

This Employee HandbookBelongs to:

Date of Hire: _____

Start Date : _____

Shelter Care for Kids Welcomes You

Mission Statement

Shelter Care for Kids is a licensed emergency shelter serving 3 to 11 year old children coming from crisis and traumatic experiences. Our program is designed to provide an environment in which clients are safe, cared for, and respected.

Services

Shelter Care for Kids provides a trauma informed care environment which provides a safe placement for children who have had traumatic experiences in their lives. Staff has an understanding of the role that violence plays in the lives of children, and creates an environment that accommodates vulnerabilities of trauma that avoids re-traumatization.

Values

Shelter Care for Kids assists children with hope, building trust, self-esteem, setting boundaries, family communication, feelings, managing stress, guiding behavior, schedules and routines, safety and protection of children, grieving, and having fun

“Welcome to Shelter Care for Kids, and you are becoming a wonderful part of our team.”

Christine Rickart
Program Director

Statement of philosophy, personnel policy, and staff manual for Shelter Care Inc.

dba: Shelter Care for Kids

The contents of this handbook are not contractual, but rather they are written for the purpose of giving employees a brief description of company benefits, policies, and procedures. The terms of this handbook are implemented at the sole discretion of management, and they may be withdrawn or changed at any time without notice.

Always Keep In Mind Key Elements in working with Traumatized Children

There are three basic functions of the brain: - Survival - Safety – both physical and emotional – and - The power of our thinking brain that makes us humane. We can only think logically when we feel safe.

Traumatized children cannot regulate their emotions or their behaviors if they are not feeling emotionally safe. They do not know how to find safety, so the caretakers need to offer safety and understanding to them, keeping them close and reassuring them. A child who has experienced trauma cannot think clearly if they are not feeling safe. Support is the best type of help we can provide.

The issue that causes the conflict, for instance, a child refusing to do something or being disrespectful, etc., needs to be put aside until the relationship with the child and the child's feeling of being safe are assured. Once child and caregiver are calm and safe, then a solution to the problem can be discussed. If discussed too soon, the fear will return. Staff who can stay calm and reassuring will be the adult who can calm a distressed child down so they can begin to think straight. Power struggling or anger will only antagonize the distress and increase the acting out behaviors.

Early in the morning, during transitions and bedtime are prime times when a distressed child needs special contact with loving encouragement. Remember that the five senses tell the child if they are safe or not. We need to reassure the child using all five senses whenever possible. If we can anticipate distress before it occurs, then we can prepare the child for it and offer reassurance. Perhaps we can even change some part of a process or routine to make it less difficult for the child.

Overstimulation can increase fear. Crowds, group excitement (groups in general), loud noises, etc. may be upsetting, even if they are fun. Prepare to remove a distressed child early, before he or she loses control, if he or she shows signs of stress and anxiety. The child needs to move near a helping adult who reassures him or her that he or she will stay safe.

Saying what you see can help a child feel understood: "I see that you are getting stressed, should we move over here or get a drink?" "It looks like you could use a helping hand, let's work on this together or take a break." "I hear you saying that this is unfair, I don't like things to be unfair either, let's see if we can figure out what else we can do."

If you have a supportive relationship with the children, they will usually de-escalate when they see you understand what they are experiencing. Never judge it as right or wrong, just acknowledge it is how they see it. Gently, you can help them see it in a different way, once they are calm and feel cared for.

***This is an important reading to revisit during your employment at Shelter Care for Kids.**

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date** _____

Employee Handbook Verification

I, _____, received my Shelter Care, Inc. Employee Handbook. It is my responsibility to read the employee handbook, as well as the Shelter Care for Kids Policy and Procedure Manual during my orientation training. It is my responsibility to abide by Shelter Care, Inc. company policies and procedures.

I have accepted my Shelter Care for Kids Policy and Procedure Manual

Print

Electronic

(circle one)

Date Received Employee Handbook: ____/____/____

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date** _____

I have completed the information for the Department of Human Services Background Study on: ____/____/____

***Place printed verification in scanned file**

ALERT! STOP AND READ!

What You Need To Know Before Working With Our Clients

Orientation and Continuation Training Requirements

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date** _____

Minnesota Department of Human Services

Shelter Care for Kids has a license from the Minnesota Department of Human Services. Our agency is governed by CRF (Children's Residential Facilities) Rule 2960. We meet the all standard, shelter, and restrictive procedures portion of the rule. DHS requires certain training requirements and background check to be completed prior to having contact with our clients. A background study will be conducted, and during the awaiting period of the results of the background study **YOU MAY NOT HAVE ALONE CONTACT** with any of our clients. You will be notified once your background has been approved to work with our clients. ***YOU MUST BE IN THE PRESENCE OF ANOTHER STAFF AT ALL TIMES UNTIL YOU MAY PROVIDE SERVICES!**

The Minnesota Department of Human Services also requires immediate training prior to having contact with our clients within the first day of training. These trainings include: Emergency Procedures, Maltreatment of Minors, Data Privacy/HIPPA, and SIDS and AHT training before going to meet our clients. Shelter Care for Kids training can be found on our website at www.sheltercareforkids.com, and be sure to have the trainings documented by date and signature upon completion.

Orientation and in-service training.

Shelter Care must provide training for staff that is modified annually to meet the current needs of individual staff persons. The training must be directly related to serving the program's target population and to achieving the program's outcomes. Shelter Care must ensure that staff who will have direct contact with residents attend and successfully complete orientation training before having unsupervised contact with residents.

(Below Rule 2960 requirements)

A.

Orientation training must include at least the subjects in subitems (1) to (6):

(1)

emergency procedures, including evacuation routes, emergency telephone numbers, severe storm and tornado procedures, and location of facility alarms and equipment;

(2)

relevant statutes and administrative rules and legal issues, including reporting requirements for abuse and neglect specified in Minnesota Statutes, sections [626.556](#) and [626.557](#), and other reporting requirements based on the ages of the residents; cultural diversity and gender sensitivity, culturally specific services, and information about

discrimination and racial bias issues to ensure that staff have cultural sensitivity and will be culturally competent to care for residents; general and special needs, including disability needs, of residents and families served; operational policies and procedures of the license holder; and data practices regulations and issues.

B.

Subp. 4.

Specialized training.

If needed, license holders and staff must have specialized training to develop skills to care for residents. Specialized training must be directly related to serving the program's target population and to meeting the program's certification requirement, if the program has been certified.

Subp. 5.

Documentation of training.

The license holder must document the date and number of hours of orientation and in-service training completed by each staff person in each topic area and the name of the entity that provided the training.

Subp. 6.

License holder and staff qualifications.

A.

The license holder and staff must have the education and experience required to meet the functions and program activities that the license holder declared in the facility statement of intended use according to part 2960.0040. The license holder, or the license holder's representative acting on behalf of the license holder, must be a responsible, mature, healthy adult who is able to carry out the license holder's duties. The license holder and staff must be able to accomplish the license holder's duties to the resident's case plan and treatment plan and meet the resident's needs.

B.

Staff must be trained in gender-based needs and issues.

C.

The license holder and staff must be at least 21 years old unless stated otherwise in this chapter.

Subp. 7.

Background study.

A license holder and individuals identified in Minnesota Statutes, sections 241.021 and 245A.04, subdivision 3, must submit to a background study

Full-time, direct care staff must complete at least 24 hours of in-service training annually. One-half of the training will be skill development training.

Part-time, direct care staff must receive sufficient training to competently care for the residents. Shelter Care will provide training with the ratio of at least one hour of training for each 50 hours worked, up to 24 hours annually, per part-time employee.

Full-time and part-time staff and volunteers who do not have direct contact with residents must complete 12 hours of in-service training consistent with their duties.

Shelter Care will provide orientation and training to staff and volunteers.

My Supervisors Name is: _____

***Emergency Procedures (1.0 hours)**

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date: _____

***Maltreatment of Minors (1.0 hours)**

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date: _____

***Data Privacy/HIPPA (1.0 hours)**

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date: _____

***SIDS and AHT(1.0 hours)**

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date: _____

Tour the building and learn location of extinguishers (.5 hours)

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date: _____

Location of Manuals and PBIS Trainingn (2.0 hours)

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date: _____

Bloodborne Pathogens (1.0 hours)

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date: _____

Med Certification Training is scheduled on ____/____/____
(7.0 hours)

Observed Skills Assessment is scheduled on ____/____/____

(1.0 hours)

Health Counseling Services

615 1st Ave NE Minneapolis, MN 55413

(612) 436-0295

*I have submitted my test and skills assessment for my personnel file, and will complete the Medication Skills Packet is scheduled and to be completed 1 week from taking Med Certification Training .

Date of class: ____/____/____ **Date of Skills Assessment with Nurse, Martha Bird.:** ____/____/____ **Call 612.250.9662 or message her through When I Work app.**

Med Skill Packet completed (2.5 hours)

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date** _____

Med Skills with Nurse, Martha Bird (2.5 hours)

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date** _____

Car Seat Training Training is scheduled on ____/____/____

(3.5 hours)

Orion Associates

9400 Golden Valley Road

Golden Valley, MN 55427

763-450-5000

*I have submitted my certificate for my personnel file.

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date** _____

Physical Intervention Alternatives Procedures (2.0 hours)

is scheduled on ____/____/____

Working with African families in the child welfare system

(1.5 hours)

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date** _____

Trauma Informed Training Video (20 minutes)

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date** _____

Gender Based Needs (1.0 hour)

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date** _____

Valuing Diversity (45 minutes)

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date** _____

Normalcy and Prudent Parenting (1.0 hour)

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date _____

Protocol for calling Hennepin County Crisis (45 minutes)

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date _____

Nami Mental Health (1.0 hour)

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date _____

Time Study (30 minutes)

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date _____

Office Personnel(30 minutes)

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date _____

___ Who answers the phone ___ Supplies

___ How do I answer the phone ___ Office & Copier

___ Telephone System & Fax Machine ___ Who answers the door

Maintenance and Building Operation (30 minutes)

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date _____

___ Maintenance, Housekeeping, Grounds

___ Petty Cash, Shopping, Purchase ___ OSHA

___ Garage/Activity/Basement ___ Vehicle

___ Facility Safety/Security

Safety and Emergency Procedures (1.0hour)

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date _____

___ Severe Weather ___ Watch for staff to cars

___ Missing Client ___ Angry Parent

___ Crisis ___ Avoiding

___ Accidents/Injury ___ Swimming

___ First Aide/Emergency Kits/Flashlights

___ Bike Riding/Helmets ___ Car Seat Certification

___ Ombudsman ___ Sledding

___ Lakes and Parks ___ Community Supervision

Daily Routine (1 hour)

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date: _____

___ Morning/Bedtime Routine	___ Meals and Snacks
___ School and Suspension	___ Sick Bed
___ Phone Calls/Mail	___ Supervision of Clients
___ Hygiene/Brushing Teeth	___ Hair Care
___ Visits and Passes	___ House/Floor
___ Cleanliness	___ Weekends
___ Quiet Time	___ Advocate Time
___ House Phone/Walkie talkie	___ Laundry
___ Daily Logging	___ Critical Incident Report
___ Clothing Expectation	___ Movie/Television/Music

Activity Programs (30 minutes)

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date: _____

___ Arts and Crafts (learn location too)	
___ Money and Allowances	___ Birthday Parties
___ Paid Activities Sticker Store	___ Sticker Store
___ Transportation	___ Programing
___ Cultural Programming Sticker Store	

Documentation and Client Files (1.5 hour)

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date: _____

___ Daily Logging/Stickers	___ Health Progress Notes
___ Phone Log	___ Incident Report
___ Staff Communication Book	___ Mileage Logging
___ Immediate Needs Plan	___ Discharge After Care Plan
___ Clothing Inventory Sheet	___ Allowance Sheet
___ Bed Checks	___ Review Client Files

Employment and Civil Rights (30 minutes)

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date:** _____

Employment Policy

Shelter Care, Inc, is an equal opportunity employer and does not discriminate on the basis of race, religion, color, sex, handicaps, or national origin. A Bachelor of Arts or a Bachelor of Science degree is preferred for all Child Care Workers and Lead Child Care Workers, preferably in a human services area.

