV-containing culture medium or other solutions; and blood, organs, or other tissues from experimental animals infected with HIV or HBV.

Parenteral means piercing mucous membranes or the skin barrier through such events as needle sticks, human bites, cuts and abrasions.

Personal Protective Equipment is specialized clothing or equipment worn by an employee for protection against a hazard.

Source Individual means any individual, living or dead, whose blood or other potentially infectious materials may be a source of occupational exposure to the employee.

Medical Records

Since OSHA requires Spring Meadow Resources, Inc. to maintain separate medical records on all employees under this rule, each employee will be required to sign an information release form authorizing the agency to obtain and retain a copy of the blood test at the conclusion of a vaccination series, if necessary, and any records involving exposure follow-up. These records shall be kept separate from any other personnel record kept by the agency and shall be retained for 30 years beyond the employee's last date of employment.

AGENCY COORDINATION AND ADVOCACY

To accomplish the objectives of agency coordination and advocacy, agency personnel will engage in the following activities:

1. A representative of Spring Meadow Resources will participate in service screenings held monthly. These screenings are intended to identify people with developmental disabilities who are not being served or who are being underserved. The screening committee, after reviewing all available social, medical, and behavioral informations, makes decisions concerning the appropriate services the person should receive. If openings exist in the needed services, the person is enrolled. If openings do not exist in the needed services, the person is placed on a prioritized waiting list.
2. A representative of Spring Meadow Resources will participate in the Helena interagency meetings held quarterly. These meetings bring a variety of direct service providers together to share information about their services, identify problems that impede the progress of developmentally disabled persons and conceptualize procedures and services that would enhance the lives of people served. Participants in these interagency meetings represent Helena Industries, WestMont, Family Outreach and our agency.
3. Spring Meadow Resources will meet quarterly with representatives of the Developmental Disabilities Program providing case management services for persons receiving services from the agency. The purpose of these meetings is to share information about current services, identify problems that impede service delivery, and to discuss ideas for future services.
4. Spring Meadow Resources will participate in the activities of the Region IV Developmental Disabilities Planning Council. The Council is made up of consumers and other concerned persons from the counties of Region IV. The purpose of the Council is to identify the needs of people with developmental disabilities in Region IV, and to develop an annual service plan. This plan contains annual recommendations to the Developmental Disabilities Program concerning expansions that need to take place in existing services, as well as, recommendations for the creation of new services.
5. Spring Meadow Resources will work to create any opportunity possible to help the citizens in the communities in our service area be more knowledgeable about the needs of people with developmentally disabilities and the resources available to meet these needs. The efforts of agency personnel may include speaking to service clubs, church groups and student groups. Efforts will also include maintaining current written materials that explain who we serve and

Spring Meadow Resources, Inc. Policy and Procedure Manual

Policy: Agency Coordination and Advocacy

Revised: June 1, 2007

how, audiovisual programs about services and conference/seminar presentations.

6. Spring Meadow Resources will make continuing efforts to influence legislation that affects the laws that mandate programs and funding for people with developmental disabilities. Our activities in this area may include providing tours of our programs for local legislators, participating on the Legislative Action Committee, keeping the people served and their families informed of relevant legislative events, etc.

ADVOCACY FOR PERSONS SERVED

One of the primary goals of Spring Meadow Resources is the protection of individual rights of the people we serve. Agency advocacy is the basic methodology utilized in protecting these rights.

All individuals with developmental disabilities are capable of exercising the same human and civil rights enjoyed by other citizens. Any limitations to those rights in any aspect of service delivery by Spring Meadow Resources occurs only through the IP Team review process.

Spring Meadow Resources shall, through its training processes with people receiving services, teach individuals how to represent themselves concerning their rights and interests. If a person receiving services desires to or needs a personal advocate or legal counsel, Spring Meadow Resources' personnel shall be responsible for referring the individual to the appropriate person or program.

ACCESSIBILITY

As advocates for people with developmental disabilities, it is our responsibility to address barriers to persons with developmental disabilities both within the organization and in the community at large. Such barriers may include, but not be limited to:

- communication
- employment,
- architectural,
- transportation, and
- attitudinal.

