

# FAMILY SUPPORT PROVIDERS



## *EMPLOYEE HANDBOOK*

LifeQuest contacts 1-800-414-8528:  
Cathy Sand Human Resources/Employment  
Email: [csand@lifequestsd.com](mailto:csand@lifequestsd.com)  
Misty Hilleson Payroll/Family Support Services  
Email: [mhilleson@lifequestsd.com](mailto:mhilleson@lifequestsd.com)  
Daryl Kilstrom Executive Director



804 N Mentzer St  
Mitchell SD 57301  
1-800-414-8528

# FAMILY SUPPORT 360 PROGRAM EMPLOYEE HANDBOOK

## Table of Contents

### *Purpose of Handbook*

#### *Introduction*

- What is the Family Support 360 Program?..... 2
- What is Participant-Direction?..... 2

#### *Commonly Used Terms*

#### *Program Descriptions*

- Services Offered in South Dakota by the Family Support 360 Program..... 3

#### *Family Support Provider Job Description*

#### *Hiring Process*

- Criminal Background Check..... 5

#### *Required Forms*

- LifeQuest Employment Application ..... 6
- Employee Withholding Allowance Certificate (IRS W-4)..... 6
- Employment Eligibility Verification (I-9)..... 6
- Agreement to Abide by LifeQuest’s Policies and Procedures..... 6
- Driver Release and Vehicle Release Form..... 6
- New Hire Reporting..... 6

#### *Wages and Other Conditions of Employment*

- Hours Worked..... 7
- Employment-At-Will..... 7
- Timesheets, Paydays, and Requests for Payment..... 7
- Liability Insurance..... 7
- South Dakota Labor Laws..... 7
- Workers’ Compensation..... 7
- Notification of Injury..... 8
- Unemployment Insurance..... 8
- Child Labor Provisions..... 8
- Employee use of Vehicles..... 8
- South Dakota Good Samaritan Act..... 10

#### *Policies and Procedures Specific to the Family Support 360 Program*

- Confidentiality Policy..... 10
- Drug-Free Workplace Policy..... 10
- Drug Testing..... 11
- Grievance Procedure..... 11
- Sexual Harassment Policy..... 11
- Abuse/Neglect/Exploitation Reporting Policy..... 12
- Safety Policy..... 12
- Universal Precautions Policy..... 13
- Proper Lifting Techniques Policy..... 13
- Back Safety..... 14
- Proper Lifting Reminders..... 14
- Risk Factors for Back Injury..... 15

## **Purpose of Handbook**

This employee handbook is intended to serve as a guideline describing policies and procedures and does not constitute and should not be considered an employment contract. No contractual rights are conferred on the employee by this handbook; its provisions shall not constitute contractual obligations.

## **Introduction**

### ***What is the Family Support 360 Program?***

The Family Support 360 (FS360) Program is a participant-directed program which enables adults with developmental disabilities and families of children with developmental disabilities to:

- make decisions about their own lives;
- live where they choose;
- work where they choose;
- fully participate in their communities.

### ***What is Participant-Direction?***

Participant direction means that the participant has the authority to exercise decision making authority over some or all of his/her services and accepts the responsibility for taking a direct role in managing them. Participant direction promotes personal choice and control over the delivery of services including who provides the service and how they are delivered. For example, the participant may be afforded the opportunity and be supported to recruit, hire, and supervise an employee (s) who provides services.

## **Commonly Used Terms**

### ***Employer Agent***

An Employer Agent is an agency, agent or vendor contracted by the Department of Human Services, Division of Developmental Disabilities, whose FS360 Program is funded by Medicaid through the Family Support Home and Community Based Waiver (Family Support 360 Program). South Dakota has chosen a participant-directed system (i.e., Agency with Choice model). In this model, the provider of services is employed by LifeQuest, who is the employer of record. LifeQuest and the participant/family enter into a co-employer relationship wherein the two parties jointly share supervisory responsibilities through a written co-employer agreement.

### ***Employer of Record***

The employer of record refers to the legal or primary employer of a provider. Under the Family Support 360 Program, LifeQuest is the employer of record performing a number of employer related tasks (i.e., ensuring federal, state, and local employment taxes, labor and worker's compensation rules, and payroll are implemented in an accurate and timely manner).