It will be necessary for all team members to be able to function in a manner that is consistent our mission of Shelter Care for Kids and must be 21 years of age. We strive to create a culturally balanced staff that is responsive to the cultural and racial needs of our clients. Staff must be a responsible, mature, healthy adult who is able to carry out the duties of Shelter Care, Inc. and the clients needs and case plan.

EEO/AA Policy Statement

This statement reaffirms that Shelter Care, Inc. hereinafter referred to as the "Provider" has a policy on providing Equal Opportunity to all employees and applicants for employment in accordance with all applicable Equal Employment Opportunity Affirmative Action laws, directives and regulations of Federal, State, and Local governing bodies or agencies thereof, specifically Hennepin County's Equal Employment Opportunity / Affirmative Action policies.

We will not discriminate against any employee or applicant for employment because of race, color, creed, religion, national origin, gender, affectional preference, disability, age (40-70), marital status, public assistance status, or ex-offender status.

We will take Affirmative Action to ensure that employment practices are free of discrimination including, but not limited to, hiring, upgrading, demotion, transfer, recruitment or recruitment advertising, selection, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training including apprenticeship.

We prohibit the harassment of any employee or job applicant because of gender, national origin, or race.

We will commit the necessary time and resources, both financial and human, to achieve the goals of Equal Employment Opportunity and Affirmative Action.

We will evaluate the performance of our management and supervisory personnel on the basis of their involvement in achieving the Affirmative Action objectives as well as their established criteria.

Our employees who do not comply with the Equal Employment Policies and Procedures as set forth in this statement and plan will be subject to disciplinary action.

We have appointed **Michelle Holaday, Lead Child Care Worker** as EEO Coordinator to manage the Equal Employment Opportunity Program. This responsibility will include monitoring all Equal Employment Opportunity activities and reporting the effectiveness of the Affirmative Action Program, as required by Federal, State, and Local agencies, specifically Hennepin County. If any employee or applicant for employment believes he/she has been discriminated against, please contact the EEO Coordinator.

Applications and References

Applicants are usually recruited through the local newspaper and colleges. Unsolicited applications are also accepted and are kept on file for a period of six months. All applicants are screened by the Program Director and/or Human Resource Consultant to determine whether the applicant possesses the qualifications for the position. References are checked by the Program Director or Human Resources Consultant.

Interview

After screening of applicants occurs, an initial interview will be scheduled with the Program Director or Lead Child Care Worker in order to further assess applicant's qualifications. When necessary, further interviews may be scheduled with other agency members.

Your Personnel File and Development (1.5 hour)

Employee Signature: _____ **Date:** _____
Trainer Signature: _____ **Date:** _____

The Management Team and supportive staff develop personnel policies. Changes, additions, or deletions of the current policies cannot be made without approval from the Program Director and Program Coordinator. Policies are designed to ensure the integrity of the client program, and fair, clearly defined working conditions. Requests for changes in policy should be made through the staff grievance procedure. The following policies currently exist:

Confidentiality

Client: Client information is classified as either public, private or confidential. Please refer to the Tennesen Warning, Data Privacy and Mandatory Reporting Information in the company manual for confidentiality law and reporting law information.

Employee: Personnel files are private. The only persons having access to personnel files are the Program Director, Program Coordinator, and Lead Child Care Workers. All employees have

access to their respective files by requests to the Program Coordinator.

Orientation Period

All employment forms will be completed upon hire with the Program Coordinator. Each new employee will receive three to five days of on-the-job training/orientation prior to being assigned to your work with the clients and responsibilities. This training will involve working with the team of Child Care Workers that are assigned to our client group. You will be provided with an orientation check list, and/or training manual. It is your responsibility to see that you have a complete understanding of every item on the list or in the training manual before your training hours are finished. There is also on-going training provided by the Management Team and co-workers in the day-to-day shelter effort.

Supervision

Each employee is assigned a Lead Child Care Worker, which will be used for mentoring and supervision during your employment. Lead Child Care Workers will be used for training and orientation. The purpose of Lead Child Care Workers is to focus on areas of client/program situations needing attention, feedback regarding job performance, discussion of goals and suggestions of the employee, and notification for program needs. Each Child Care Worker and Overnight staff will usually meet weekly with a Lead Child Care Worker for one half hour to discuss these areas. Items discussed during these meetings will be documented on the Employee Development Record (see sample). Expectations of job performance will be explained during training, on the job, and during supervisorys. Employment corrective action will be documented during supervisorys as well. Please refer to employee development and discipline policy.

Workshops and Conferences

Attendance at appropriate conferences and workshops will be supported by providing limited time off. Requests to take this time off must be submitted to the Program Director. Final approval is dependent upon securing coverage.

Professional Library

Resource material is available on a check out basis. These materials are kept in the staff office and office of the Program Coordinator. Materials include: books, periodicals, videotapes of past seminars, and some hands-on material for activities with groups.

Probation

Probation is a formal procedure involving a meeting/conversation with the employee and at least one member of the Management Team. The Written Reminder will be used to document the concerns, plan for correction, and outcome should the correction not be made

by the employee. A time limit, not to exceed 90 days, will be set for remediation. The form will be kept in the personnel file.

Decision Making Leave

Decision making leave may be paid or unpaid, at the discretion of the Management Team. This leave shall be related to job performance, professional conduct, or commitment to the job. The Management Team will determine whether an employee may continue work after a decision making leave.

Employee Resignation

Employee resignation requires a letter of resignation to be submitted to the Management Team within 48 hours of verbal notification. A two weeks' notice of termination is required for all employees. During this 2-week period of time, no vacation or sick time can be used, and sick leave requires a doctor's written correspondence to us. If these criteria are not met, the employee will lose his/her benefits upon termination (sick time pay). Only earned vacation time is payable at the time of termination of all employees. A Letter of Recommendation can be provided by the Program Director upon request, however, employees must complete two week notice to receive Letter of Recommendation.

Involuntary Employee Termination

The Management Team determines involuntary terminations. Management can terminate employment for any reason, with or without notice. Documentation regarding termination is kept in the employee file. Forms used are the Employee Development Record and Written reminder, if applicable. Termination is effective immediately and benefits shall cease. No further contact between the employee and clients can occur, and correspondence needed shall be done by phone or mail, with the exception of picking up the last paycheck.

Employee Development and Discipline Policy

Shelter Care for Kids considers each employee development and discipline area separately. There are eight different areas for development and discipline: consultation/supervisory, compliment, insubordination, lateness or excessive absence, violation of company rules, unsatisfactory work performance, refusal to perform assigned work and violation of safety rules.

There are five steps in Shelter Care's discipline procedure:

1. The first step to correcting a mistake or behavior is a Consultation, or meeting with the employee. This meeting will be documented on an Employee Development Form. A supervisory, or weekly meeting, with an employee's Lead Child Care Worker also is considered a consultation. When an employee

has an additional infraction of company rules and/or policies within a six-month period, the Lead Child Care Worker will proceed to step two.

2. The second step, when correcting the same behavior in the same category, is a Friendly Warning. This is also a documented meeting with the employee about his or her behavior; a second chance. When an employee has additional infraction of company rules and/or policies within a six-month period, the Lead Child Care Worker will proceed to step three.
 3. The third step, when correcting the same behavior or behavior in the same category, is a Written Warning/Probation. This is a documented meeting with the employee, which then places him or her on probation for thirty days from the day of the meeting. If there are no other infractions within this thirty-day period, the employee's probation will be deactivated. If there are additional infractions within this thirty-day period, the Lead Child Care Worker will proceed to step four. If there are additional infractions after the probationary period, the employee will again be placed on probation for thirty days.
 4. The fourth step, when correcting the same behavior or a behavior in the same category, is placing the employee on a Decision Making Leave. This is either a paid or unpaid time off, depending on vacation time accumulated, from an employee's regular schedule used as an opportunity for the employee and employer to determine if the employment is appropriate for both parties. The employee must participate in a meeting with the Program Director before returning to work. The return date will be decided during this meeting. If the employee returns to work and has another infraction within the six-month period, there will be cause for discharge or involuntary termination.
 5. The fifth step is Discharge or Involuntary Termination. This will take place when the employee has exhausted all disciplinary steps.
- The behavior and/or rule will be emphasized during meetings with the Lead Child Care Worker and Program Director, and why it is important. It will be explained again that all employees are expected to abide by the company rules and policies. The employee will be asked for his or her suggestions as to how they can correct or improve the inappropriate work behavior.

- When rule or policy infraction has been made which endangers a resident emotionally, physically, or medically, the employee will immediately receive a Friendly Warning as the first step due to the seriousness of the incident.

Leave of Absence

Leave of absence without pay may be permitted at the discretion of the Program Director and the Program Coordinator upon receiving prior application. The amount of leave granted will be contingent upon the circumstances of both the employer and the employee and will be determined prior to the leave. Requests for a leave must be made at least one month in advance, except in cases of emergency. Vacation and sick days earned remain, but do not accrue during the leave. Health insurance coverage can continue at the employee's expense.

Extended Medical Leave

If the employee has been a regular full time employee for at least ninety consecutive days, he/she is eligible to apply for a leave of absence if the employee becomes unable to perform work responsibilities due to serious personal illness or accident. This leave will not exceed six months and shall be without pay or benefits. The granting to leave does not imply the guarantee that the position will remain open and may be assumed upon termination of the leave.

To qualify for this leave, such illness, accident, or inability to work is to be reported to the employee's Lead Child Care Worker as soon as possible. Within one week the employee shall obtain written notice from the doctor stating the nature of the illness or accident and present it to the Lead Child Care Worker. Approval by the Program Coordinator and Program Director is required.

If an extension is required, the request must be accompanied by written notification from the doctor at least five working days prior to the expiration of the extended leave previously granted. Upon returning from the approved leave written permission from the employee's personal physician must be present to the immediate Lead Child Care Worker.

Educational Leave

Educational leaves are granted upon special consideration from the Program Director or Program Coordinator. The leave is for the purpose of furthering the employee's education related to the job. Leave is without pay and does not guarantee position availability upon possible return.

Jury Duty

An employee officially called to serve on a jury will be excused from work when a conflict arises. In such cases, employees are requested to give as much advance notice as possible so that coverage can be arranged.

Military Duty

Any employee having to fulfill a responsibility with either the Military Reserve or the National Guard shall receive the amount of time off required by the military to meet that obligation. Any request for such leave must be made a month in advance. All time off required will be considered "leave of absence" without pay. Vacation time could also be used for this absence.