As advocates for the people we serve, the agency makes all possible efforts to eliminate identified barriers in the organization and the community at large.

At least annually, an accessibility evaluation is conducted to identify potential barriers to services provided. Based on assessment results, a plan is developed to address identified barriers within the organization. The accessibility plan is reviewed annually by the Board of Directors.

Reasonable accommodations are made by the agency so all people served may participate in all activities of the organization, including but not limited to, committee participation, attendance at social events, planning and evaluation meetings, and consumer meetings.

Spring Meadow Resources conducts educational activities in the community that promote inclusion and community participation.

MOBILITY

It is the goal Spring Meadow Resources to provide accessibility for all people receiving services, thereby enhancing the opportunities for development. Facilities are to be accessible to and usable by people who have mobility impairments and /or multiple disabilities, when appropriate, so no person will be denied, because of building inaccessibility, the services or programs that are otherwise appropriate for them.

The following agency guidelines will be followed to ensure accessibility to all people receiving services from Spring Meadow Resources.

1. The agency provides or obtains services and equipment to increase the mobility of individuals served, as specified in their Individual Plans.
2. The people served, staff and volunteers are to be instructed in the safe use of mobility devices and procedures.
3. All equipment used in the mobility program (vans, lifts, ramps, etc.) will be kept in proper working condition. (The vans are serviced at least every four months or 4,000 miles.)
4. The agency's buildings and outdoor recreation facilities meet Montana State Standards for accessibility for physically handicapped persons. All buildings where persons who are physically handicapped reside have:
 - a) entrance ramps wide enough for use by individuals in wheelchairs, not exceeding a rise of one foot in twelve, with nonslip surfaces and with rails on both sides;
 - b) doorways and corridors wide enough for use by individuals in wheelchairs and grab bars in toilet and bathing facilities;
 - c) in each residential area, drinking units, a toilet and a bathroom that is accessible and usable by individuals in wheelchairs.
5. The agency encourages the appropriate use of the city transit system.
6. The transportation system operated by the agency meets the following requirements:
 - a) adequate insurance coverage, including comprehensive, liability and property damage in force;
 - b) overloading vehicles is prohibited;
 - c) vehicles are appropriate for the transportation of people receiving services and are in no way marked to stigmatize people served;
 - d) vehicles used to transport individuals with physical disabilities are adapted to their needs.

EXPLOITATION AND PROTECTION OF PEOPLE RECEIVING SERVICES

As an agency providing direct services to persons with developmental disabilities, one of our primary functions is to protect people receiving services from exploitation and unfair labor practices.

Staff from this agency will monitor activities and financial resources of the people they work with to the extent necessary to ensure that our clientele are being treated fairly in all dealings with employers, the public and others.

Spring Meadow Resources staff will ensure fair wage application to the people receiving services, according to Department of Labor Standards, by verification of sub-minimum wage qualifications from employers and sheltered workshops, if applicable. Individuals involved in competitive employment will receive assistance in financial reconciliation as needed.

Individuals who are hired by a representative of this agency and who perform meaningful work will be paid a fair wage according to DOL guidelines. Meaningful work is defined as additional duties beyond those generally required as residents of a shared living environment, and that the agency would have to hire someone to complete those duties if the individual did not perform the task.

CONFIDENTIALITY

Every person receiving services from Spring Meadow Resources must feel confident that their identity, the services they are receiving and/or any other information regarding their personal circumstances will be held in the strictest confidence, and that the personal information obtained and maintained by the agency will only be released under those conditions and circumstances the individual agrees to.

For these reasons the following procedures will be followed when dealing with confidential matters pertaining to people receiving services:

