S^D Associates LLC

Behavioral Services **Assessment, Consultation, Training and Direct Service**

Southern Vermont Procedures 2021

Any procedures described in this document that are adapted for the current COVID-19 Exposure Plan are included in red font. “Normal” time procedures they modify are highlighted in yellow.

Paychex	
Paychex	Create a Paychex account: Refer to the S^D Employee website under the Forms and Schedules tab for instructions on how to do this
Employee Dashboard	*Employee Dashboard Training Link:* *http://training.paychex.com/time/resources/EE-UserGuide.pdf*
Clock in and Out	*See Employee Dashboard Training Link: Pages 7-9* All staff should be clocking in and out through the Paychex mobile site or app. If you do not have access to a device, cell service or access to wi-fi at your assigned workplace, please check in with your Program Manager for alternative means of tracking your time.
Review /Approve your timecard	*See Employee Dashboard Training Link: Pages 31-32* Timecards must be approved by the employee by the end of the first business day AFTER the end of the pay period

Request/Cancel Personal Time Off (PTO)	*See Employee Dashboard Training Link: Pages 23-26* All PTO requests must be requested through Paychex at least 5 business days before the date of the PTO request. The likelihood of PTO being approved increases with more advanced notice given.
Scheduling	
When your schedule will be posted	Schedules are started shortly after the 15th of the month. However, with all the different factors it takes some time to make, review, approve, and finalize schedules. Schedules are posted by the **27th** of each month and can be found in the locations described below. In the event the schedules are not posted by the 27th of the month, you will receive an email notification with your schedule attached when they are complete to ensure you can review your schedule prior to the start of the month. Occasionally, there are too many variables impacting the next month's schedule and only the first two weeks of the month will be posted. The remaining two weeks will be posted the Wednesday before the third week.
Locating your schedule	All client schedules can be found on the S^D employee website, www.sdemployees.com. They are located under the Forms and Schedules tab, under Windsor (02). If you need the employee website password, please refer to the "Hump day Hoopla" email that contained the most current password. **You are responsible for checking all of the schedules of the clients that you are currently trained on. Any missed shifts due to not knowing you were scheduled will require the use of PTO and be subject to unplanned PTO policies.** During implementation of the COVID-19 Exposure Plan, official schedules are distributed only for BZ assignments given that everyone at FUV or other AZ assignments have consistent schedules/pods/locations.
Making a Schedule Request	A scheduling request is a request for your typical work schedule to accommodate your personal needs, which would not be for a full day and occurs during the week. Like PTO requests, scheduling requests are not guaranteed for approval. Send an e-mail to windsor.admin@sdplus.org with the subject line **"Scheduling Request for"** ***your name, date & hours*** by the 15th of the previous month. Schedule requests may not be submitted for the current month or once schedules are posted. PTO requests take priority over scheduling requests, so if you must have this time off, submit a PTO request.

Schedule Errors	Please email windsor.admin@sdplus.org stating the issue or concern. We will then do our best to make changes to correct the issue.
Non-scheduled days: Request more hours	S[D] guarantees a minimum of 32 paid hours/week for full time employees. If you are not scheduled 32 hours in a given Sunday-Saturday work week you are allowed to request 6 hours of non-direct service time at the Windsor Fire House. This may include but is not limited to cleaning, building materials for client programs, entering data, and/or substituting. Activities will be designated by the supervisor on duty on the day such hours are scheduled. Requests for non-direct service hours to supplement a short week of hours should be submitted to the windsor.admin@sdplus.org email as soon as your schedule is received. This does not apply to weeks in which there is a holiday. If you do not come in for the shift you will need to use PTO by submitting it through Paychex.
Trading Shifts	While switching shifts with other staff is allowed, ANY switch must be approved by a Program Manager by emailing windsor.admin@sdplus.org prior to making the switch.
Use of Unplanned Time Off (Call Out of a Shift or Scheduled Workday)	***All Unplanned Time Off must be requested either via phone call or in person.*** *Texts and e-mails are not acceptable methods for communicating Unplanned Time Off needs.* Unplanned time off should be communicated 2 hours prior to the start of your shift. Should you require the use of Unplanned Time Off after a shift has started we have 2 hours to secure coverage. Stay with your client until coverage can be provided. For more detailed information on how and when to communicate Unplanned Time Off needs, please refer to your Program Manager's Call Out Letter. Hourly and non-exempt salaried employees should call the Program Director. Exempt salaried employees should call the Regional Director. You may be directed by your Program Manager to call the Regional Director) if you do not have accrued PTO for unplanned time.

How do I request time off if I only work part-time?

Part-time employees should e-mail the admin team at windsor.admin@sdplus.org, subject line: *Time Off Request for Last Name*, *Date(s)* at least 5 days prior to the day you would like to have off. The admin team will then communicate with you regarding their ability to accommodate the request.

How do I know how much PTO I have?

Your time off is documented in Paychex. If you have any concerns about the accuracy of the balance, please e-mail sdhumanresources@sdplus.org.

What are the blackout periods for Windsor programs?

As stated in the Employee Policy Manual, weekends and holidays are blackout days and require documentation for the reason of your absence if you use unplanned PTO. Using unplanned PTO to extend a calendar holiday or an approved PTO day (specifically the day before or after an approved PTO day or holiday) is a blackout condition and requires documentation. Emergency blackout periods may be instated at any time should the need present itself. This is done to ensure the integrity of programming during low staffing periods. If the Regional Director decides to instate a blackout period, an e-mail notification will be sent out from windsor.admin@sdplus.org to all staff to communicate the duration of the blackout period.