Maternity Leave

Employees may use accumulated vacation and sick time and/or request an unpaid leave of absence for maternity/paternity leave. Vacation and sick time will not accrue during the leave time taken unpaid. Continuation of other benefits will be determined at the time of the leave.

Funeral Leave

Employees will be allowed to have a three-day absence for funeral leave for an immediate family members (mother, father, siblings, children, grandparent, aunts, and uncles) funeral. All other funeral requests will require consideration and approval from the Program Director.

On the Job Injury

Shelter Care Inc. participates in Workers' Compensation Company for (work-related) injuries. If you are injured on the job the following steps should be taken:

CALL 911 FOR AN EMERGENCY (a life-or-limb threatening situation)

If you have any questions please see a Lead Child Care Worker and/or refer to the Employee Instruction information that follows.

If you are injured on the job:

1. If the injury is life threatening, call 911 immediately. For an emergency, you may seek medical care from any available emergency provider, including an emergency room.
2. Report the injury to your Lead Child Care Worker immediately, or as soon as possible after the injury occurs. Complete a first Report of Injury. The Lead Child Care Worker will call your Workers' Compensation claim to 952-838-2020.

3. If medical care is necessary for your work injury, it is preferred to use the PPO network. To look up the providers in our area, go to www.sfmic.com. If you have an established relationship with a physician, you may treat with him/her; you must provide medical documentation to State Fund Mutual that you have an established relationship. If you change your physician, you must notify the SFM Customer Service at 952-838-2020.
4. Every time you see a provider, he/she will give you a written form, which indicates your “return-to-work” statuses. **You must return this form to your company’s claim coordinator immediately after each visit.** If the doctor prescribes any work restrictions, your employer will work with you to modify your job. Every effort will be made to keep you on the job and working as long as it is medically appropriate.

Remember:

1. **In case of an emergency, call 911.**
2. **In case of an accident or injury, contact your Lead Child Care Worker.**
3. **Return the provider’s written Return-to-work form to your Lead Child Care Worker immediately after each visit.**
4. **If you have any question, contact your Lead Child Care Worker.**

**State Fund Mutual
3500 American Blvd. W, Suite 700
Bloomington, MN 55431**

Promotional Opportunities

When a position with higher pay and responsibility opens for applications, it is necessary the applicants have at least six months of “good standing” employment with Shelter Care in order to be considered for the position. “Good standing” is defined as: any full time, part time, or fill in employment without disciplinary actions leading to probation or decision making leave. Exceptions to this policy will be documented with a reasonable explanation.

Lateral Transfer Opportunities

When a position with equal pay and responsibility opens for employees, the opportunity will be offered to employees based on a seniority basis. Employees need to have at least six months of “good standing” employment with Shelter Care in order to be considered for movement. Exceptions to this policy will be documented with a reasonable explanation.

Personnel property:

Shelter Care, Inc. is not responsible for the personal property, i.e., money, wallets/purses, automobile, equipment items left in personal

vehicles, glasses, books, etc., of its employee. It is required that all personal property brought into the agency is kept in areas that are out of temptation for the clients.

Employee Evaluations:

Evaluations are completed at ninety days, six months, and one year. On your hiring anniversary you will have a meeting with your Lead Child Care Worker to discuss and review your job performance. You will be expected to complete an evaluation as well as your Lead Child Care Worker. Your evaluation will be kept in your personnel file. This helps us to understand you and your areas of growth as an employee.

Staff Meetings

Staff meetings are held weekly and are mandatory for everyone from the team to attend. Part time staff that have school or other employment must provide a monthly schedule to the Program Director. These are the only exceptions for part time staff to miss regular staff meetings. If you are unable to attend meeting, you must read meeting notes and sign off that you have read the notes. It is your responsibility to look at the calendar for scheduled meetings. Also be aware of additional trainings and in-services on the calendar. We expect to see you here.

In-Service Training and Personnel Training

In-Service training shall be provided on a regular basis for employees. You will be given time in your schedule to attend the training. The license holder must ensure that staff who have direct contact with residents receive ongoing training. Training must help staff meet the needs of residents and must include skills development. In-service training focuses on the needs of the clients we serve, staff development, that are determined by the Management Team. This training will be mandatory for everyone unless prior arrangements have been made with the Program Director

Personnel File, Forms and Training (2.5 hours)

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date** _____

The following forms and documents are a continuation of your training at Shelter Care for Kids. As you and your trainer go through each one of these training standards, please sign and date the mandatory training. Training is required and necessary before performing work on the floor with our clients. If you are unsure, don't understand a policy or practice, please ask. It is extremely important that you understand your work so that we can be the best staff possible for our clients.

___ Complete IRS W-4

___ Complete Employment Eligibility

Staff Grievance Procedure

Employee Signature: _____ **Date:** _____

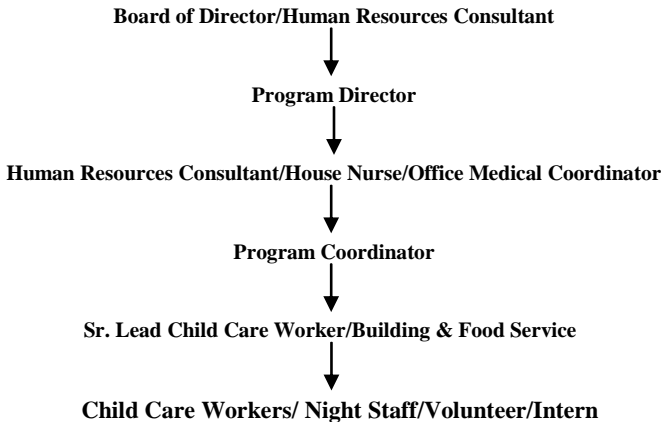
Trainer Signature: _____ **Date:** _____

Open and direct communication in an atmosphere of problem solving and learning is a policy to which each staff member subscribes.

Provision is made for a formal grievance procedure when the ordinary mode of problem solving has not resulted in a solution to the problem. The ordinary method of problem solving requires that the individuals involved communicate directly regarding the problem. If the conflict is not resolved, refer to the Grievance Procedure listed below.

1. Speak directly with the person(s) involved.
2. Speak with a Lead Child Care Worker regarding the concern.
3. If the concern is still unresolved, it should be put in writing. A meeting will be arranged between yourself, a Lead Child Care Worker, and the Program Coordinator.
4. If needed, a further meeting will be arranged between yourself and involving the Program Coordinator and the Program Director.
5. If the concern is still unresolved after the above steps have been taken, the Board of Directors and/or other appropriate outside Agencies will be consulted such WBL Consulting Services.

Organization Chart



Sexual 148A Form and Consent

List all social service employers for the past 5 years.

Paid internships are also included

Name of Employer: _____
Dates of Employment: _____
Date Letter was faxed or mailed: _____
Date Letter was received and returned: _____

Name of Employer: _____
Dates of Employment: _____
Date Letter was faxed or mailed: _____
Date Letter was received and returned: _____

Name of Employer: _____
Dates of Employment: _____
Date Letter was faxed or mailed: _____
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Name of Employer: _____
Dates of Employment: _____
Date Letter was faxed or mailed: _____
Date Letter was received and returned: _____

**Shelter Care for Kids Sexual Exploitation Background Check for
Psychotherapists Applicant Consent**

I, (employee name) _____ authorize Shelter Care for Kids to contact my current or former employer(s) for the purpose of complying with the MN Statutes 604.20-604.205 relating to sexual exploitation of a patient(s) by psychotherapists. I further authorize any and all of my current or former employers to provide whatever information is necessary to assist Shelter Care for Kids in complying with MN Statutes 604.20-604.205.

Name of Applicant: _____
Social Security Number _____
Name of Organization: _____
Fax Number: _____

Name of Supervisor _____
Address: _____

Employee Signature

Date

Representative of Current or Former Employer

The applicant name above applied for employment for Shelter Care for Kids and gave your name as a current or former employer. The Minnesota Legislature passed legislation regarding sexual exploitation by psychotherapists (psychotherapist is defined in subd. 5 and 6) of clients and former clients. One of the provisions requires us to contact former employers to determine whether there has been any occurrence of sexual contact by psychotherapists with their patients and former patients. Please refer to MN Statutes 604.20-604.205 for more information.

In order to comply with the law, we are asking you to fill out this signed release form and return to Shelter Care for Kids, c/o Christine Rickart (via fax 612-824-9464), or mail 3103 Columbus Avenue South, Minneapolis, MN 55407) as soon as possible. Please note this inquiry is only being requested because of legal requirements and not due to any suspicion of such behavior by this person.

Thank you for your cooperation and assistance. Please place an X on the line that applies:

_____ I am not aware of any sexual contact by the applicant with a patient(s) or a former patient(s) of my facility or agency.

_____ I am aware that sexual contact was made by the applicant with a patient(s) or a former patient(s) of my facility or agency.

Signature: _____ Title: _____

Phone Number: _____ Date: _____

Religion and Spirituality

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date:** _____

Shelter Care does not incorporate structured religious or spiritual teaching into our program. However, while residing at Shelter Care for Kids, clients will be given opportunities to participate in spirituality services, activities, and counseling on a voluntary basis. Clients who do not wish to participate are required to be in a location that does not expose them to the services or activities. Whether or not a client participates in spirituality services, should not be considered as a basis for any right or privilege.

Shelter Care will provide the following services for clients when requested:

- Opportunities to meet with clergy or spiritual leaders of their choice, within the area, to provide counseling
- Accommodations to meet the spirituality needs for the resident and/or resident's family's request, including spiritual needs related to the resident's culture
- Written documentation, if spirituality requests can not be met, explaining the reason

It is our policy to respect the religious preferences of our clients and not interfere with their practices. Therefore, clients will be allowed to practice the religion of their choice while in our program.

There are vague definitions of what constitutes religion. For **example, some would consider Satanism or cults to be religions, and** some would not. The shelter's policy is to not interfere with the beliefs of our clients. However, if the "religious" practices of the client involves self-injurious behavior, or behavior that endanger the safety of other, this behavior will not be allowed for the client while in our shelter. The safety of our clients is foremost.

Substance Use and Abuse

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date:** _____

Employees, Interns, and volunteers are prohibited from working at the shelter while under the influence of alcohol, and/or controlled substances. It is also prohibited for any staff to abuse prescription medication or being in any manner under the influence of a chemical that impairs or could impair the person's ability to provide services or care to the children.

Employees violating this policy will be subject to immediate corrective action, including termination.

This policy is required by the Minnesota Department of Human Services; see Minnesota Rules, part 9543.1020 sub.14.