### ***Managing Employer***

The participant or family is the co-employer (managing employer) with LifeQuest. The participant/family signs a co-employer agreement with LifeQuest which describes each of their responsibilities. The participant/family as co-employer of a provider may recruit, interview, recommend for hire, train, manage, schedule, and recommend for dismissal.

### ***Participant***

The participant includes:

- (a) the participant acting independently on her/his own;
- (b) the parent(s) of a minor child who is the participant, acting on behalf of the child; and
- (c) a legal representative (i.e., guardian) when the representative has the authority to make pertinent decisions on behalf of the participant.

### ***Family Support 360 Coordinator***

An employee of an Adjustment Training Center who provides service coordination to assist participant/family to access needed services and supports, including medical, social, educational and other services, regardless of funding source.

### ***Family Support 360 Provider***

An employee who provides personal care, companion services, supported employment or respite care services in the participant/family home or in a community setting. A FS Provider provides services that a participant is unable to do independently and does so in accordance with the participant's plan of care.

### ***Plan of Care***

Written plan developed by the participant and/or legal guardian, parent/family member, or advocate with the Family Support 360 Coordinator. The plan of care documents service and support needs for each participant, including services provided by other programs and organizations. The plan includes goals, providers, frequency of service, rate of pay, and training needs.

### ***Qualified Provider***

An entity (Adjustment Training Center or Educational Cooperative) that meets qualifications, executes a Medicaid provider agreement, and accepts the State's payment for services rendered as payment in full.

## **Family Support 360 Program Service Descriptions**

Services offered through the Family Support 360 Program include:

- ◆ ***Respite Care***  
Services provided to program participants who are unable to care for themselves; furnished on a frequency determined in the program participant's plan of care because of the absence or need for relief of those persons normally providing the care.
- ◆ ***Personal Care***  
Includes services that provide assistance with eating, bathing, dressing, personal hygiene, and activities of daily living. This service may include assistance with preparation of meals,

but does not include the cost of the meals themselves. When specified in the plan of care, this service may also include such housekeeping chores as bed making, dusting, and vacuuming, which are incidental to the care furnished, or which are essential to the health and welfare of the program participant, rather than the program participant's family. Personal care providers must meet state standards for this service. Services may be provided by family members and/or providers who are unrelated to the program participant.

◆ **Companion Services**

This is a non-medical service specifically and includes supervised integrated socialization, role modeling, and independent living skill development. This is a skill development service and may include such tasks as assistance and/or supervision of meal preparation, laundry, and shopping and assistance and/or supervision with acquisition, retention or improvement in self help, socialization and adaptive skills. The provision of companion services does not duplicate personal care services because personal care services are available through the state plan. This may take the form of hands-on assistance or cuing to prompt the program participant to perform a task. Companion services are provided in accordance with a goal in the plan of care.

◆ **Supported Employment Services**

Supported employment services are for people who, because of their disabilities, need intensive ongoing support to perform in a work setting. Supported employment includes activities needed to sustain paid work by program participants receiving waiver services, including supervision and training. When supported employment services are provided at a work site in which persons without disabilities are employed, payment will be made only for the adaptations, supervision and training required by program participants receiving waiver services as a result of their disabilities, and will not include payment for the supervisory activities rendered as a normal part of the business setting.

Supported employment services are directed toward assisting participants to obtain and retain paid employment in community settings. These services include job finding and job placement activities, situational evaluations and trial placements, and long-term support to help participants maintain a desired, integrated employment status.

## **Family Support Provider Job Description**

The provider is required to receive training commensurate with the service to be provided. Specific areas of training and who will provide the training will be documented in the plan of care. The provider is required to ensure the safety of all Family Support 360 program participants.

*Providers:*

- Must empathize with the needs of people with developmental disabilities.
- Must be dependable, responsible, patient, and punctual.
- Must be able to perform essential functions of the job.
- Must be flexible to the program participant's needs.
- Do not dispense medications to the program participant.

Specific provider qualifications for each FS 360 service include:

- ***Respite Care Services Provider***

The employee providing the respite care must be at least 16 years of age.

Oversight of the employee will be provided by the program participant or legal guardian, advocate, or family member. The employee will be able to follow written or verbal instructions given by the program participant or legal guardian, advocate, or family member; have the ability or skills necessary to meet the program participant's needs as delineated in the plan of care; receive training from the program participant or legal guardian, advocate, or family member in performance of all respite care services delineated in the plan of care.

