

S^D Associates LLC

Behavioral Services Assessment, Consultation, Training and Direct Service
37 Talcott Road, Suite 114, Williston, VT 05495 www.sdplus.org (802) 662-7831

Williston 01 Procedures

S^D Williston Office
Phone Number: 802.662.7831
Fax Number: 802.662.7834

Scheduling

Where can I find my schedule?

All client schedules can be found on the employee website. They are located under the schedule tab, under 01 Williston. If you need the employee website password please reference your Weekly Hoopla (first week of the month) or contact the your PSI.

What are the blackout periods in 01 Williston?

Blackout periods are days before and after a scheduled holiday and Saturdays, as well as days before and after a scheduled PTO request. Blackout periods are made at the discretion of the supervisor and can be designated at any time. Information will be given based on the circumstance.

What is a scheduling request?

For hourly employees, scheduling requests will ONLY be granted for Saturdays and for professional development. Scheduling requests are not guaranteed.

If I have an ongoing scheduling request, do I need to make the request each month?

Yes. It is best for ongoing scheduling requests to be sent to your PSI the 15th of each month, so that they can be considered each month. Again, scheduling requests are not guaranteed; please use PTO if needed.

When will I get my schedule?

Schedules are started shortly after the 15th. However, with all the different factors it takes some time to make, review, approve, and finalize schedules. Schedules are predicted to be posted to the employee website by the 27th of each month. Schedules can and will change. If they change within the workweek, you will be notified in a variety of ways and you will confirm that you received it. Make sure to check client schedules at the end of each workweek. Schedules should not change over the weekend; however, you will be notified if it does. If the change is a week out you may not be

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notified, but the change will be on the website. If a schedule change causes you hardship please contact your PSI.

What if my schedule doesn't seem correct? (I.e. too many hours, scheduled on a day I requested PTO?)

Please email your PSI stating the issue or concern. We will then do our best to make changes to correct the issue. If schedules change over night, or early in the week, you will be notified by e-mail.

Non-Scheduled Days, if I want more hours?

If during the workweek, Monday-Saturday, you are not scheduled up to 32 hours in a week you can request office/training time hours at the S^D Office in Williston or Montpelier. Please contact your PSI to request these office hours.

Can I trade shifts with another staff member?

This is sometimes a possibility. All switches need to be sent to your PSI for approval before switching. Switching is an equal swap of hours within the same week. You cannot make up swapped hours with office hours. Shifts cannot be given away. Shift changes cannot occur if it puts one person into overtime.

Client Specific

Who do I call if there is an emergency with my client?

Please see the Behavioral Instructor Communication Chart on the employee website.

Who do I call if I have a question about the client's plan?

If you have general program questions you should call your client's ABC and/or BA. More detailed information is located on the BI Communication Chart.

What should I do if a parent contacts me directly?

If a parent contacts you directly, you should direct them to talk to the ABC or the Behavior Analyst. The ABC or BA will contact the parents and answer any questions they may have unless otherwise directed by client BA.

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Paychex

Paychex is our payroll company that we use for a variety of things including: timekeeping, requesting/approving PTO, seeing your PTO balance, submitting bereavement, approving your time card, clocking in and out of your shifts, viewing your paystubs, viewing employee demographics and employee deductions, etc. It is the responsibility of each employee to approve his/her time card at the end of each pay period.

Employee Dashboard Training Link: <http://training.paychex.com/time/resources/EE-UserGuide.pdf>

How to Create a Paychex Account?

[Employee Access Online.pdf](#)

How to Clock in and out through Paychex?

See Employee Dashboard Training Link: Pages 7-9 in the employee dashboard-training link above

How to request/cancel Personal Time Off (PTO)?

See Employee Dashboard Train Link: Pages 23-26 in the employee dashboard-training link above. Please refer to your PSI if you have other questions.

Other

Is there a cell phone policy?

Cell phones while on direct service with a client:

Cell phones can be on your person for safety contact purposes, but cannot be seen by others. If your cell phone needs to be used for any reason during time with clients, the Behavior Analyst will document it in the student's program plan.

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Cell phones when on non-direct service without a client:

If you are not working with a client and you are doing administrative work, your cell phone should be kept in your bag, pocket or otherwise out of sight. If there is an exception to this policy because of your specific job duties, it is the employee's responsibility to get approval of cell phone use from their supervisor who will document the approval in the employee's personnel file.

Are staff meetings mandatory?

All staff meetings are mandatory. This includes staff retreats. If you have emergency circumstances that conflict with staff meeting PTO must be used. Contact your PSI for more information.

How do I know my schedule and when I have days off?