Staff Conduct

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date:** _____

- Every staff is required to read the Shelter Care, Inc. manual.
- All staff should be familiar with Trauma Informed Care and Physical Intervention Alternatives.
- It is permissible to utilize restrictive techniques after completion of Physical Intervention Alternatives, and all proper Shelter Care for Kids Restrictive Procedures protocol have been followed through with. Shelter Care for Kids does not promote the use of Restrictive Procedures, however if a child is physically endangering another client, a staff, themselves, or are in the act of damaging property, and there is a cause for imminent danger, only trained Restrictive Procedures may be utilized. All staff should be familiar Trauma Informed Care and Physical Intervention Alternatives.
- In effort to present a positive and verbal parent model to the clients, staff is required to refrain from the following:
 - (1) corporal punishment, including, but not limited to: rough handling, shoving, ear or hair pulling, shaking, slapping, kicking, biting, pinching, hitting, throwing objects, or spanking;
 - (2) verbal abuse, including, but not limited to: name calling; derogatory statements about the resident or resident's family, race, gender, disability, sexual orientation, religion, or culture; or statements intended to shame, threaten, humiliate, or frighten the resident;
 - (3) punishment for lapses in toilet habits, including bed wetting and soiling;
 - (4) withholding of basic needs, including, but not limited to: a nutritious diet, drinking water, clothing, hygiene facilities, normal sleeping conditions, proper lighting, educational services, exercise activities, ventilation and proper temperature, mail, family visits, positive reinforcement, nurturing, or medical care. However, a resident who destroys bedding or clothing, or uses these or other items to hurt the resident or others, may be deprived of such articles according to the resident's case plan;

- (5) assigning work that is dangerous or not consistent with the resident's case plan;
- (6) disciplining one resident for the unrelated behavior or action of another, except for the imposition of restrictions on the resident's peer group as part of a recognized treatment program;
- (7) use of restrictive techniques or procedures as punishment, for convenience of staff, to compensate for not having an adequate number of staff, or to substitute for program services;
- (8) restrictions on a resident's communications beyond the restrictions specified in the resident's treatment plan or case plan; and
- (9) requirements to assume uncomfortable or fixed positions for an extended length of time, or to march, stand, or kneel as punishment.

Cultural Sensitivity and Diversity

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date:** _____

Staff is required to provide appropriate cultural care to each one of the clients at Shelter Care for Kids.

Staff will allow the following opportunities for clients:

- Opportunities to associate with culturally and racially similar adults, peers, and role models;
- Opportunities to participate in positive experiences related to the resident's cultural and racial group;
- Culturally appropriate program services that address the needs of all residents in care; and
- Opportunities to have translators or interpreters to communicate with the English language skill development

Handling of Residential Client's Funds and Property

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date:** _____

Shelter Care for Kids will keep a separation of client funds from the agency funds. Staff will assist clients with safekeeping of funds or other property:

- A. Document receipts and disbursement of the clients funds or other property, including the signature of the client, conservator, or payee
- B. All funds will be returned to client within 3 days
- C. Shelter Care for Kids staff are prohibited from

- Borrowing money from clients
- Purchasing personal items from clients; selling merchandise or personal services to a client; or
- Requiring clients to purchase items for which the license holder is reimbursed

This policy is required by the Minnesota Department of Human Services; see Minnesota Rules, part 9545.1020, subpart 15, items A through C.

Hepatitis B Form

Due to two recent recommendations by health care organizations, Shelter Care is strongly advising that all staff be vaccinated for the Hepatitis B virus, due to our close work with children. You may attend your own clinic, and Shelter Care will reimburse all staff per vaccination.

Date of Vaccination

Employee Signature

I have been notified of the opportunity to be vaccinated for Hepatitis virus, and chose to NOT be vaccinated at this time.

Employee Signature

Date

Shelter Care for Kids Child Support Disclosure Form

Employee's Full Name : _____

Date of Birth: _____

Address: _____

Social Security Number: _____

City: _____ State _____

Zip Code _____

Minnesota law requires individuals to disclose information about court-ordered support obligations when they are hired for employment.

Authority is found in Minnesota Statute sections 518.611, subd. 8., subd.

2a. Please answer the following as required by law:

☐ Yes ☐ No Do you owe court ordered support that your employer is required to withhold from your income?

☐ Yes ☐ No Do you owe court ordered medical support payments that your employer is required to withhold from your income?

() Yes () No

Are you court ordered to provide health and dental insurance coverage for your dependents?

If you answered "yes," you must provide the following information for each obligation:

1. Amount of support you are ordered to pay:
\$ _____ per _____ for current support
\$ _____ per _____ for medical support
\$ _____ per _____ for arrearages
2. Date of the court order:
Month _____ Day _____ Year _____
3. Location order was entered: County _____
State _____
4. Name and birth date(s) of child(ren) for whom you owe support:
Name _____
Date of Birth _____
Name _____
Date of Birth _____
Name _____
Date of Birth _____
5. Child support agency where support is sent:
Name _____
Address _____
City _____ State _____
Zip Code _____
6. Your support account number:

I declare that everything that I have stated on this form is complete and correct to the best of my knowledge. I hereby authorize my employer to verify this information with the public agency responsible for child support enforcement.

Employee Signature _____
Date _____

Job Appearance (15 minutes)

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date:** _____

Dress Code

Shelter Care for Kids appreciates your individuality and we encourage you to express yourself by dressing respectful and comfortable. Although we work with children on a daily basis, we expect you to be able to work with others outside of the agency such as school staff, social workers, therapists, or medical professionals.

Acceptable clothing attire can be blue jeans, shorts, skirts, caps or dress clothes. We do not allow clothing that have holes, inappropriate writing, exposing of your stomach, exposing of your undergarments such as bra straps. We are working with children with various issues and we want to be positive role models for them. If you dress casually for a special activity, it sometimes is helpful to have a dress shirts or sweater in your car in case you are expected to attend a special meeting.

We ask that jewelry be limited to necklaces, wedding rings, rings, bracelets/watches, and earrings. Rings or jewelry in the nose, eyebrow, tongue or other visible skin surfaces must be inconspicuous during any shift at the shelter.

Shelter Care staff are expected to maintain a professional image, including good personal hygiene, clean nails, appropriate make-up and groomed hair. Hair should be neat, washed and groomed. All facial hair (beards, mustaches and sideburns) must be neat and trimmed.

A nametag or identification badge will be provided to you. You will be expected to wear it in the shelter and when you are working outside of the agency. This helps others to identify you as an employee of Shelter Care for Kids.

Employee Benefits (1.0 hours)

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date:** _____

Shelter Care for Kids offers benefits to employees who work 32 hours and greater each week Benefits begin after you complete one calendar month (generally about 60 days) at Shelter Care for Kids. The following benefits are eligible to you as an employee after this period of time. If you have any questions regarding your benefits, please contact the Staff Program Coordinator or Program Director.

Direct Deposit

To participate in direct deposit, all you need to do is give a voided check to the Program Director. Generally direct deposit begins after

the second payroll. You can specify what type of account you would like your check to be deposited.

Insurance

We offer a comprehensive medical and dental plan after you have worked 60 days with the company, and work at minimum of 32 hours a week. This is offered "pretax"-which means what you save on your taxes can help offset the cost of the insurance. Shelter Care, Inc. offers a comprehensive medical and dental plan for eligible full time employees through Health Partners. Shelter Care, Inc. contributes 70% towards each employees insurance cost which is dependent on the employees age. Employees may add spouses, dependents, or significant others for the cost of the insurance. Terminating employees may continue this coverage for a period of 18 months after the date of termination. Full cost of continued coverage is paid by the individual.

Taking Time Away from the Workplace

All Child Care Workers, Overnight Staff, and Lead Child Care Workers earn the following paid time off upon hire. Paid time off must be requested at least two weeks in advance, and is dependent upon obtaining coverage and the number of other requests. Priority is usually given to the first requests. Paid time off is eligible for employees to use after completing 60 days of employment.

Switches/Swap

Switches can be facilitated through the When I Work app. All switches must be approved one week in advanced by the Program Director and must be done within the same pay week to avoid overtime.

Paid Time Off

All employees earn and accrue Paid Time Off (PTO). PTO is earned and determined by the amount of hours worked and the years of service to Shelter Care for Kids. depending on the amount of hours they work. Paid time off is used for vacation and sick time. No unpaid time off is granted unless arranged at the time of hire

1st year earns .046 per hour

2nd year earns .065 per hour

3rd year earns .083 per hour

4th year earns .083 per hour

5th-9th year earns .092 per hour

10th year earns .12 per hour

Holidays

Shelter Care for Kids recognizes the following holidays: New Years Day (New years Eve 10pm-10pm New years Day); Memorial Day (the night prior 10pm to 10pm Memorial Day); Fourth of July (the night prior 10pm to 10pm Fourth of July Day); Labor Day July (the

night prior 10pm to 10pm Labor Day); Thanksgiving (the night prior beginning at 10pm to Thanksgiving Day 10pm); Christmas Eve (6pm-10pm), and Christmas Day (Christmas Eve 10pm-10pm Christmas Day). Employees working any of these holidays will be compensated double time pay when working these designated holiday hours. Employees may request to have a holiday off and need to use accrued Paid Time Off. If you are interested in requesting a holiday off and you do not have enough Paid Time Off, you can pick up additional hours and bank them into your Paid Time Off. You must have enough accrued Paid Time Off hours available to have your holiday request considered.

Feeling Ill

If you are sick, you need to call the shelter four hours prior to the start of your shift to obtain coverage. No unpaid time off is granted unless arranged at the time of hire for medical care. In the event of a serious medical emergency, employees that do not have enough PTO need to make attempts to initiate switches with coworkers to cover your scheduled hours. It is your responsibility to make sure you have enough paid time off for emergencies. Go to When I Work app to initiate your switch or swap if you do not have enough PTO to cover your shift. Also, transportation difficulties are not an excusable reason to miss work, and transportation is also the responsibility of the employee.

*Management will review severe medical cases individually.

Paid Time Off Carry Over

An employee may only carry a certain amount of Paid Time Off time days into the next anniversary year. An employee of one year may carry 8 days over, and two-year may carry 10 days over, and an employee of three years or more may carry 12 days in to the following anniversary year.

Employee Policies (1 hour)

Employee Signature: _____ **Date:** _____
Trainer Signature: _____ **Date:** _____

When I Work and Schedule

When I Work is an app that you can manage on your cell phone, tablet, or computer. WIW is where you will clock in and clock out for your shift, request time off, electronically sign and have your time sheet approved, and swap with other coworkers for shifts. Be sure to meet with our Human Resources Consultant for assistance and questions regarding **When I Work**. Other additional features allow you to communicate with the team with ideas and messages. Please be sure to add your picture to the **When I Work** app so others can welcome and recognize you.

As an employee of Shelter Care, Inc., you are expected to arrive on time of your shift 100% of the time. Promptness is crucial for the program to maintain a structured and organized day.

Payday

Paychecks and When I Work Timecards;

(Refer to Financial Policies and Procedures)

Employees are paid weekly on Fridays. Paychecks are placed in left side of the cabinet in the buffet in the dining room. Shelter Care, Inc. week begins on Saturday at 8:00am and ends on Saturday at 7:59am. Direct deposit is available.

Employees are required to print their time card from the When I Work App, write employees signature and date verifying the employees hours worked. The time cards are placed in the stacker no later that Saturday morning at 8:00am each week.

Each employee is expected to sign up with “When I Work.” complete, sign, and date your timecard. Time cards are placed in the stacker in the left side of the cabinet in the buffet. If you are on vacation, ask your assigned Lead Child Care Worker or Program Director to help you with your timecard so you get paid.

When I Work timecards must contain the employee’s name, date of time period, date and number of sick or vacation hours taken, and date and number of overtime hours (approved by the Human Resources Consultant or Program Coordinator).

Any overtime must have prior approval from the Program Director.