- ***Personal Care Services Provider***

The employee must be at least 18 years of age unless there is an occasion when a qualified provider at least 18 years old is not available. On those occasions, the employee must be at least 16 years old.

Oversight of the employee will be provided by the program participant or legal guardian, advocate, or family member. The employee will be able to follow written or verbal instructions given by the program participant or legal guardian, advocate, or family member; have the ability or skills necessary to meet the program participant's needs as delineated in the plan of care; receive training from the program participant or legal guardian, advocate, or family member in performance of all personal care services delineated in the plan of care.

- ***Companion Services Provider***

The employee must be at least 18 years of age unless there is an occasion when an employee at least 18 years of age is not available. On those occasions, the employee must be at least 16 years old.

Oversight of the employee will be provided by the program participant or legal guardian, advocate, or family member. The employee will be of good health, have the ability to read, write, and follow instructions; be able to report changes in a program participant's condition or needs to the legal guardian, advocate, or family member; maintain confidentiality, complete required record keeping, and have the ability or skills to meet the needs of the program participant delineated in the plan of care.

- ***Supported Employment Services Provider***

The employee must be at least 18 years of age.

Oversight of the employee will be provided by the program participant or legal guardian, advocate, or family member. The employee will be able to follow written or verbal instructions given by the program participant or legal guardian, advocate, or family member; have the ability or skills necessary to meet the program participant's needs as delineated in the plan of care; receive training from the program participant or legal guardian, advocate, or family member in performance of all supported employment services delineated in the plan of care; maintain confidentiality; and complete required record keeping.

## **Hiring Process**

The participant/family will locate and interview potential providers. The participant/family will then refer the provider to LifeQuest. Upon completion of specific requirements and forms, LifeQuest will notify the participant/family as to the employment status of the provider.

### ***Criminal Background Check***

The applicant selected for employment must undergo a criminal background check. LifeQuest will ensure the requested criminal background check is completed and will review the results of the criminal background check before a final offer of employment is made. Upon review of the results of the criminal background check, LifeQuest will notify the participant/family as to whether an offer of employment can be made. Any applicant having a criminal history may be denied employment. LifeQuest will pay the criminal background check processing fee. Results of the criminal background check are confidential.

## **Required Forms**

All newly hired employees must complete the following forms. These forms should be completed and submitted to LifeQuest at the time of hire. If there are any questions, please contact LifeQuest's Human Resources Manager. See the list below for required documents.

### ***LifeQuest Employment Application***

This application needs to be completed.

### ***Employee Withholding Allowance Certificate (IRS W-4)***

Tax form required by the Internal Revenue Service. When Federal withholding taxes are deducted from an employee's wages, the employee chooses how this is done. Please fill out the "Employee's Withholding Allowance Certificate" portion of the form completely and make sure to sign on the bottom next to "Employee's Signature."

### ***Employment Eligibility Verification (I-9)***

The purpose of this form is first to verify the identity of the proposed employee and, secondly, to verify that the proposed employee is eligible to work. Federal Labor Laws require that this form be completed within **three (3)** days of hire or the employee is subject to discharge. Detailed information on acceptable forms of employee verification is included in specific instructions on the I-9 form.

### ***Employee Agreement***

There are policies and procedures that pertain to a new employee and are required by the State of South Dakota and LifeQuest. These policies are in place for the protection of the participant/family and the employee. All employees are required to sign a statement that they have received, read, and understand this handbook and related policies.

### ***Driver Release and Vehicle Release Form***

LifeQuest may request a copy of an employee's driver's license, proof of motor vehicle insurance, and a driving record check at their discretion.

### ***New Hire Reporting***

The Personal Responsibility and Work Opportunity Act of 1996 and South Dakota Codified Law 25-7A-3.3 established the New Hire Reporting Center (NHRC) which requires employers to report certain information on newly hired employees. All employers, private, non-profit, and government agencies, must report all new hires, including any employee that is hired whether full-time, part-time, student or temporary worker to the NHRC. At a minimum, if an employer is required to give an employee a W-2 form, the employer must meet the new hire reporting requirements. The new hire reports are mainly used to match against child support records to locate parents and to establish or enforce child support orders.