1. Files containing information pertaining to persons served will be stored in locked storage areas when not being used by authorized persons. When accessing files, authorized person will sign their name, name of file accessed, date, and reason. All files must be returned to the locked storage cabinet at the end of each working day.
2. When documentation is removed from the file of a person served, or is photocopied, an entry will be recorded stating what was removed or copied, who removed or copied the document, what was done with the document or copy, and the date.
3. Records of persons served contain confidential information. They should not be left unattended on employee desks, or be reviewed by unauthorized persons. People who are authorized to read a file of a person served should have a genuine “need to know”.
4. Information exchanged in conversation between staff people should be on the basis of “need to know”. Staff persons should never talk in casual conversation about people receiving services or their families.
5. No person in our agency will ever release the addresses or phone numbers of people served to anyone outside the agency. In some cases with the approval of the Executive Director, mailings may be made to people served or their families on behalf of some person or organization outside our agency.
6. Documentation, generated by our agency, may be given to persons or organizations outside our agency provided the release of such information is authorized in writing by the person served or their guardian, whichever is appropriate.
7. Documentation that was not generated by our agency will not be given to persons outside our agency. Persons desiring this type of documentation will

have to request it from the person or organization from which it originated.

8. Each individual served by the agency shall provide in writing consent for release of information. Each consent shall contain the following:
 - a) specifying the information to be released;
 - b) specifying the person(s) or agency information is to be released to;
 - c) specifying the length of time the release is in effect;
 - d) be signed by the legally responsible person, i.e., the individual, parent or guardian.
9. Information released by our agency for public education (e.g., human interest stories) will refer to people receiving services either by first name, last initial, initials only, or a pseudonym.
10. Professional articles or presentations regarding clients and/or interventions will refer to clients by first name, last initial, initials only, or pseudonyms.
11. Employees violating the procedures of this policy will be subject to disciplinary action per the agency's Employee Corrective Action and Discipline Policy.

LEGAL REQUIREMENTS

Spring Meadow Resources will comply with all applicable federal and state laws, regulations, and written policies pertaining to a private nonprofit business which serves persons with developmental disabilities.

PETS IN SPRING MEADOW RESOURCES FACILITIES

Spring Meadow Resources allows people residing in facilities operated by this agency to maintain pets of certain types. All state and local animal regulations must be strictly adhered to. Spring Meadow Resources, at its sole discretion, reserves the right to establish rules regarding animal size and type, pet deposits and standards of pet care. Spring Meadow Resources will not incur any responsibility or liability for the actions of the pet or pet owner. Pets are restricted to the following:

Caged song birds: one cage with no more than two song birds is considered acceptable with only song birds such as canaries, parakeets, or finches. No birds of prey such as hawks or eagles are allowed. Birds must be confined to the cage at all times.

Fish, small reptiles, small amphibians: one aquarium of fish no larger than 55 gallons is allowed. The Tenant will be held responsible for any damages caused by water from an aquarium.

Cats or Dogs: a cat or dog may be allowed in a living unit with the written permission of the Executive Director. SMR reserves the right to establish rules regarding animal size and type, pet deposits and standards of pet care.

Type of Pets Not Allowed:

Rats, mice, venomous snakes or insects; or any such creature that may present a clear and immediate hazard to people or their living environment.

Assistive Animals

Spring Meadow Resources will make reasonable accommodation to rules, policies, or practices to permit a person with a disability equal opportunity to use and enjoy a dwelling. Reasonable accommodation is one that makes it possible for a person with a disability to have full access to a dwelling and its facilities and which can be provided without undue financial or administrative burden.

Tenants needing an assistive animal must make application for reasonable accommodation at the Spring Meadow Resources office, and must submit a prescription by a physician. If Spring Meadow Resources agrees to make reasonable accommodation, the tenant must complete a Lease Addendum, which constitutes Spring Meadow Resources' approval of the assistive animal. The Tenant will be required to pay a deposit in addition to the Security Deposit, and will be held responsible for any damages caused by the animal, and any cleaning or extermination made necessary by the keeping of the animal.

SUBPOENAS

A subpoena is an order directing the recipient to appear and testify at a specific time and place. A subpoena duces tecum requires the recipient to produce certain documents listed in the subpoena on the date and time designated in the subpoena. Not all subpoenas are court orders. A subpoena normally indicates that a response is required within a certain number of days. A subpoena does not grant authority to search the premises. Subpoenas may be issued by either party in both civil and criminal proceedings. Failure to obey a subpoena may constitute contempt of court which can result in imposition of a fine, a jail term or both.