Breaks

During fill in time, the staff needs to let the Lead Child Care Worker know when you will be taking your break, and specify the amount of time each break will be. The state law requires employers to provide restroom time and sufficient time to eat a meal. If the break is less than 20 minutes in duration, it must be counted as hours worked. Time to use the nearest restroom must be provided within each four consecutive hours of work. Meal time applies to employees who work eight or more consecutive hours. (See Minnesota Statutes [177.253](#) and [177.254](#), and Minnesota Rules [5200.0120](#)).

Breaks will be given when it is a feasibly safe time in the shelter. Breaks must be scheduled at the beginning of your shift and needs to be approved by a Lead Child Care Worker. Staff may request a 30 minute to 60 minute break that is unpaid when working 10 hour shifts. You will be required to sign out of WIW for your break and log in upon returning to your shift. It is not acceptable to leave early if you have not taken your break.

Mealtime

All staff are able to eat meals at Shelter Care for Kids. Child Care Workers are encouraged to eat shelter prepared food during mealtimes with the children. You can help yourself to left overs in the refrigerator, however, refrain from opening new food items or prepared meals for that day. There is no charge for eating at Shelter Care. Please be courteous when eating to be sure there is enough food for the clients.

You may eat during your break time. If you are hungry and need a snack please ask your Lead Child Care Worker for a break. If you would like to bring food into the shelter, please respect the children in the shelter and eat the food in a private area. This may make them feel left out.

Drinking water is allowed throughout the building. We appreciate other beverages to be consumed in the dining room, kitchen, or staff office area. This helps to keep our carpet and furniture clean.

Smoking-Staff/Visitor

Shelter Care for Kids does not promote or encourage cigarette smoking. There is a law forbidding cigarette smoking by people under the age of 18. It has also been proven that cigarette smoking is dangerous to one's health. Shelter Care is a smoke free shelter and smoking is not permitted on Shelter Care property. Only one employee at a time is allowed to leave the premise for smoking during your designated break. (See policy for breaks).

Mileage Reimbursement

A record of mileage when using personal vehicles may also be kept. Each staff should turn in the record of the date, destination, and miles driven for approved business reasons. This record should be turned in the Program Director with your time sheet for reimbursement on the 1st and 15th of the month. Mileage Reimbursement for personal vehicles is dependent on government standard rate.

Transportation:

The vehicles owned by Shelter Care, Inc. are to be used for the transportation for the clients and in performing agency business. Driving background checks are done for employees who meet insurance requirements to drive the shelter van. A daily record of mileage for the shelter van is required for income tax purposes. A note for mileage is kept in the van. The beginning mileage and all destinations must be recorded in this notebook on a daily basis. The van is also checked for damage and garbage before and after each use.

Each employee is responsible for any traffic violations. Insurance is carried for all employees conducting agency business, but not provided for those using their own vehicles. Mechanical problems should be reported immediately. Staff assigned to the particular

vehicle will perform normal maintenance, including checking the oil, battery, and water. No eating, drinking, or smoking is permitted in the agency vehicles.

Shelter Care Inc., Property

Each employee is personally responsible for all Shelter Care, Inc. property that is assigned to him/her such as keys, athletic equipment, etc. Not at any time should this property be given to any person other than an employee. Loss or misplacement is a violation of work rules and may result in damage charges for replacement. Employees are not allowed to sell, rent, or lease any Shelter Care, Inc. Property. Shelter Care for Kids property may not leave the premises other than intended purpose for activities and clients. It is forbidden for any employee to remove any property from Shelter Care for Kids without prior approval from the Program Director.

Keys and Keyless Entry Locks:

All keys that are locked in the med closets are to remain at the Shelter: check-in at the end of your shift. Any employee taking the keys with them at the end of a shift will be required to return the keys to the shelter immediately. Keyless locks are throughout the building and it is extremely important to cover your hand when entering numbers into the locks for access.

Telephone/Cell Phone/Walkie Talkie:

Telephones are for business purposes only, except in the case for personal emergency. Long distance calls can be made on the fax line. Walkie Talkies/Intercom cordless phones are mandatory to use on your scheduled shift for client and staff safety. Please return to your Lead Child Care Worker at the end of your shift or designated docking area.

Personal Cell Phone/Computers/Ipads:

Personal cell phones/Computers/Ipads may only be used for business purposes. It is not acceptable for you to share your electronic devices with the clients such as watching videos, playing games, texting, etc. Shelter Care is not responsible for damaged phones or electronic devices if you have not followed this policy. All personal calls can be made during your break. .

Computer, Ipads, Wifi

Shelter Care has wifi to share with employees. Please see the Program Director to put the passcode into your phone. Ipads are used for daily work such as logging, reports, Zones of Regulation, etc. Staff must directly supervise clients when using Ipads when clients are doing the Zones of Regulation. Gaming, Social Media, Videos, etc are forbidden use of Ipads. Staff must check out and check in the Ipad and return to locked closet. Staff may not download software or information on the Internet and install in the computers or Ipads without prior approval from the Program Director.

Supplies and Equipment:

All supplies and equipment are provided for use with our clients. Personal use is prohibited unless authorized by the Program Director.

Consultation/Outside Employment:

When an employee is engaged in consultation or employment outside of Shelter Care, Inc., in the field of child or family welfare, or any area connected with the program or services of Shelter Care, Inc., the employee must notify the Program Director in writing.

Professional Malpractice Insurance:

A blanket policy covers your liability while on duty.

Building

Shelter Care for Kids is an old but comfortable home in a residential neighborhood. We attempt to keep the building in good repair. Shelter Care will take immediate measures to repair walls, ceilings, furnishings, and equipment to ensure the safety of the clients and staff.

Maintenance

Shelter Care has developed the following policies for their maintenance plan:

Staff will notify a member of the management team of any equipment problem, safety hazards, or unsanitary conditions. Notification will be in person or by means of the communications notebook.

A staff member of the management team who is in charge of maintenance will contact the appropriate persons to respond to the repairs needing to be completed.

Once repairs are completed, staff will leave a note in the communication notebook to inform all staff that repairs have been completed.

Shelter Care maintains very high standards in regards to the upkeep of its physical property to ensure the safety of its clients and staff.

Ethics and Professionalism (1.5 hour)

Employee Signature: _____ **Date:** _____
Trainer Signature: _____ **Date:** _____

Staff and Client Boundaries

Many of our clients have not been exposed to healthy boundaries before. It will be important for you to establish boundaries with the children with whom you work with. The following addresses some of the areas that may come up in which you would need to establish

boundaries with clients. It is important to remember you are a professional counselor in your client's life. Your role is not the same as that of a friend, parent, teacher, or clergy. Think about what boundaries you need to establish and why. Would you be willing to share with a client whether or not you are married? Why? What are the implications of telling a client your opinion about abortion or drug usage.

Pointers:

- Always ask yourself, "What does the client need to know about me?" If you are telling client information that is personal, you are probably crossing a boundary.
- Do not give your, or any other staff member's home phone number or address.
- Demand clients knock on all office doors before entering.
- Share minimal information about your personal life with clients. It may be appropriate to share your interests, but it is not professional to share personal problems or influence our clients in the areas of religion or politics.
- Always ask clients if it is OK with them if you touch or hug them, and demand the same permission request back.

Due to the protection and privacy for our clients, we do not allow other clients to go into other client rooms, unless there is a safety concern. Staff would direct the clients to another clients room and remain in the room for adequate monitoring and supervision.

Staff facilitating games or activities such as hide and seek, building forts, play areas that have locations where clients may not be seen is forbidden due to the safety of the clients.

Discuss the issue of boundaries with other staff and Lead Child Care Workers.

Staff to Staff Boundaries

This is a small organization and often staff members form close and sometimes friendship relationships with each other. Remember that this is a professional organization. The loyalty we expect from employees is to the professional organization, not the employee. For example: if you know information regarding a problem within the staff team that could affect the well-being of clients or the daily functioning of the organization, you are obligated to notify a Lead Child Care Worker, not protect a friend or co-worker.

Also, Shelter Care for Kids promotes the opportunity to use professional communication with each other. If you have a concern regarding a Lead Child Care Worker or co-worker, it is your responsibility to talk to that person directly or speak to your Lead Child Care Worker. It is not acceptable to discuss another employee

with another employee. It is recommended that a person will always use professional judgment when resolving issues or differences.

Horseplay Policy

What is Workplace Horseplay?

Horseplay is rough or boisterous play or pranks that occur at the workplace. Horseplay can be activities such as joking that includes physical contact, playing around, racing, grabbing, foolish vehicle operation, social pressure to participate in unsafe acts, harassment, and unauthorized contests. There is probably at least one on every job - the practical joker - the smart aleck who likes to make a bid for laughs and attention by playing jokes on fellow workers. Playing jokes and having fun with your coworkers may break up the day and make work more interesting, but it can lead to serious injuries and sometimes be deadly.

Each year there are hundreds of injuries in the United States from pulling pranks at work. In some states horseplay that results in injury can result in criminal prosecution. The courts have held that these injuries are not the result of an accident but are deliberate acts. Workplace horseplay incidents may lead to serious injuries at work, divide the workplace, and prevent employees from getting their jobs done. Often workplace horseplay incidents go unnoticed or are ignored as harmless fun. However, making horseplay a part of your workday may jeopardize your health and the future of your employment. It's management's responsibility to ensure all employees have access to a safe, respectful, and harassment free place to work.

Practical Jokes/Horseplay Injuries

An employer is not required to pay for an injury to a party engaging in horseplay or practical joking during working hours. However, an injury suffered by an innocent employee due to the horseplay of a fellow employee is usually covered.

How Can You Prevent Horseplay in the Workplace?

- Don't play into horseplay. Don't initiate it. Don't get pressured into participating in it.
- Educate employees on workplace safety.
- Reinforce Shelter Care Inc. company standards and avoid being distracted at work.
- If you see someone behaving in an unprofessional or unsafe way at work, report it to a supervisor.
- Follow instructions and obey the safety rules designed for your protection.

Employee Responsibility

- Do not engage or participate in any type of unsafe behavior or acts.

- Follow all regulations and work rules to ensure the safety of individuals or other employees.
- Ensure protective equipment is used properly and operating machinery is in good repair and does not present a hazard to employees .

Supervisors and Management Responsibility

- Provide a safe and healthy work environment for all employees.
- Take all precautions necessary to protect the safety and health of employees.
- Ensure that employees understand and follow company policies.

Shelter Care Inc. company standards believes” horseplay” is considers inappropriate behavior and could lead to disciplinary action up to and including an unpaid suspension or termination of employment without prior warning, at the sole discretion of the Program Director. .

Horseplay that results in injury could result in civil action and/or criminal prosecution. Court rulings have held that these injuries are not the result of an accident but a deliberate act. Workplace injuries related to “horseplay” activities have been very costly, dangerous and sometimes fatal.

How Horseplay Affects the Workplace

When practical jokes are common in the workplace, it’s hard to pay attention to your job because you’re always on the lookout for the next joke. Horseplay is a safety hazard that can quickly get out of hand and lead to injury or death. If someone else gets hurt as a result of your horseplay or joke, you may be liable for damages and you’ll risk losing your job. Even if a practical joke isn’t dangerous in itself, it can result in humiliation, embarrassment, anger, hurt feelings, distrust and even a desire for revenge.

Unsafe Behavior

Questions for Discussion

- What do you do if you see an employee engaging in horseplay or any other kinds of unsafe acts?
- Did you know that if you get hurt as a result of horseplay, you are not eligible for workers’ compensation benefits?
- Does anyone have any suggestions that could prevent horseplay in the workplace?
- Did you know that if the practical joker who causes an injury or death as a result of your horseplay or joke, can result in civil action and/or criminal prosecution?