## **Wages and Other Conditions of Employment**

Employees must comply with the following conditions:

- Family members may be an employee, with the exception of parents, legal guardians, or spouses.
- Any change in address, marital status, etc., must be reported immediately to LifeQuest.
- LifeQuest should be informed immediately when employment has ended and/or the employee makes the decision to leave his/her position.

### ***Hours Worked***

Family Support providers are considered to be hourly employees. Employees will not be scheduled to work in excess of forty hours per week. Employees will be paid at least federal minimum wage. The participant/family sets the employee's hourly wage with the employee. Each participant/family has a budget for services based on his/her individual approved plan of care. The participant/family and LifeQuest should be cognizant of these budgetary constraints when scheduling employees. The participant/family and/or LifeQuest will not schedule employees when services have not been authorized through the plan of care or, for example, when the participant is hospitalized or the provider has not been approved as an employee. The employee's hours of work will be scheduled by the participant/family. The employee needs prior authorization from the participant/family to increase or extend hours worked.

### ***Employment-at-Will***

South Dakota is an Employment-at-Will State and does not have any laws pertaining to the separation of employment. The employer can hire anybody he/she wants and fire anybody he/she wants at any time as long as he/she does not discriminate against the employee. Discrimination and harassment on the basis of age, sex, race, religion, national origin, color or disability is considered illegal under South Dakota (SD) labor and employment laws.

### ***Timesheets, Paydays, and Requests for Payment***

Policies and procedures for timesheets, paydays, and requests for payment are in accordance with LifeQuest's policies and procedures.

### ***Professional Liability Insurance***

As a common law employee of LifeQuest, each employee is covered by the agency's liability insurance policy.

### ***South Dakota Labor Laws***

For further information or frequently asked questions on South Dakota Labor Laws, contact the South Dakota Department of Labor directly or access the following website:

<http://www.state.sd.us/applications/LD01DOL/frameaset.asp?navid=&filtertype=1>

### ***Workers' Compensation***

Each employee is covered by Worker's Compensation. More information on Worker's Compensation is available from the South Dakota Department of Labor.

### ***Notification of Injury***

"Immediately upon the occurrence of an injury, or as soon as practicable," State law requires injured employees to give written notice of the injury to their employer. The notice is to be provided within three (3) business days after the injury.

If an employee is injured while working, the employee must notify LifeQuest by telephone immediately. The employee is required to complete a "First Report of Injury" form. The employee must notify LifeQuest within twenty-four (24) hours of the injury to obtain a "First Report of Injury" form. The form must be completed and mailed to LifeQuest within three days of the notification. The form must be completed in full by answering all of the questions and contain all witness signatures and the employee's signature.

Employers are required to complete an Employer's First Report of Injury form and submit it to their worker's compensation insurance carrier. The employer has seven (7) days excluding Sundays and holidays to submit this form. Employers who fail to report work-related injuries within seven (7) days may be charged with a Class 2 misdemeanor and are subject to a \$100 civil penalty imposed by the Department of Labor.

### ***Unemployment Insurance***

If an employee's employment ends or is interrupted for any eligible reason, he/she may apply for State Unemployment Insurance. More information on Unemployment Insurance is available from the South Dakota Department of Labor.

### ***Child Labor Provisions***

The child labor provisions are designed to protect the educational opportunities of minors and prohibit their employment in jobs and under conditions detrimental to their health or well-being. The provisions include restrictions on hours of work for minors under 16 years old and lists hazardous occupations for both farm and non-farm jobs declared by the Secretary of Labor to be too dangerous for minors to perform. In non-farm work, the permissible jobs and hours of work, by age, are as follows:

- 18 years or older may perform any job, whether hazardous or not, for unlimited hours;
- 16 and 17 years old may perform any nonhazardous job, for unlimited hours; and
- 14 and 15 years old may work outside school hours in various nonhazardous jobs under the following conditions:
  - no more than three hours on a school day;
  - no more than eighteen hours in a school week;
  - no more than eight hours on a non-school day;
  - no more than forty hours in a non-school week; and

- work may not begin before 7:00 a.m., nor end after 7:00 p.m., except from June 1 through Labor Day, when evening hours are extended.