If the subpoena is directed at Spring Meadow Resources or one of Spring Meadow Resources departments, please direct the individual attempting to serve the subpoena to the following location: Spring Meadow Resources Office, 2850 Broadwater Ave. Helena, MT 59602, 443-2376. The Executive Director is the only person designated to accept service of a subpoena on behalf of Spring Meadow Resources. If an employee has erroneously accepted the subpoena, please sign and date the subpoena, and immediately submit to the Executive Director.

Staff must not accept subpoenas for other individuals. Spring Meadow Resources will not accept service of a subpoena for any employee in matters concerning that employee's private business.

An employee receiving a work-related subpoena is to promptly contact the Executive Director who will notify Spring Meadow Resources legal counsel. The subpoenaed employee must inform counsel of the entire circumstances attendant to the subpoena, cooperate fully with counsel in fashioning a response, and follow legal counsel's advice for compliance with the subpoena.

SEARCH WARRANTS

A Search Warrant is a written court order entitling law enforcement to search defined areas, motor vehicles, or persons and to seize specific evidence relating to a criminal investigation described in the warrant. A Search Warrant is available only in criminal actions. A search warrant is the functional equivalent of a court order. It must be obeyed, leaving for subsequent court proceedings any challenge to the lawfulness of the warrant and the admissibility of the fruits of the search that the warrant authorized.

If you are served with a search warrant, you may not interfere with the search. You are not, however, required to assist in any way.

1. Remain calm and keep persons served calm
2. Immediately contact Spring Meadow Resources on-call 431-1068. The on-call person will contact the Executive Director. The Human Resource Director may be contacted if the Executive Director is not available. The ED or HR Director will contact legal counsel.
3. Identify the officer in charge of executing the warrant. Ask for a business card, or record the name, title, agency, and telephone number of the officer. Ask for a copy of the warrant and any affidavit submitted to the court to obtain the warrant. Have the officer identify the prosecutor by name and phone number, if that person is not indicated on the document.
4. Inform the officer in charge that Spring Meadow Resources Executive Director has been contacted and is on the way. Request officer not to proceed until the ED arrives.
5. If officer will not wait for the ED to arrive, take the following steps to monitor the search:
 - a. Carefully read the warrant.
 - b. Make sure the warrant is signed by a judge or magistrate. If there is any discrepancy, notify the officer in charge.
 - c. Determine the scope of the warrant, the area to be searched, and the type of evidence to be seized. A search warrant permits the designated officer to search and seize property. If there is any discrepancy between the scope of the search document and the search actually conducted by the agent, notify the officer in charge. Attempt to assist the officer in retrieving those documents that are the subject of the search.
 - d. To provide the least amount of disruption to persons served, request of the senior officer to limit the number of officers executing the search warrant.

- e. Advise employees and persons served that the officer may ask questions. It is each person's choice whether or not to speak with the officer. They are not required to do so.
 - f. Monitor the search, but do not impede or obstruct the search.
6. If possible the search should be recorded on film, video tape, or audio tape. For the purpose of possible litigation, careful notes of all police activities should be made during the search.

USDA COMMODITY ORDERING AND STORAGE

Spring Meadow Resources, Inc. receives commodity food items from the US Department of Agriculture. In order to ensure that all corporation ordering complies with USDA standards, the following procedure has been developed.

Inventories

1. Inventories of commodity food items in congregate homes are completed monthly. This inventory includes:
 - a. canned items: the exact number of cans;
 - b. bulk items: the approximate number of pounds; and,
 - c. packaged items: the number of packages (not the number of pounds).
2. Inventories are submitted to the service manager with the end-of-the-month paperwork from each service location.

Ordering

1. Ordering can occur as needed. Contact the commodity administrator to arrange pick-up time.
2. A current inventory (as of that date) is to be submitted when commodities are picked up.
3. Orders are to be picked up at Motor Home at the time arranged with the commodity administrator.

Commodity Storage and Handling

1. Commodities must be stored in a locked area. The door should lock from the outside, but should always open from inside without a key (unless it is a padlock and hasp).
2. The storage space must be well lit so that it is easy to locate food.
3. Dry foods storage area should be between 50 and 70 degrees F.
4. Dry food storage area must be equipped with a wall thermometer so that temperature can be monitored and maintained.
5. Thermometers must also be in coolers and freezers.
6. All food items must be stored away from walls and off the floor. This keeps them from absorbing moisture that will cause cans to rust, package seams to burst, and foods to mold or rot.
7. Food items are not to be stored with cleaning supplies, or any nonfood substances. Paint, kerosene, gasoline, oils, naphthalene, soap, wax, polishes, mops, etc. are not to be stored in the same room with foods.
8. USDA Commodity foods must be stored separately from purchased foods to facilitate inventory (this does not mean in a separate room, but stacked apart).