REMEMBER: HINDSIGHT EXPLAINS THE INJURY THAT FORESIGHT WOULD HAVE PREVENTED

Sexual Harassment Policy and Prevention Plan

General

Shelter Care, Inc is committed to creating and maintaining a work place free of harassment and discrimination. Such harassment is a violation of Title VII of the Civil Rights Act of 1964 and the Minnesota Human Rights Act.

In keeping with this commitment, the Shelter Care, Inc. maintains a strict policy prohibiting unlawful harassment, including sexual harassment. This policy prohibits harassment in any form, including verbal and physical harassment.

This policy statement is intended to make all employees sensitive to the matter of sexual harassment, to express Shelter Care Inc.'s strong disapproval of unlawful sexual harassment, to advise employees against this behavior and to inform them of their rights and obligations. The most effective way to address any sexual harassment issue is to bring it to the attention of management.

Definitions

To provide employees with a better understanding of what constitutes sexual harassment, the definition, based on Minnesota Statute § 363A.03, subdivision 43, is provided: sexual harassment includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact, or other verbal or physical conduct or communication of a sexual nature, when:

- Submitting to the conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
- Submitting to or rejecting the conduct is used as the basis for an employment decision affecting an individual's employment; or
- Such conduct has the purpose or result of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Examples of inappropriate conduct include but are not limited to: unwanted physical contact; unwelcome sexual jokes or comments; sexually explicit posters or pinups; repeated and unwelcome requests for dates or sexual favors; sexual gestures or any indication, expressed or implied, that job security or any other condition of employment depends on submission to or rejection of unwelcome sexual requests or behavior. In summary, sexual harassment is the unwanted, unwelcome and repeated action of an individual against another individual, using sexual overtones as a means of creating stress.

Expectations

Shelter Care, Inc recognizes the need to educate its employees on the subject of sexual harassment and stands committed to providing information and training. All employees are expected to treat each other and the general public with respect and to assist in fostering an environment that is free from unwanted harassment. Violations of this policy may result in discipline, including possible termination. Each situation will be evaluated on a case-by-case basis.

Employees who feel that they have been victims of sexual harassment, or employees who are aware of such harassment, should immediately report their concerns to any of the following:

1. Immediate Supervisor;
2. Program Director;
3. Board of Directors.

In addition to notifying one of the above persons and stating the nature of the harassment, the employee is also encouraged to take the following steps:

1. Make it clear to the harasser that the conduct is unwelcome and document that conversation;
2. Document the occurrences of harassment;
3. Submit the documented complaints to your supervisor, Program Director, or Board of Directors. Employees are strongly encouraged to put the complaint in writing.
4. Document any further harassment or reprisals that occur after the initial complaint is made.

Shelter Care Inc. urges that conduct which is viewed as offensive be reported immediately to allow for corrective action to be taken through education and immediate counseling, if appropriate.

Management has the obligation to provide an environment free of sexual harassment. Shelter Care Inc. is obligated to prevent and correct unlawful harassment in a manner which does not abridge the rights of the accused. To accomplish this task, the cooperation of all employees is required.

Shelter Care Inc, will take action to correct any and all reported harassment to the extent evidence is available to verify the alleged harassment and any related retaliation. All allegations will be investigated. Strict confidentiality is not possible in all cases of sexual harassment as the accused has the right to answer charges made against them; particularly if discipline is a possible outcome. Reasonable efforts will be made to respect the confidentiality of the individuals involved, to the extent possible.

Any employee who makes a false complaint or provides false

information during an investigation may be subject to disciplinary action, up to and including termination.

Retaliation

Shelter Care, Inc will not tolerate retaliation or intimidation directed towards anyone who makes a complaint. Retaliation includes, but is not limited to, any form of intimidation, reprisal or harassment. Any individual who retaliates against a person who testifies, assists, or participates in an investigation may be subject to disciplinary action up to and including termination.

Respectful Workplace Policy

(includes sexual harassment prevention)

The intent of this policy is to provide general guidelines about the conduct that is and is not appropriate in the workplace. Shelter Care Inc. acknowledges that this policy cannot possibly predict all situations that might arise, and also recognizes that some employees are exposed to disrespectful behavior, and even violence, by the very nature of their jobs.

Applicability

Maintaining a respectful work environment is a shared responsibility. This policy is applicable to all Shelter Care Inc. personnel including regular and temporary employees, volunteers, and Board members.

Abusive Behavior

While Shelter Care Inc. has a strong commitment to client care including Trauma Informed Care, Shelter Care Inc. does not expect that employees accept verbal abuse from any other agency providers or parents. An employee may request that a supervisor intervene when an agency or parent is abusive, or they may defuse the situation themselves, including ending the contact.

If there is a concern over the possibility of physical violence, a supervisor should be contacted immediately. When extreme conditions dictate, 911 may be called. Employees should leave the area immediately when violence is imminent unless their duties require them to remain. Employees must notify their supervisor about the incident as soon as possible.

Types of Disrespectful Behavior

The following types of behaviors cause a disruption in the workplace and are, in many instances, unlawful:

Violent behavior includes the use of physical force, harassment, or intimidation.

Discriminatory behavior includes inappropriate remarks about or conduct related to a person's race, color, creed, religion, national origin, disability, sex, marital status, age, sexual orientation, or status

with regard to public assistance.

Offensive behavior may include such actions as: rudeness, angry outbursts, inappropriate humor, vulgar obscenities, name calling, disrespectful language, or any other behavior regarded as offensive to a reasonable person. It is not possible to anticipate in this policy every example of offensive behavior. Accordingly, employees are encouraged to discuss with their fellow employees and supervisor what is regarded as offensive, taking into account the sensibilities of employees and the possibility of public reaction. Although the standard for how employees treat each other and the general public will be the same throughout the city, there may be differences between work groups about what is appropriate in other circumstances unique to a work group. If an employee is unsure whether a particular behavior is appropriate, the employee should request clarification from their supervisor or the Program Director.

Sexual harassment can consist of a wide range of unwanted and unwelcome sexually directed behavior such as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submitting to the conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
- Submitting to or rejecting the conduct is used as the basis for an employment decision affecting an individual's employment; or
- Such conduct has the purpose or result of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Sexual harassment includes, but is not limited to, the following:

- Unwelcome or unwanted sexual advances. This means stalking, patting, pinching, brushing up against, hugging, cornering, kissing, fondling or any other similar physical contact considered unacceptable by another individual.
- Verbal or written abuse, kidding, or comments that are sexually-oriented and considered unacceptable by another individual. This includes comments about an individual's body or appearance where such comments go beyond mere courtesy, telling "dirty jokes" or any other tasteless, sexually oriented comments, innuendos or actions that offend others.
- Requests or demands for sexual favors. This includes subtle or obvious expectations, pressures, or requests for any type of sexual favor, along with an implied or specific promise of favorable treatment (or negative consequence) concerning one's current or future job.

Employee Response to Disrespectful Workplace Behavior

Employees who believe that disrespectful behavior is occurring are encouraged to deal with the situation in one of the ways listed below. However, if the allegations involve violent behavior, sexual harassment, or discriminatory behavior, then the employee is responsible for taking one of the actions below. If employees see or overhear a violation of this policy, they are encouraged to follow the steps below.

Step 1(a). Politely, but firmly, tell whoever is engaging in the disrespectful behavior how you feel about their actions. Politely request the person to stop the behavior because you feel intimidated, offended, or uncomfortable. If practical, bring a witness with you for this discussion.

Step 1(b). If you fear adverse consequences could result from telling the offender or if the matter is not resolved by direct contact, go to your supervisor or Program Director. The person to whom you speak is responsible for documenting the issues and for giving you a status report on the matter no later than ten business days after your report.

Step 1(c). In the case of violent behavior, all employees are required to report the incident immediately to their supervisor, or Administrator. Any employee who observes sexual harassment or discriminatory behavior, or receives any reliable information about such conduct, must report it within two business days to a supervisor or the Program Director.

Step 2. If, after what is considered to be a reasonable length of time (for example, 30 days), you believe inadequate action is being taken to resolve your complaint/concern, the next step is to report the incident to the Program Director or the Board Director.

Supervisor's Response to Allegations of Disrespectful Workplace Behavior

Employees who have a complaint of disrespectful workplace behavior will be taken seriously.

In the case of sexual harassment or discriminatory behavior, a supervisor must report the allegations within two business days to the Program Director, who will determine whether an investigation is warranted. A supervisor must act upon such a report even if requested otherwise by the victim. In situations other than sexual harassment and discriminatory behavior, supervisors will use the following guidelines when an allegation is reported:

Step 1. If the nature of the allegations and the wishes of the victim warrant a simple intervention, the supervisor may choose to handle the matter informally. The supervisor may conduct a coaching session with the offender, explaining the impact of his/her actions and requiring that the conduct not reoccur. This approach is particularly appropriate when there is some ambiguity about whether the conduct was disrespectful.

Step 2. If a formal investigation is warranted, the individual alleging a violation of this policy will be interviewed to discuss the nature of the allegations. The person being interviewed may have someone of his/her own choosing present during the interview. The investigator will obtain the following description of the incident, including date, time and place:

- Corroborating evidence.
- A list of witnesses.
- Identification of the offender.

Step 3. The supervisor must notify the Program Director about the allegations.

Step 4. As soon as practical after receiving the written or verbal complaint, the alleged policy violator will be informed of the allegations. The alleged violator will have the opportunity to answer questions and respond to the allegations.

Step 5. After adequate investigation and consultation with the appropriate personnel, a decision will be made regarding whether or not disciplinary action will be taken.

Step 6. The alleged violator and complainant will be advised of the findings and conclusions as soon as practicable.

Special Reporting Requirements

When the supervisor is perceived to be the cause of a disrespectful workplace behavior incident, a report will be made to the Program Director who will assume the responsibility for investigation and discipline.

If the Program Director is perceived to be the cause of a disrespectful workplace behavior incident, a report will be made to the Board of Directors who will confer with Board Members regarding appropriate investigation and will take the action it deems appropriate.

Pending completion of the investigation, the Program Director may at

his/her discretion take appropriate action to protect the alleged victim, other employees, or citizens.

Confidentiality

A person reporting or witnessing a violation of this policy cannot be guaranteed anonymity. The person's name and statements may have to be provided to the alleged offender. All complaints and investigative materials will be contained in a file separate from the involved employees' personnel files. If disciplinary action does result from the investigation, the results of the disciplinary action will then become a part of the employee(s) personnel file(s).

Retaliation

Consistent with the terms of applicable statutes and Shelter Care Inc. personnel policies Shelter Care Inc. may discipline any individual who retaliates against any person who reports alleged violations of this policy. Shelter Care Inc. may also discipline any individual who retaliates against any participant in an investigation, proceeding or hearing relating to the report of alleged violations. Retaliation includes, but is not limited to, any form of intimidation, reprisal, or harassment.

Social Media, Data Privacy, and Agency

All employees are expected to follow the HIPAA and Data Privacy training when using social media sights such as and not limited to Facebook, Twitter, MySpace LinkedIn, etc. Shelter Care Inc. social media policy is simple:

- Use your common sense.
- Beware of privacy issues.
- Play nice, and be honest.