### ***Employee Use of Vehicles***

If the employee will be driving as part of being a provider, the following requirements apply:

- The employee's driving record must be clear of violations;
- The participant's plan of care must include transportation as a service provided;
- The vehicle used must be properly insured:
  - a) When the employee's vehicle is used to transport participants, the employee must provide verification of insurance and a letter from his/her insurance agent confirming coverage (i.e., minimum of \$100,000 automobile liability coverage).
  - b) When the participant's or family's vehicle is used, the participant or family must provide verification of insurance (i.e., minimum of \$100,000 automobile liability coverage).
  - c) It is recommended employees contact their automobile insurance agent when using their personal vehicle for work because the employee's insurance carrier may require additional coverage.

### **DRIVING - Under 17 Years of Age**

No employee under seventeen-years-old may drive a motor vehicle on public roads as part of his or her job if that employment is subject to the Fair Labor Standards Act (FLSA).

### **DRIVING - 17 Years of Age**

Seventeen-year-olds may drive on public roadways as part of their employment, but ONLY if all of the following requirements are met:

- The driving is limited to daylight hours;
- The 17-year-old holds a state license valid for the type of driving involved in the job performed;
- The 17-year-old has successfully completed a state approved driver education course and has no record of any moving violations at the time of hire;
- The automobile or truck does not exceed 6,000 pounds gross vehicle weight;
- The automobile or truck is equipped with a seat belt for the driver and any passengers and the employer has instructed the youth that the seat belts must be used when driving the vehicle; and
- The driving is only occasional and incidental to the 17-year-old's employment. This means that the youth may spend no more than one-third of his or her workday and no more than 20 percent of his or her work time in any workweek driving.

### **In addition, the driving may NOT involve:**

- Towing vehicles;
- Any other vehicle than an automobile or truck (i.e. bus, motorcycle, ATVs, golf cart);
- Transportation for hire of property, goods, or passengers;
- Urgent, time-sensitive deliveries;
- Transporting more than three passengers, including employees of the employer;
- Driving beyond a 30 mile radius from the youth's place of employment;

- More than two trips away from the primary place of employment in any single day to deliver the employer's goods to a customer (other than urgent, time-sensitive deliveries which are prohibited);
- More than two trips away from the primary place of employment in any single day to transport passengers, other than employees of the employer.

**South Dakota Good Samaritan Act § 20-9-4.1.**

General immunity from liability for emergency care - Exceptions.

No peace officer, conservation officer, member of any fire department, police department and their first aid, rescue or emergency squad, or any citizen acting as such as a volunteer, or any other person is liable for any civil damages as a result of their acts of commission or omission arising out of and in the course of their rendering in good faith, any emergency care and services during an emergency which is in their judgment indicated and necessary at the time. Such relief from liability for civil damages shall extend to the operation of any motor vehicle in connection with any such care or services.

Nothing in this section grants any such relief to any person causing any damage by his willful, wanton or reckless act of commission or omission.

(SL 1968, ch 193; 1970, ch 140; 1986, ch 4, § 9.)

**Policies and Procedures Specific to the Family Support 360 Program**

Employees must abide by policies and procedures which include but are not limited to the following:

- Confidentiality Policy
- Drug-free Workplace Policy
- Grievance Procedure
- Sexual Harassment Policy
- Abuse/Neglect/Exploitation Reporting Policy
- Safety Policy
- Universal Precautions Policy
- Proper Lifting Techniques Policy

***Confidentiality Policy***

Employees shall respect the privacy of the participants in the Family Support 360 program. Employees will hold in confidence all information obtained in the course of their duties, whether that information is obtained through written records or daily interaction with participants. Employees will not disclose a person's confidences to anyone.

Upon cessation of employment through the Family Support 360 program, employees shall maintain confidentiality and shall hold confidential any information obtained throughout the course of their employment. Violation of this confidentiality statement may be grounds for dismissal from employment.

### ***Drug-Free Workplace Policy***

The Drug-Free Workplace Act of 1988 requires certain employers to comply with regulations aimed at reducing the impact of drugs on the workplace.

Employees are expected and required to report for work on time and in an appropriate mental and physical condition for work. It is our intent and obligation to provide a drug-free, healthy, safe, and secure work environment.