Each client has an individual program calendar. These calendars are posted on the employee website. Also, there is a Williston location calendar, which indicates days the company is closed, staff meeting days and our staff retreat. This calendar is posted from July to June and comes out in May, as we have to wait for school calendars to come out before creating our company calendar. This calendar is located on the employee website. If a client's program is cancelled, an employee can request office hours through their PSI.

Are there first aid kits in the office?

There are complete first aid kits in the kitchens on both floors as well as the adult learning space. There is also an eye-washing station in the first floor kitchen. First aid kits to be kept in staff cars will be made, distributed and replenished periodically. If you would like one please see your PSI.

How are petty cash and reimbursements dealt with?

PSIs handle petty cash requests. If you are approved to purchase items then a PSI will give you petty cash to use. Please bring receipts to a PSI, stapled to the back of an approved material form. This form can be found on the website or on the wall by the front desk.

Petty Cash is generally used for client specific program needs. All other requests for materials, special orders, or reimbursements for client materials purchased with personal cash/credit cards should go through the Business Office.

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How does the tuition reimbursement process work?

Tuition reimbursement forms are located on the company website or on the wall by the front desk. Once completed, please submit to the Business Office along with proof of the charge for the course. Please note that tuition reimbursements can take 4-6 weeks from submission to reimbursement, so please plan accordingly. Once you have completed the course, please submit your final grade as soon as it is made available.

How does driving reimbursement work?

Mileage:

When a client is in your car you receive mileage reimbursement on top of getting paid. Each client has his or her own Google doc for mileage. Employees are required to complete the mileage log daily or after the traveling is completed. Typically mileage logs are locked on the first of the month for the previous month. After they are locked, they are calculated and sent to payroll for reimbursement. Mileage is paid out in the check on the 15th of the month each month. If you do not submit your mileage on time, this benefit is forfeited. Mileage could be pulled at any time, which is why we are requiring employees to enter this in real time. If you find an issue with the Google doc, contact your POD coordinator.

Driving Bonus:

Employees that are asked to travel outside of their typical work area to another location may be approved for a driving bonus by their supervisor. Driving bonuses are for round trip travel of 60 miles at 15 cents per mile. In order to get reimbursed for your driving bonus, please complete the form on the employee website and submit the completed form to Business Office. These can be paid out in any payroll.

Drive Time:

Drive time is part of your shift so you will be paid your hourly rate during this time and will not have a client in the car. This drive time is typically used when travelling between clients.

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What do I do if I experience personal property damage by a client?

If a client does damage to your personal property, you must fill out both an Incident Report as well as a Property Damage Form. Please submit to HR for eligibility for replacement/repair.

Driving in inclement weather:

If programming has not been cancelled, and you are concerned about driving in inclement weather, contact your PSI. If you have PTO to use, you are entitled to take 4 or 8 hours, and you must let your PSI know as soon as possible

Full Time Salary –Exempt/Non-Exempt Employee Workweek

A salaried employee's workweek is Monday – Friday unless set differently in their job offer. If the job offer is for less than 5 days a week, then the supervisor will set an agreed-upon schedule with the employee. Any deviation from this schedule must be pre-approved by your supervisor. All schedules for the following week must be sent to appropriate people by 6:00PM on Friday.

Full Time Salary –Exempt Employee Work Day(s)

A full time schedule is getting the work done as directed by the schedule and/ or your supervisors(s). A core day typically is between 8:00AM – 5:30PM, but can fluctuate based on job description and caseloads. ABCs and PSIs should be available to support programs during the entirety of that scheduled program. If they cannot be available during that time they must take PTO. There is no such thing as flextime and/or “work from home”. However, hours in the day can fluctuate at your discretion based on job responsibilities between 8:00AM – 5:30PM.

If a Direct Service Salary Employee (ABC or PSI) has to cover, meaning it was not on their schedule outside of 8:00AM – 6:00PM and/or the weekend, they will be paid their hourly rate up to \$22.50. If a salary employee is scheduled for a Saturday and they work that day in addition to 5 days during the week, that employee will receive an hourly rate for the hours worked up to \$22.50. If an exempt salaried employee has PTO within the workweek where they are scheduled or called in to work a Saturday, they will be paid hourly for the hours worked. If a non-exempt salary staff has PTO in the workweek and is scheduled for a Saturday, they will be paid their hourly rate for hours worked on a Saturday. If a non-exempt salary employee works over 40 hours they will receive overtime pay.

All non-exempt salary employees are to clock in and out for all work hours.
ALL employees when doing DIRECT SERVICE are to clock in and out for direct service hours completed.

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PTO

Personal Time Off is to be submitted through Paychex. If it is submitted week one of the month, it will be approved or declined by the end of the following week by Friday at 5:00PM.

Notes on PTO:

- * Submitting in advance is great; earlier the better!
- * Once schedules are started and made, PTO requests are more difficult to approve.
- * Unplanned PTO used for 3 days in a row requires a doctor's note of documentation for your absence.