Appropriate Language and Boundaries

Shelter Care for Kids allows prior clients to revisit the agency following discharging. Clients may stop by for a brief visit or call and say hello. However, they may not know who other clients are currently residing in the building. It is also encouraged for the past clients to contact the agency to arrange a time for the visit. Although we care for our kids during their stay at Shelter are for Kids, we do not allow staff to have professional contact such as foster care, mentorship, and adoption for two years following the clients discharge while still employed at Shelter Care for Kids.

The word appropriate is vague and certainly one person's opinion. However, we use this word often when describing the type of behavior we expect of our clients and ourselves. This shelter uses non-abusive, esteem-building, positive language with our clients. We do not raise our voices, swear at clients, or choose words that hurt feelings, or shame our clients. We expect clients to use positive language. We do not allow swearing or hurtful language. Stickers and/or allowance are not earned when negative language is used.

We encourage clients to discuss topics that are healthy and lawful. We ask clients to refrain from bragging about gang activities, Satanism, drug usage, or unlawful activities. We help clients learn how this kind of talk can affect others by talking about it.

Staff Procedures (1.0 hour)

Employee Signature: _____ **Date:** _____

Trainer Signature: _____ **Date:** _____

Fill-in, Calendars, and Staff Notebook

All staff is expected to arrive on time for their shift in order to receive a fill-in from the previous shift. A verbal update on each client is given, as well as information concerning any privileges, consequences, and necessary follow through. Fill-in is also used to discuss the upcoming shift's activities and schedule, including any client's appointments, and to formulate a "plan of action" with your co-workers. During Fill-in, it is crucial that the team recognizes that there is an employee whom is Medication Administration Trained and Certified. If there is not a trained staff, it is the responsibility of the team to ensure medication is packed for the next shift to administer to the client.

It is the staff's responsibility to read and initial the staff notebook and each clients Health Progress Notes. It should be read at the beginning of each shift.

It is the responsibility of each staff member to check the client board and calendars at the beginning of the shift for client appointments and visits.

No Sleep Policy

Overnight staff and Child Care Workers are not allowed to sleep during paid time. The exception to this policy is the overnight awake/asleep position. Overnights may rest during specific designated hours on the second floor of the shelter. It is the employee's responsibility to provide sleeping furniture, (i.e. a cot, portable mattress, air mattress, etc). Employees are not allowed to rest where clients reside. It is preferred employees rest in the hallway to ensure the safety of the residents, and to listen for doorbells. However, if there is an emergency, intake, or child who needs attention, it is expected of the employee to arise and work to resolve the situation. It is our primary concern to provide childcare to all clients during the overnight hours. Overnight employees are expected to complete responsibilities during the duration of the schedule shift.

It is not acceptable in the work place for an employee to appear in a resting position. Employees are not allowed to rest on couches,

beanbags, floor, etc. It is not acceptable for employees to use blankets during scheduled shifts for warmth or lying down. Employees may wear appropriate professional dress for their own personal comfort. Shelter Care for Kids is a professional organization and expects all employees to meet these employment standards.

An employee sleeping during a scheduled shift will be terminated. Any employee sleeping or resting and not attending to the supervision of the clients is considered unsafe and negligent to the agency.

Medication Administration

All Shelter Care employees administering medications will have a certificate in their personnel file verifying their successful completion of a trained medication administration certification program. This training will be taught by a registered nurse. A medically licensed person must provide consultation and review of Shelter Care's administration of medications at least monthly. It is the responsibility of all medically trained and employed staff at Shelter Care, Inc. to ensure that medication has been administered to the client. If there is not a trained staff to administer medications during a shift, medications may be packed by a trained staff from the prior shift.

Bed checks

Bed checks are one of the most important duties of the overnight. It is the responsibility of the individual assigned to complete a bed check every half hour. Flashlights are located in the staff office and should be used to look in each client room to assure that all clients are present and accounted for. At this time, doors and windows should also be checked to make sure they are secure. The bed check log needs to be initialed after each bed check. If a client is ever discovered missing, do a thorough search of the shelter, checking under beds, in the bathroom, offices, etc. If the client is indeed gone, complete run procedures.

Occasionally, we have clients with bedwetting concerns. If the client requests it, staff will need to awaken clients at designated times to ask the clients if they need to use the bathroom. This information should be passed on to the Overnight staff at fill-in.

Household Maintenance/Cleaning

Staff is responsible to assure that the building and outside yard area is neat and clean at all times during their shift. Staff is also assigned a special cleaning area to pay attention to asked to keep clean. Any special needs should be brought to the attention of management, to plan a time for repair or cleaning.

Client Supervision

It is the primary role of the Child Care Worker to constantly provide supervision to their assigned group. It is unacceptable, and reason for disciplinary action for a Child Care Worker to not be in sight of their entire group. Clients must ask before leaving the group. Another staff must be present to escort and supervise the client. It is important as a group leader to transition your group together during your shift.

Gifting/Donation

Staff is allowed to donate or gift to the shelter. Staff is encouraged to use the advocate fund or shelter donations for gifts for resident, rather than their own personal money. If staff are on an outing or activity, and would like to purchase food or items, all children need to receive the same gift. It is important that all clients are treated equally at Shelter Care for Kids. It is unacceptable to arrange gifting or make special outing arrangements with clients without the Program Director or staff team approval.

Staff is allowed to donate items or money to the shelter. Staff that make donation are able to state how they would like the donation to be used with the approval of the Program Director.

Shelter Care for Kids Volunteer and Contracted Staff Expectations of Service – Rules and Regulations

Volunteer Signature:_____ **Date:**_____

Trainer Signature:_____ **Date:**_____

(Volunteers and contracted staff must have a file and meet the Minnesota Department of Human Services minimum training requirements under Rule 2960 *Note Staff Training and Orientation)

1. Shelter Care for Kids administration and staff govern the care, conduct, welfare, and activities of our clients. We seek to provide a healthy and affirming atmosphere of good communication based on respect for each other. Volunteers, as working partners, are encouraged to share any concerns they may have with staff, Lead Child Care Workers, and/or administration.
2. In the protective interest of both parties, a volunteer may **never be alone (one-to-one) with a child**. With the express permission of staff, volunteers may be alone with 2 to 3 children in a staff supervised location. A staff person must accompany larger groups of children. Our staff **must** know the whereabouts of children at all times.
3. Only volunteers whose job descriptions require it and who have received the properly documented training may accompany children off-site for walks, bike rides, activities, etc. See rule number 2 regarding express permission of staff and acceptable ratios of adults

to children. **Under no circumstances may a volunteer take a child to the volunteer's home.**

4. **Only** those volunteers who have received the properly documented training and have been authorized to operate a vehicle by Program Director may drive children. For the personal safety and protection of all parties, the transportation of a Shelter Care for Kids client **requires** the presence of Shelter Care for Kids staff at all times.

5. In order to protect our client's **privacy, no photos or videos may be taken of them** without the Program Director's permission.

6. Volunteers may **not lend money or any property to children**. Gifts may be given to children **only** with prior permission from staff.

7. **Volunteers and staff may not give their home phone numbers or addresses to children who are current or former residents. Volunteers and staff are not to have contact with residents outside the work environment unless they receive permission from the county, parents, and Program Director.** Such permission will be granted only in very special circumstances and when it is part of the child's treatment plan. When a child leaves our agency, they may write or phone the volunteer **at Shelter Care for Kids**.

8. All volunteers and staff are **expected to conduct themselves on or off the job in a manner which does not reflect negatively on Shelter Care for Kids or endanger clients**. Such prohibitive conduct shall include, but not be limited to working while under the influence of drugs or alcohol; maltreatment of minors; misappropriation or abuse of Shelter Care for Kids property or vehicles; violations of the law.

9. **If you are injured** while volunteering, please inform the Lead Child Care Worker or Program Director before you leave Shelter Care for Kids. You will be asked to fill out an injury report.

10. Shelter Care for Kids strives to provide an **inclusive and affirming environment for everyone**. Discrimination against clients, visitors, volunteers, employees on the basis of sex, age, race, religion, origin of birth, physical impairment, sexual orientation or ability to pay for services is not permitted.

11. **Sexual harassment, physical fighting or verbally abusive behavior to clients, visitors, volunteers or staff is not tolerated**. Any instances of disrespectful or abusive behavior must be reported to a Lead Child Care Worker or Program Director.

12. In order to keep our **environment safe**, please do not violate safety rules, or play practical jokes which will result in hazardous working conditions.

13. Gambling is not allowed on Shelter Care for Kids property.

14. Because some children are dealing with issues of physical or sexual abuse, **always consult with staff before touching any child.**

15. If a child is in need of help to control his/her behavior, a volunteer may: attempt to verbally redirect/calm the child; ask staff for assistance or direction; care for the children who are not involved in the situation(i.e. moving with them to a quieter area under staff supervision).

16. Volunteers are responsible for reporting to Shift Facilitator observations, incidents and concerns about children which have potential impact on the treatment of the child. Reporting issues include but are not limited to a child's communication regarding abuse, behavioral concerns, or personal problem, etc. Regardless of whether or not a child asks you to do so, observations about the child and his/her situation **MUST BE REPORTED.**

17. Any person discovering a medical emergency shall notify the closest staff person to apply first aid and notify the Lead Child Care Worker and/or 911 if necessary.

18. If you discover a FIRE you are required to notify the closest staff person who will then take the necessary steps to eliminate the fire. If you hear the FIRE ALARM, evacuate the area. If you are working with or are in the area of clients assist staff in safe and calm evacuation of clients.

19. SEVERE WEATHER WATCHES AND STORM WARNINGS require that all activities be restricted to on-site at Shelter Care for Kids. Take direction from staff regarding where the safe areas are and how you can assist.

20. Volunteer Sign in/Sign out established to indicate the presence of individual volunteers at Shelter Care for Kids and for hours accumulation record purposes. Volunteers are **required** to note their hours on the cards prior to start of a work shift by using the When I Work App.

I have read and understand the above information/requirements of volunteer service to Shelter Care for Kids. My signature below signifies my acceptance of and agreement to the Requirements of Volunteer Service and Contracted Staff.

Further, I understand that failure to comply with Shelter Care for Kids Requirements of Volunteer Service/Contracted Staff may result in immediate termination of my volunteer position and possible report to external regulatory entities.

Shelter Care for Kids Financial (1.0 hour) Policy and Procedures Manual

(Approved by the Board of Directors on January 2014)

Employee Signature: _____ **Date:** _____
Trainer Signature: _____ **Date:** _____

General

1. Shelter Care Inc. is a for-profit Minnesota corporation. The company has one shareholder, Christine Rickart who owns 100% of the business. The company is governed by a Board of Directors that includes Christine Rickart (President and Chief Executive Officer) and Charles Rickart (Secretary).
2. Shelter Care Inc. is a licensed emergency shelter serving children aged one to twelve coming from crisis and traumatic experiences. The program is designed to provide an environment in which children are safe, cared for, and respected.
3. The Board of Directors of Shelter Care Inc. formulates financial policies, delegates administration of the financial policies to the Chief Executive Officer (CEO) and reviews operations and activities.
4. The CEO has management responsibility including financial management.
5. Current job descriptions will be maintained for all employees, indicating any financial duties and responsibilities.
6. Financial duties and responsibilities will be separated insofar as possible in a small organization. As sole owner of the company, the CEO is ultimately responsible for the financial management of the business. Specifically, the CEO is responsible for cash receipts and disbursements and ensuring that hours are reported to the company's payroll service. The CEO is also responsible for reconciliation of bank accounts. However, reconciliations will be reviewed by the board of directors on a quarterly basis. The CEO

will continue to work with the company's external auditor to segregate duties and improve internal controls.