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance while working is absolutely prohibited. Violations of this policy will result in disciplinary action, up to and including dismissal from employment, and may result in legal consequences.

Employees must, as a condition of employment, abide by the terms of the above policy. Any conviction under a criminal drug statute for violations occurring while working, must be reported to LifeQuest within five (5) days after the conviction.

### ***Drug Testing***

When the participant/family has reasonable suspicion that an employee is working under the influence of drugs or alcohol, the participant/family can request LifeQuest to require the employee complete a drug test. The cost of the drug test will be paid for through the Family Support 360 Program. LifeQuest will review the results of the drug test and will notify the employee and the participant/family of the testing results.

### ***Grievance Procedure***

The Family Support 360 Program and LifeQuest recognize the professional nature of the relationship between the participant/family and provider. Because of this professional relationship, the participant/family and provider are expected to make every attempt to resolve differences and/or problems.

Should issues arise between the two parties, the following procedure shall be utilized:

- The aggrieved party must bring the grievance to the attention of the other party. Both parties will meet to discuss the issue and potential solutions as soon as possible.
- If the issue is not resolved, the aggrieved party shall have the right to submit the complaint, in writing, to LifeQuest. The written complaint must also detail all previous efforts taken to resolve the issue.
- After reviewing the written complaint, LifeQuest will attempt to resolve the issue. This will include mediation, either by telephone or in person.
- LifeQuest, whose decision is final and binding, will report to both parties with a decision within ten (10) working days of mediation attempts.

### ***Sexual Harassment Policy***

It is the policy of the Family Support 360 Program and LifeQuest to prohibit sexual harassment of its providers in the work place by any person and in any form. Specifically, no person will threaten or insinuate, either explicitly or implicitly, that an employee's refusal to submit to sexual advances will adversely affect the employee's employment, evaluation, wages, advancement, assigned duties, or any other condition of employment or career development.

Other sexually harassing conduct in the work place, whether committed by supervisors or nonsupervisory personnel, is prohibited. Such conduct includes:

Unwelcome abuse of a sexual nature;  
Verbal abuse of a sexual nature;  
Graphic verbal comments about a person's body;  
Sexually degrading words used to describe a person.

An employee who believes he or she has been the subject of sexual harassment should report the alleged act immediately to the participant/family and LifeQuest. The complaint will be investigated and the employee advised of the findings and conclusion. At the conclusion of an investigation an employee who is found to have engaged in sexual harassment of another person may be dismissed from their employment.

### ***Abuse/Neglect/Exploitation Reporting Policy***

An employee providing services to participants through the Family Support 360 Program/HCBS waiver is required to report alleged incidents of abuse, neglect and exploitation against children or adults with developmental disabilities.

Alleged incidents involving suspected physical and/or sexual abuse or neglect of a child must be reported immediately to the Department of Social Services, Child Protection Services and/or local law enforcement.

Alleged incidents of abuse, neglect and exploitation against any participant will be reported immediately to the Family Support 360 Coordinator (FSC). The FSC will provide notice to the South Dakota Department of Human Services, Division of Developmental Disabilities, and/or the Department of Social Services, Adult Services and Aging. When an allegation involves an employee, the FSC will also provide notice to LifeQuest.

### ***Safety Policy***

The Family Support 360 Program promotes a safe working environment for employees and participants. To assist in assuring a safe working environment, the Family Support 360 Coordinator will provide assistance to the participant/family to assess home safety to include:

- Location of lighting for entrances and stairways;
- Stairways/entrances are kept free of clutter, throw rugs, or loose carpet;
- Handrails are securely fixed;
- Electrical cords and telephone cords run along walls;
- Unstable furniture that could lead to injury;
- Floors free of clutter;
- Safe and proper use of all kitchen appliances;
- Recommend a hot water temperature of less than 120 degrees;
- Non-skid surfaces and grab bars as needed in bathrooms;
- Orientation for all transferring and adaptive equipment;
- Electrical cords in good repair;
- Weapons stored in an area that is not threatening or accessible to provider;
- Provider is aware of any existing toxic chemicals on the premises and safety standards for each.

- Smoke detectors and, if present, fire extinguishers are working properly and checked yearly;
- Emergency contact numbers are available;
- Provider is aware of an emergency exit plan in case of fire; and
- Provider is aware of an emergency plan in case of tornado.

