**J. Doe**

Employee Handbook 2024

Updated July 2, 2024

**Welcome**

I am excited to have you as part of my team! You were hired because I, J. Doe and my team believe you can provide support in a way that I prefer and need.

You should use this Employee Handbook as a ready reference as you pursue your position with me. Additionally, the Handbook should assure good management, support, and fair treatment of all employees. My team and I strive to recognize the contributions of all employees.

This Employee Handbook has been prepared for your understanding of the vision, policies, practices, benefits, and expectations of me and my team. Please read it carefully and contact me and my Support Broker for questions and clarifications. Upon review of this handbook, please sign the statement below and return it by the due date. A reproduction of this acknowledgment appears at the back of this booklet for your records.

The Employee Handbook provides the most recent statement of current policies as of the date of this handbook and supersedes any prior guides or handbooks of any kind. However, everyone must acknowledge that these guidelines and standards, as well as this handbook may be revised, rescinded, or supplemented from time to time and that portions of it may become outdated due to changes in policies and procedures after the date of this edition of the Employee Handbook.

Sincerely,

Mx. J. Doe

**Table of Contents**

[**Values 4**](#_heading=h.lm82i2xq2d3w)

[**Personnel Records 4**](#_heading=h.xex28z4dbfpr)

[**Introductory Period 4**](#_heading=h.aggqytox4ldg)

[**Training and Staff Meetings 4**](#_heading=h.o6sc94ay8ato)

[**Benefits 4**](#_heading=h.n8nuku12efb5)

[**Worker's Compensation 6**](#_heading=h.f7flowsncv1)

[**Payroll 6**](#_heading=h.ru5drkt01tew)

[**Overtime 6**](#_heading=h.dcvbmi1ppyrs)

[**Electronic Visit Verification (EVV) 6**](#_heading=h.acdym24xwc1z)

[**Confidentiality 7**](#_heading=h.9nm2q1ef8lme)

[**Cell Phones 7**](#_heading=h.s5dqxxxmhsqb)

[**Inclement Weather 7**](#_heading=h.fxgeuycewode)

[**Appraisals and Evaluations 7**](#_heading=h.mnvm9avj7h8i)

[**Fraud Policy 7**](#_heading=h.xcd7n6yeyyeh)

[**Incidents and Investigations 7**](#_heading=h.e6mh58qwcjho)

[**Employee Acknowledgement 9**](#_heading=h.d88omzym3acf)

# Values

J. Doe’s employees will value their role as partners with their family and friends in helping them plan and achieve their chosen lifestyle.

Their employees will value and understand her dreams and let them have dignity in taking risks and making decisions. J. Doe’s employees will assist and support them in their pursuit of employment and living their daily life.

# Personnel Records

Mx. Doe with the support of their Support Broker, establish a personnel file for each employee at the beginning of employment. It is important that personnel records be accurate at all times. Employees must promptly notify Mx. Doe and their Support Broker of any change in name, home address, telephone number, marital status, number of dependents, or any other pertinent information in time to make necessary adjustments for payroll purposes.

# Introductory Period

Mx. Doe maintains a 90-day introductory period for all employees. During this period, Mx. Doe and their team will evaluate the employee’s suitability for employment through a process and a face to face meeting to review.

Completion of the Introductory Period does not guarantee continued employment or a raise.

Maryland is an at-will state, which means that employment can be terminated by either party at any time and for any reason.

# Training and Staff Meetings

Employees are required to maintain their required training listed in their job descriptions. Ms. Doe may approve paid time to attend training as requested by the employee.

Mx. Doe will require regular monthly staff meetings that will be paid using training hours.

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# Benefits

Holiday Pay

For the following holidays, employees who work with be paid $2.00 more per hour than their

regular rate:

New Year’s Day

Martin Luther King Jr.’s Birthday

Memorial Day

Independence Day

Labor Day

Thanksgiving

Day after Thanksgiving

Christmas Day

Paid Time Off

Mx. Doe is pleased to offer her staff two weeks of Paid Time Off (PTO) each fiscal year for full

time employees working 32 or more hours per week. The number of hours of PTO that the

employee is entitled to is based on the number of hours the employee is scheduled for each week (for example, if an employee is scheduled to work 32 hours per week, they would be entitled to a total of 64 hours of PTO in the year).

To be eligible for PTO, staff must be employed for 90 days and be regularly scheduled each

week to work.

The awarded PTO will be available to the employee after their 3-month review.

PTO cannot be carried over to the next fiscal year. All requests to use PTO should be

completed and sent to Mx. Doe and their Support Broker, by June 1 of

each fiscal year. On June 30 of each year, PTO will reset for all eligible employees.

Upon termination or resignation of employment, unused accrued PTO will not be paid out. PTO

cannot be used within 20 days of the termination or resignation of any employee’s.

employment.

PTO may be used for vacations, sickness (of the employee or loved one), birthdays, holidays,

or personal days. PTO should be used during each fiscal year (July-June) and will not be carried

over.

Unpaid Leave

Mx. Doe’s employees are entitled to unpaid leaves of absence. The amount of time per leave of

absence should be negotiated with Mx. Doe and her team. Mx. Doe will try to accommodate

each employee’s needs and will follow all applicable federal, state, and local laws regarding unpaid leave.

Health Insurance

Mx. Doe offers health insurance benefits to regular full-time employees (hired and regularly

scheduled to work 32-40 hours per week).

Mx. Doe does not offer group health benefits. Eligible employees wishing to use this benefit

should independently procure a health insurance plan that is suitable for them. Mx. Doe will pay

up to $200.00 per month to the insurance plan that an eligible employee purchases.