7. Professional financial service providers will be established annually. As of June 2012, these providers include:
 - a. Payroll Services: Spruce Valley Payroll
 - b. Auditor: Smith, Schafer & Associates, Ltd.
 - c. Bank: Venture Bank
 - d. Accounting Software: Quick Books
 - e. Insurance: Mc Namara Companies,
Agent, Debbie Treadwell
 - f. Accounting: Paul E . Stot, LTD
8. These policies and procedures will be reviewed annually by the Board of Directors.

Cash Receipts (including checks)

1. The Program Director opens any mail addressed to Shelter Care Inc. or without specific addressee. The receipt of checks or cash will be recorded in the accounting system. The Program Director or individual directed by the Program Director will endorse all checks by rubber stamp to read as follows:

PAY TO THE ORDER OF
Venture Bank
Account #
FOR DEPOSIT ONLY
Shelter Care Inc.

2. The CEO will complete deposit slips in duplicate and is responsible for ensuring that cash and checks are deposited at the bank.
3. Documentation for all receipts (copy of the check, cover letter, etc.) will be attached to the duplicate slip and filed chronologically.
4. The CEO will record any cash payment in a number receipt book with a duplicate for the payer. Cash will be locked in a secure location until taken to the bank.

Cash Disbursements and Accounts Payable

A. Check Authorization

1. All invoices will be immediately forwarded to the CEO who will review all invoices for mathematical accuracy, validity, conformity to the budget or other authorization and compliance with bid requirements (if applicable.)
2. Before payment, the CEO will approve payment by putting date paid or using the bill pay summary sheet recording all paid invoices.
3. Approved invoices will be entered into the accounting system as a credit to accounts payables and a debit to the appropriate contra account(s).
4. The CEO will review the aging of accounts weekly and prepare checks on a semi-monthly basis. At the CEO's discretion, checks may be prepared more frequently.
5. The CEO, Secretary, and Program Coordinator are the only authorized signer on Shelter Care Inc.'s accounts.

B. Checks

1. The CEO will be responsible for all blank checks. All checks will be signed by the CEO.
2. Voided checks will have "VOID" written boldly in ink on the face and have the signature portion of the check torn out. Voided checks will be kept on file.
3. In no event will:
 - i. Invoices be paid unless approved by CEO;
 - ii. Blank checks (checks without a date or payee designated) by signed in advance.

C. Petty Cash

1. Petty cash is necessary for the company to properly serve the children in its care. The amount of petty cash on hand at any one time shall be limited to no more than \$500.
2. Petty cash will be locked in a secure location. Only the CEO and Program Coordinator will have access to the petty

cash box. The Program Director will designate an Intake/Discharge Child Care Worker to be responsible for Petty Cash in the absence of the Program Director.

3. All uses of petty cash must be approved in advance by the CEO.
4. Each and every time cash is taken from the petty cash box, a receipt will be placed in the box indicating the amount, purpose, and date of the cash disbursement.
5. The Petty Cash amounts are entered into QuickBooks Check that has been used for the Petty Cash.

D. Bank Reconciliations

1. Bank statements will be received directly and opened by the CEO, who will reconcile the bank statements monthly. The CEO will sign and date the bank reconciliation upon completion noting any exceptions.
2. The Secretary of the Board will verify the reconciliation of bank accounts on at least a quarterly basis and will initial them after review.
3. The CEO should take appropriate action on all checks outstanding over 90 days.

Purchasing and Procurement

1. All purchases over \$500 must be approved in advance by the CEO.
2. If a purchase is used for gasoline for the company vehicles, the Lead Child Care Worker can approve the credit card to the staff member and then authorized by the CEO. All grocery purchases are approved by the Lead Child Care Worker, and then authorized by the CEO.
3. Purchases over \$5,000 will be required to undergo a competitive bid procedure. All bid requests will contain clear specifications and will not contain features which unduly restrict competition. The CEO is responsible for ensuring that all conditions and specifications of a contract, bid or order have been fulfilled in a satisfactory manner.

4. The CEO will obtain at least 3 bids wherever possible.
5. Exceptions to the competitive bid procedures will be permitted for emergency work needed to protect the health and safety of the children in the company's care.

Payroll

A. Time Sheets/ or Time Cards

1. Each employee will be responsible for completing a time sheet/card on a weekly basis.
2. Completed time sheets/card will be dated and signed by Saturday morning at 8:00am by the employee, and approved by the Program Coordinator or HR Consultant, and will be submitted to the Program Director. Shelter Care pays weekly and the payperiod begins on Saturday at 8:00am and ends on Saturday at 7:59am.
3. Employees who know in advance that they will be on vacation or taking other time off must complete and submit their timesheets prior to their leave. In the event of an unscheduled absence (for example, for illness) when timesheets are due, the Lead Child Care Worker may update and initial the timesheet noting that the employee was absent and submit the timesheet for payroll processing. However, the employee must review and sign the timesheet immediately upon returning to work.
4. Incomplete time sheets will be returned to the employee for correction. No payroll checks will be issued without a completed time sheet.
5. The Program Director will verify the accuracy of the time sheets and addition and will submit them to Spruce Valley Payroll Services (the payroll vendor.)
6. Employees will be paid on the 5th and 20th of the month. If those days fall on a Saturday, employees will be paid payday on Friday, and if payday is Sunday, employees will

be paid Monday. This is also the same for holidays.
Deductions will be itemized on each paycheck.

B. Payroll

1. Spruce Valley Payroll (the payroll vendor) will enter payroll, print payroll checks, make direct deposit transfer, print payroll reports, and send reports to the CEO.
2. The CEO will review the payroll checks before they are distributed.
3. The Program Director will distribute the payroll checks to the employees. Checks will not be issued to any person other than the employee without written authorization from the employee.
4. The CEO is responsible for entering payroll reports into the accounting system.
5. Voluntary terminations will be paid at regular pay date. Involuntary terminations will be paid on the day of separation.

C. Payroll Taxes

1. Spruce Valley Payroll will prepare and transmit the payroll tax reports, W-2 forms and 1099 forms.
2. The CEO will verify payroll tax preparation on a quarterly basis.

D. Benefits

1. Payroll will be prepared in accordance with the personnel policies and benefit plan, which may be amended from time to time.

Travel and Expenses

1. Each employee will complete an expense voucher if any traveling is done. Vouchers should include all expenses including any credit card charges.

2. Mileage to and from employee's residence will not be paid by Shelter Care Inc.
3. The expense voucher will be submitted within 30 days for payment. The voucher must be totaled and signed and dated by the employee and authorized for payment by the CEO. Incomplete or unsigned vouchers will be returned.
4. Employees will be reimbursed for travel and other related expenses at the rate set by the CEO and Board. The CEO must approve employee travel and workshop and training expenditures before they occur. Shelter Care Inc. will reimburse no more than the standard mileage rate for the business use of a car as established by the IRS. Shelter Care Inc. will reimburse meal expenses incurred in direct connection with job duties.

Consultants

1. Consideration will be made of the internal capabilities to accomplish services as well as the requirements of the State of Minnesota and Hennepin County before contracting for services.
2. Written contracts defining work to be performed, terms, and conditions will be maintained for all consultant and contract services.
3. The qualifications of the consultant and reasonableness of fees will be considered in hiring consultants.
4. Consultant services will be paid for as work is performed or as delineated in the contract.
5. The CEO and Board will approve the audit and other significant contracts.
6. The Accounting Consultant or CEO will prepare 1099 forms for consultants at year end.

Gift Acceptance Policy

1. Shelter Care Inc. is a for-profit corporation. Any gifts or donations made to Shelter Care Inc. are not tax deductible to the donor.

2. The company will accept only those gifts from individuals, businesses, educational institutions and other groups that are consistent with its mission and that will directly benefit the children in its care.
3. Gifts that will be accepted include, but are not limited to, toiletries, towels, clothing and stuffed animals for the children, toys, grocery items, paper products, arts and crafts supplies, cleaning products, and so on.
4. Shelter Care Inc. will thank all donors and explain to them that gifts are not tax deductible.

Equipment and Capitalization Policy

1. Equipment will be defined as all items with a unit cost of \$500 or more and a useful life of more than one year.
2. The Accounting Consultant or CEO will maintain an inventory log which will list a description of the item, date of purchase or acquisition, and price or fair value of the item.
3. The Accounting Consultant will prepare a depreciation schedule annually for the company tax returns and audited financial statements.
4. The Accounting Consultant will record all equipment in the accounting system. An entry must be made whenever property is disposed of or acquired.

Leases

1. All leases (real estate and equipment) will be reviewed and signed by the CEO. The CEO will also keep a copy of each lease on file.
2. The Accounting Consultant will be notified of each lease and lease specifications and will make proper general journal entries for same.

Insurance

1. Reasonable, adequate coverage will be maintained to safeguard the assets of the company. Such coverage will include property and liability, worker's compensation, and other insurance deemed necessary.
2. The CEO will carefully review insurance policies before renewal and will maintain policies in insurance files.

Books of Original Entry

1. Shelter Care Inc. will use a double entry system for accounting for all funds. Adequate documentation will be maintained to support all general entries.
2. The Income and Expense Statement will include a comparison to budget.
3. Shelter Care Inc. will maintain its accounting records on the accrual basis in a manner that facilitates the preparation of audited financial statements conforming to generally accepted accounting principles.

Contracts

1. The CEO will carefully review each contract to ensure compliance with all financial and programmatic provisions and covenants (such as insurance requirements, restrictions on expenditures, report date, and so on.) The Program Director will maintain originals of all contracts in a file.
2. The CEO will be responsible for contract billing and ensuring any required reports are submitted to the contractor on a timely basis.
3. The company's primary contract and the source of virtually all of its revenue is from Hennepin County Human Services and Public Health Department. The CEO and Intake/Discharge Child Care Worker will maintain case files which will include referral source, service authorization, date of admission, date of exit, and planned discharge form.

Budgets

1. The CEO will prepare the company's budget on an annual basis and will ensure that budgets and any back-up materials are on file.
2. The CEO will review the budget with the Board of Directors semi-annually.

Loans

1. The CEO and Board of Directors must approve and authorize company loans. The CEO will ensure that copies of the loan documents are on file.

Other

A. Minutes of Meetings

1. The Secretary of the Board will prepare accurate minutes of all meetings of the Board of Directors and will maintain the minutes book.

B. Accounts Receivable

1. Documentation will be maintained for accounts receivable.
2. Accounts receivable will be recorded in the financial statements and collected on a timely basis.

C. Audits and Tax Returns

1. If required by its contractors and funders, the CEO will annually contract with an independent auditing firm for a full audit of the books.
2. The CEO in conjunction with the audit (as applicable) will authorize the preparation of the company's federal and state tax returns.

D. Personnel Files

1. The CEO will maintain a personnel file for each employee containing appropriate documents such as

compensation agreement or offer letter, approval of changes in compensation, form I-9, withholding forms for taxes, and benefits.