### ***Universal Precautions Policy***

All employees are encouraged to use precautions to protect both the participant and the employee from possible infections through exposure to bodily fluids. The goal is to minimize possible risk of exposure to infection. Each employee and participant has individual needs and may wish to use gloves in circumstances other than those outlined below. It is strongly encouraged that both parties discuss individual needs.

Gloves are to be worn during procedures when hands come in contact with bodily fluids, mucous membranes or broken skin, including the following:

1. When blood is present and visible (i.e., cuts, in urine, in stool, menstruation, etc.).
2. When handling excretions (i.e., vomit, urine and stool/feces, etc).
3. When coming in contact with open skin wounds or lesions, including handling dressings.
4. During all bladder and bowel care.
5. When providing oral care, especially if gums are broken or bleeding.
6. Whenever secretions are present (i.e., nasal secretions, sputum from cough, etc.)
7. Whenever handling soiled linens or clothing, incontinence and peri pads, etc.
8. Whenever cleaning urinals, bedpans, drainage bags, or toilets.
9. Whenever an employee has cuts, open or chapped areas on hands.
10. Gloves are to be disposed of after each use.

***NOTE: HANDWASHING MUST BE DONE BEFORE AND AFTER PROVIDING ANY DIRECT CARE.***

### ***Proper Lifting Techniques Policy***

1. When lifting or transferring, make sure that both you and the participant you are moving understand how the transfer will be done and where you are planning to transfer the person.
2. CHECK your standing position. Your feet should be far enough apart to give you a wide base of support and good balance.
3. Wear low comfortable shoes with non-skid soles.
4. Keep your back straight, bending at the knees and hips so you will be lifting with your stronger leg and hip muscles. DO NOT lift with your back.
5. Get close to the participant/object being lifted — instead of reaching, move in and hold close.
6. Lift smoothly to avoid the strain of jerky movements.

7. Transfers are easier and safer if done at the same height. Take the time to adjust the height of a bed or chair.
8. If you need to turn, shift the position of your feet and move your body as a unit. Never twist your body.
9. Remember it's easier to push or pull something instead of lifting (i.e., using a draw or pull sheet may be easier to adjust someone's position in bed).
10. Size up the participant to be lifted. Do not attempt to lift alone if you have any doubt about your ability to do so. If you've misjudged and you feel the participant is starting to slip from your support, you should use your body as a slide to slowly ease them to the floor, cushioning their fall and then summon assistance.
11. If you're having problems with transfers, discuss it with the participant/family or Support Coordinator. Hopefully, there will be a way to make the transfer safe for both you and the participant.
12. If you have injured your back, you need to check with your physician on what his restrictions will be regarding lifting and transfers.

### ***Back Safety***

Proper lifting and transferring technique is critical to your back safety and the safety of the participant. Equally important is proper planning. Before you begin, take a moment to consider the following:

- How much assistance does the participant need to move safely?
- What are you trying to accomplish? (transfer, ambulate, move)
- Are there any obstacles in the way? (throw rugs, pets, furniture)
- When helping the participant to move, position yourself as close to them as possible.
- Think about where you are going.
- Make sure you have adequate lighting.

Moderation and balance are important considerations in care and maintenance of your back.

### **Did you know that.....**

Smokers have a significantly higher risk of developing back pain?

Every 10 pounds of excess weight that a person carries in their abdomen creates a constant 100 pounds of pressure on the discs in your back?

Prior to lifting or beginning work, a few stretching exercises can reduce the chance of injury?

### ***Proper Lifting Technique Reminders***

- Squat to lift and lower. Do not bend at the waist.
- Keep your lower back bowed in while bending over.
- Keep the weight as close to you as possible.
- Bow your back in and rise with your head first.
- If you must turn, turn with your feet, not your body.
- Never jerk or twist!
- Put the weight down by keeping your lower back bowed in.
- Keep your feet apart.
- Wear shoes with non-slip soles.



The wrong way!



The right way!

### ***Risk Factors for Back Injury***

- ❖ Lifting with your back bowed out.
- ❖ Bending and reaching with your back bowed out.
- ❖ Slouching.
- ❖ Twisting or jerking movements.
- ❖ Lack of proper rest.
- ❖ Obesity and poor nutrition.
- ❖ Stress.