9. After being opened, bulk foods such as grain products (cornmeal, oatmeal, rice, flour pastas, nuts, etc.) must be placed into a container with a tight-fitting lid.
10. All foods and containers must be placed on pallets or shelves.
11. Freezers or frozen food storage cabinets should be defrosted and cleaned as needed. This must occur when frost becomes 3/8 to 1/2 inch thick on the sides or coils of the freezer.
12. Commodity areas in each community home will be inspected by the commodity administrator annually to ensure compliance with all commodity regulations.

SMOKING

Spring Meadow Resources has a vital interest in maintaining a healthy and safe environment for its clients, staff, and visitors while respecting individual choice. Research findings show that smoking and the breathing of secondhand smoke constitute a significant health hazard. In addition to direct health hazards, smoking contributes to agency costs in other ways, including cleaning and maintenance costs and costs associated with employee absenteeism, health care, and medical insurance. Consistent with these concerns and with the State of Montana ordinance regarding smoking, the following policy has been established to restrict smoking in many areas, and to provide procedures for accommodating the preferences of both smokers and nonsmokers.

Definition

Smoking generally means inhaling, exhaling, burning or carrying any lighted cigar, cigarette, or pipe.

Policy

It is the policy of Spring Meadow Resources to provide smoke-free areas for clients, staff, and visitors within existing facilities to the maximum extent possible. When the desire of smokers to smoke conflicts with the desire of nonsmokers to breathe smoke-free air, the desire to have smoke-free air will have priority.

Therefore, all Spring Meadow Resources buildings and transportation vehicles are designated as follows:

- Smoking is prohibited anywhere inside Spring Meadow Resources buildings, whether owned, rented, or leased.
- Smoking is prohibited in other areas where non-smokers cannot avoid exposure to smoke.
- Smoking is prohibited at all times in Spring Meadow Resources owned vehicles that are used to transport clients. Smoking is also prohibited in private staff vehicles when any client is present.
- Smoking is permitted in outside grounds areas.
- Lit tobacco products must be extinguished, and tobacco residue must be placed in an appropriate waste receptacle located outside of non-smoking areas.

Compliance

Courtesy, sensitivity, cooperation and consideration between smokers and nonsmokers are necessary to assure the successful implementation of this policy. It is a normal and reasonable duty of all employees, and expected conduct by all employees, clients, and visitors to comply with this policy. Persons who are smoking should honor the wishes of nonsmoking people entering that particular area.

Questions or concerns regarding the implementation of this policy should be referred to the Spring Meadow Resources Health and Safety department. Managers or their representatives are responsible for seeing that persons in their areas comply with this smoking policy. Complaints about smoking in nonsmoking areas should be directed to the manager in that area, service manager, or Assistant Director. Employees smoking in non-smoking areas are in violation of the policy and subject to corrective action.

Notification

New employees will receive a copy of this policy in the employee's orientation packet. The policy will also be reviewed at New Employee Orientation. In addition, copies of the policy are to be posted in each service location. Additional copies are available upon request.

Nondiscrimination

Smoking off Spring Meadow Resources premises outside of working hours will not be the basis of any disciplinary action by Spring Meadow Resources. Nor will Spring Meadow Resources pursue a policy of discharging employees or refusing to hire applicants because they are smokers.