If an eligible employee chooses to opt into this benefit, they should choose an insurance plan

independently from Mx Doe, their family, and their Support Broker. They must submit

documentation each month from the insurance company showing the coverage dates covering

that month. Eligible employees may choose to be reimbursed up to $200.00 each month or have the FMCS Provider pay into the plan directly.

If an employee chooses to be reimbursed, they should provide a document each month from

the insurance company showing the coverage dates covering that month and proof of

payment. Acceptable proofs of payment include a receipt, online document showing payment

coverage, and bank statements showing the amount deducted for that month.

If an employee chooses to have the employer contribution sent directly to the insurance

company, they independently work with the insurance company to complete a W9 form. The

employee must also provide documentation each month showing the coverage dates covering the month.

If the health insurance exceeds the $200 employer contribution, the difference will not be

paid from payroll. Employees would pay the insurance payment as they would pay any other

bill.

If an eligible employee becomes ineligible by not maintaining their regular, full-time

status (regularly scheduled 32-40 hours/week), the employee will receive a 30-day notice that

they will not receive the employee contribution.

# Worker's Compensation

Mx. Doe provides a comprehensive workers’ compensation insurance program purchased by their Financial Management and Counseling Services Agency (FMCS), Alpha FMCS, at no cost

to employees, as required by law. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment.

Employees who sustain work-related injuries or illnesses should inform Mx. Doe and the Support Broker immediately. No matter how minor an on-the-job injury may

appear, it is important that it be reported. This will enable an eligible employee to qualify for

coverage as quickly as possible.

# Payroll

Timesheets are due to be approved by Mx. Doe at the end of each shift, unless otherwise

specified. Employees are to have submitted their timesheets electronically to Mx. Doe via Alpha FMCS’s timekeeping phone application.

Timesheets will be reviewed and approved by Mx. Doe daily and submitted to the FMCS each pay period.

# Overtime

No employee will work over 40 hours per week for Mx. Doe unless preauthorized by Mx. Doe.

# Electronic Visit Verification (EVV)

Electronic Visit Verification (EVV) is a federal requirement that confirms that services are

provided to the right person, at the right place, at the right time. Mx. Doe’s FMCS, Alpha FMCS, has technology for all employees who need to follow EVV rules.

Employees who provide Personal Supports or Respite Care Services to Mx. Doe are required to

clock in and clock out at the time work begins and ends using the Alpha FMCS timekeeping application.

Later changes to timesheets do not meet the EVV requirements. EVV compliance will be evaluated and considered during employee evaluations.

# Confidentiality

All of Mx. Doe’s information is strictly confidential. Their employees are not allowed to share

any information with friends, family members, or others unless that person has a need to know and express permission granted by Mx. Doe and her team.

# Cell Phones

Cell phones may be used during the workday to support Mx. Doe with activities, planning

activities, navigating, timekeeping, or other work tasks. Personal use of telephones should be limited to emergency situations.

# Inclement Weather

If the employee feels that it would be unsafe to travel to work due to inclement winter

weather, they should contact Mx. Doe immediately.

# Appraisals and Evaluations

Employees will receive performance evaluations twice per year.

All new employees will receive a performance evaluation at the end of their first 90 days. All employees receive scheduled evaluations in November and May. Evaluations will include written evaluation feedback for the employee.

# Fraud Policy

Medicaid fraud is the payment of Medicaid funds for services who are not eligible to receive

them. Employees must only submit time for authorized services.

If an employee suspects fraud from any employee or vendor, they must report the fraud to Mx. Doe and their Coordinator of Community Services (CCS).

# Incidents and Investigations

This policy provides a standard for procedures which serve to prevent, manage and report all

incidents as defined by the Developmental Disabilities Administration (DDA), the entity that

funds and regulates the service Mx. Doe uses to pay their employees.

The primary goal of this policy is to ensure that responses to incidents ensure the health and safety of the person/people involved. Upon notification or discovery of any incident it should be reported immediately to Mx. J. Doe, their Support Broker and CCS.

(1) Serious reportable incidents are significant events or situations that, because of the

severity or the sensitivity of the situation, shall be reported within prescribed time frames to the Office of Health Care Quality (OHCQ) and the DDA regional office. Mx. Doe and their Support Broker will notify family and/or advocates as identified by Mx. Doe and their team for all serious reportable incidents. Some serious reportable incidents shall also be reported to of this external entities such as Disability Rights Maryland, law enforcement, etc.

(2) Below include examples of events and situations categorized as serious reportable incidents.

Abuse

Neglect

 Death

Hospital Admissions/Emergency Room Visits

Injury

Medication Error

Choking

Law Enforcement/Fire Department/EMS

Theft of an Individual’s Property of Funds

Unexpected or risky absence

Restraints

Any incident not otherwise defined in the PORII policy that impacts or may impact the health or safety of a person.

# Important Contact Information for Employees

Mx. J. Doe

410-555-5555

JDOE@emailaddress.com

Support Broker

Ms. Elizabeth Smith

410-555-1234

Esmith@emailaddress.com

Aunt, Natural Support

Ms. Holly Tree

410-555-1111

HTree@emailaddress.com

Coordinator of Community Services (CCS)

Mr. Gerald Bean

410-555-2222

GBean@ccsagency.com

Alpha FMCS

1800-555-0000

AlphaFMCS@AlphaFMCS.com

DDA Central Regional Office

(410) 234-8200

olasubomi.otuyelu@maryland.gov

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# Employee Acknowledgement

[Include an acknowledgement notice that is signed by both the employer and the employee]

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