- *PTO is taken in 4 or 8-hour increments (half or full days).
- *If PTO is less than 1.5 hours, employee can work this out with PSI.

On-Call

Anyone asked to be on call will be given a \$50 on-call bonus and their hourly rate up to \$22.50, if they are called in.

FLSA states that on-call time: An employee who is required to remain on call on the employer's premises is working while "on call." Therefore, those hours are considered worked hours and is compensated for them and are part of hours worked for the week in regarding the calculation of overtime for non-exempt employees.

An employee who is required as part of their job responsibilities to remain "on call" at home or not at the work site, is not considered working. Therefore, those hours are not considered work hours and are not compensated. The time taking the call can be recorded as time worked and compensated for non-exempt employees.

Employee's Procedures for Work-Related Injuries:

Reporting the Injury:

If you experience a work related injury you must report the injury to **Human Resources** and your supervisor within 12 hours of the time the injury occurred. There is a state requirement that the injury be reported to the carrier within 72 hours. Please report any and all injuries in question.

Medical Attention:

If you feel that you need emergency medical attention please go to a clinic immediately. If you feel you require medical attention that is not an emergency, please **Clear Choice Occupational Health Clinic nearest you**. **It is mandated for Workers Compensation injuries that you go to Clear**

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Choice for at least one visit, preferably the initial. If you choose to go to another medical professional please inform your supervisor and Human Resources.

Lost Time due to a Work Related Injury:

The first three calendar days of a workers comp are unpaid. If the employee wishes to use their own paid time, they may. Any intermittent time lost due to a workers comp injury must be reported to your supervisor immediately, as the WC carrier must be informed to begin processing payment. Any and all lost time must be supported by medical documentation.

Reporting Lost Time:

Within 24 hours of the injury, you need to contact your supervisor to report the exact time and day that you began losing time due to your injury. This will help to ensure that you will receive timely payment from the workers compensation carrier.

Please report the lost time on the timesheet during the regular payroll cycle. The first three days out of work due to a work related injury are unpaid, but can be self-funded with PTO, Vacation or Sick Bank, if you choose. There must be a note on the timesheet stating that the time lost was due to a workers comp injury/illness, even if it is the initial three days and you are using your own time. Please communicate with your supervisor about reporting lost time.

Appointments:

If you are scheduled for any follow up appointments, you must notify your supervisor and Human Resources of the date and time of each appointment, before the appointment occurs. Employees are encouraged to make appointments outside of their regularly scheduled work hours if possible. If you leave work during your scheduled hours for an appointment, you will not be docked for the time taken to attend workers compensation related appointments **only**. Any documentation you receive from a work related medical appointment must be sent to your supervisor and Human Resources as soon as possible.

Payment Information:

Workers compensation pays 66 2/3% of an employee's base wages while you are unable to work; this is not taxed and therefore comes close to your normal pay.

Clear Choice:

Clear Choice is open 7 days a week and offers locations in Berlin, South Burlington and St. Albans.

- 1200 Williston Rd, South Burlington phone: (802) 448-8205
- 798 US RT 302, Berlin phone: (802) 744-0138
- 178 Swanton Rd, St. Albans phone: (802) 528-5100
- 410 Miracle Mile, Lebanon, NH phone: (603) 276-3261

Please contact HR if you have any questions.

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Websites

<http://www.sdplus.org/> is our company's website. Here you can find our mission statement. Also you can find a description of the services we provide and where we are located.

<http://www.sdemployees.com/> is a place for employees to go to find important forms, set up your sdplus email, look at the staff directory, and/or submit help desk tickets. The password is changed periodically and will be sent to you by the office or program manager.

[Paychex Employee Portal](#) is how employees will login to Paychex through their computer and will need to use their unique username and password they created.

[Paychex Mobile Site](#) is how employees will login to Paychex through their mobile device and will need to use the username and password that has first initial last name. (Example: JSmith)

Who do I talk to?

Please see the Behavioral Instructor Communication Flow Chart located on the website.

Questions about Policy or Procedures? Please see your PSI Support Person.

Questions about my client/job responsibilities? Please see your supervising Behavior Analyst.

Questions about my schedule or Paychex? Please see your PSI Support Person.

Concerns with another staff member? Please talk to the person you have the concern with first. Should you need additional support, please contact your PSI Support Person. EAP is also available for assistance 24 hours a day. Call Toll-Free 1-866-660-9533 or visit vvv.investeap.org PW: SDAssoc (see policy manual for more information)

Questions about Benefits, Personal Time Off, FMLA, Workers' Compensation, etc.? Please contact Human Resources.

Questions about Political Concerns? Please see your PSI first. If they are not available, please see Operations Director.