Effective Date

This policy is effective May 27, 2008

Contents

Section One, Administrative Policies and Procedures

Statement of Philosophy	1-1
Code of Ethics	1-3
Standards of Conduct	1-4
1. Gifts	1-4
2. Self-dealing	1-4
Community Living Services	1-5
Governance and Authority	1-7
Leadership	1-9
Board of Director Meeting Minutes	1-10
Records Retention and Review Policy	1-11
Records Retention and Review Procedure	1-12
Permanent Files	1-12
Service Location Records Retention	1-13
Procedure for Case Record Review	1-13
Policy development	1-14
Planning and Evaluation	1-15
Mission Statement	1-15
Management Plan	1-15
Operational Plan	1-15
Agency Evaluation Systems	1-15
Outcomes-based evaluation system	1-16
Research	1-17
Computer and Network Use	1-18
Access to SMR Computers and Network	1-18
No Expectations of Privacy	1-18
Network Security	1-19
Data Confidentiality	1-19
Intellectual Property and Copyright Protection	1-19
Computer Viruses	1-19
Use of the Internet	1-20
Misuse of the Network (including the Internet)	1-20
Electronic Mail	1-21
Use of E-Mail	1-21
Misuse of E-Mail	1-22
Personal E-Mail for People Served	1-22
Usernames and Passwords	1-22
Usernames	1-22
Passwords	1-23
Password Guidelines	1-23
Personal Use of SMR's Computers and Network	1-23
Adaptation	1-23
Consequences of Computer and Network Use Policy Violations	1-23
Personal Telephone Calls at Work	1-24

Supervision of Medication Administration	1-25
Emergency and Disaster Plan	1-27
Emergency and Disaster Procedures	1-28
Utility Shut Offs For This Facility	1-28
Structural Fire	1-28
Earthquake	1-28
After an Earthquake	1-29
Floods	1-29
Tornado	1-29
Severe Thunderstorms	1-29
Winter Storms	1-30
Drought or Extreme Heat	1-30
Power Outage	1-30
Forest Fire Evacuation	1-31
Radiological Accidents	1-31
Hazardous Materials	1-31
Lost/missing Person	1-32
Vehicle Evacuation	1-33
Gas Leak	1-33
Fire Drill Evacuation Procedure	1-34
Fire Drill Evacuation: Office Facility	1-35
Disaster Emergency Preparedness	1-36
Disaster Survival Needs	1-37
Specialized items	1-37
Communicable Diseases/Illness Policy	1-39
Communicable Diseases/Illness Procedures	1-40
Health and Safety	1-42
Safety	1-43
Safety Committee	1-43
Reporting Accident/Injury of Person Served to Safety Committee	1-45
Injury/Accident Involving Person(s) Receiving Services	1-47
1. Injury/Accident Investigation:	1-47
2. Reporting:	1-47
3. Follow-up Activities (immediate):	1-47
4. Safety Committee Follow-up activities (quarterly):	1-48
Emergency Medical Care	1-49
Corporation and Personal Vehicle Use	1-51
Use of Corporation-Owned Vehicles	1-51
Use of Personal Vehicles	1-51
Reimbursement Rates	1-51
Use of Personal Vehicles—Exemptions	1-51
Vehicle Emergencies or Accidents	1-52
Hazard Communications	1-53

Hazard Communications Plan	1-54
Container Labeling	1-54
Material Safety Data Sheets	1-54
Employee Training and Information	1-54
Occupational Exposure to Bloodborne Pathogens	1-55
OSHA Definition	1-55
Protective Measures	1-56
Bloodborne Pathogens Exposure Control Plan	1-58
Exposure Incident and Follow-up	1-58
Interaction with Health Care Professionals	1-59
Staff Training	1-59
Compliance Methods	1-60
Universal Precautions	1-60
Engineering and Work Practice Controls	1-60
Personal Protective Equipment	1-60
Housekeeping	1-61
Regulated Waste	1-62
Laundry	1-62
HIV and HBV Research Laboratories and Production Facilities	1-62
Definition of Terms	1-63
Medical Records	1-64
Agency Coordination and Advocacy	1-65
Advocacy for persons served	1-67
Accessibility	1-68
Mobility	1-69
Exploitation and protection of people receiving services	1-70
Confidentiality	1-71
Legal Requirements	1-73
Pets in Spring Meadow Resources Facilities	1-74
Type of Pets Not Allowed:	1-74
Assistive Animals	1-74
Subpoenas	1-75
Search Warrants	1-76
USDA Commodity ordering and Storage	1-78
Inventories	1-78
Ordering	1-78
Commodity Storage and Handling	1-78
Smoking	1-80