Can I use PTO to supplement my paycheck?

Yes, however there are some limitations. You can only cash out what you have accrued and not used, and you can only cash out for the number of hours you would work in a typical week (i.e., you cannot request more than 40 hours of PTO for a given week, and your scheduled hours + your PTO supplemental hours cannot be more than 40 hours).

Please ask your PM about the current form or procedure to use for this process.

Where do I find time sheets and to whom do I give completed ones?

All staff should be clocking in and out through the Paychex mobile site or app. If you do not have access to a device at your assigned workplace, please check in with your regional admin team for alternative means to tracking your time.

Hourly Staff- Work Week/Day

An hourly employee work week is determined by your job offer and the clients/programs that you are assigned to. Assignments are subject to change as needed to meet the needs of our clients and programs. Your work week is defined as the regular weekly schedule that you are currently scheduled for and until you are notified that your schedule will be changing. All efforts are made to give you a consistent schedule that is predictable and provides a minimum of 32 hours per week with 2 days off in a week. All employees of our region should anticipate possibly being requested to work weekends and or evenings in the event your client/program assignment changes. We serve clients from 7:30 am until 5:30 pm during the week, and 8 to 5:30 on Saturdays. Prior to this change being made, you will have a conversation with your PM notifying you of the upcoming changes to your weekly schedule.

PTO usage will be required for any unplanned or planned instances in which you miss any portion of your regularly scheduled shift. In the event, you need to miss less than 1.5 hours of a shift. You may request unpaid time from your PM as you would for unplanned PTO. Approval for longer absences during a scheduled shift require Regional Director response.

Salaried Staff – Work Week

A salaried employee work week is determined by your job offer, job description and needs of your caseload. Your schedule must ensure that all responsibilities assigned to you are adequately planned for and completed.

For non-exempt salaried employees, your weekly schedule should be submitted by 4 pm on Friday to the PM for the upcoming week. Your schedule submission is subject to review and modification by the PM. Once approved, any deviation from the schedule must be approved by your coordinator prior to the change occurring and may require the use of unplanned PTO.

If a non-exempt salaried staffer fails to submit a schedule by 4pm on Friday a schedule will be written for you based on the following scheduling factors:

1. Approved PTO
2. Direct service assignments and known meetings.
3. Typical number of hours and days the staff works.
4. Typical schedule patterns.

If a schedule is created for you and there are errors in it, the staff is responsible for communicating corrections to their schedule to the support team by the end of the day on Mondays. Should a staff fail to submit planned PTO requests through Paychex by the week prior to the date(s) being requested, the request will be considered denied. The time can still be taken but will then be considered unplanned PTO and will be subject to the Unplanned PTO policies. As such the staff may be required to meet with their supervisor or provide documentation to support the necessity for using the PTO.

Exempt salaried employees (ABCs, BAs, teachers) should post their standing obligations on the standing meetings tab of the “FUV Leadership Schedule (new)”, keeping that immediately current if those standing commitments change. By Monday morning in any given week, all exempt salaried employees must enter that week’s situational obligations in the leadership schedule using the student numbering system to designate attention to particular clients. As a last job function on any given week, exempt employees must submit a completed time tracker for the week to the Regional Director documenting actual time spent during the week on client programs, meetings and admin duties. Any BAs working BZ and out of Foundations AZ programs must also complete billing sheets in jane.sdplus.org (“Jane”) for that week by end of day on Friday.

Salaried Staff – Workday(s)

When planning your workdays for the upcoming week, you must plan for the following responsibilities as listed in order of priority:

1. Direct service hours- any hours that you are responsible to be on ratio, as well as any hours that you are scheduled to be available as extra support for staff in any program. (Applies to ALL salary staff if they are scheduled to be on ratio or extra support, clinical or otherwise)

2. Billable hours- any hours on your caseload that are included in an IEP service page, insurance authorization or other agreement with another funding source (CZ). (Applies to Special Educator, ABC and BA only)

3. External team meetings- make all attempts to schedule meetings during dates and times that do not interfere with your ability to meet your billable hour requirements within a week.

4. Internal team meetings- make all attempts to schedule meetings during dates and times that do not interfere with your ability to meet your billable hour requirements within a week. If you are requested to attend an internal meeting that conflicts with a responsibility of a higher priority, then consult with your director on which responsibility should take precedence.

5. Admin duties that are designated to you as part of your job description and current business office practices. Examples of this include RBT management, database management, scheduling, and/or weekly audits.

During the week, PSI’s are required to cover all PTO usage of direct service staff, planned and unplanned. On the weekends, PSI’s are required to cover planned PTO usage of direct service staff. In the event of unplanned PTO on the weekend, the Regional Director will make a decision to suspend program.

In the event the PSI is unavailable, either they themselves are using PTO or they are already scheduled for direct service, ABC’s will be required to cover PTO usage of direct service staff.

PTO usage for salaried staff will need to be used to cover any responsibility that cannot be made up during the same week. Responsibilities that cannot be made up and require PTO include direct service, external meetings, and select scheduled internal meetings such as the building meeting and clinical/team meetings. Admin duties that have a deadline, require PTO usage if the deadline cannot be met if you are absent.

For the remaining responsibilities, including some admin duties and billable hours, if you can make them up during the same week, you can request an adjustment of your schedule for the week from the Regional Director and PTO usage may not be required if approved.

When do I get paid?

Paychecks are dispersed twice a month as near to the 1st and 15th as possible. You can find a payroll schedule on the employee website under the (02) Windsor +Forms and Schedules page. Please reference this schedule if you want to know when and for what shifts your next paycheck will include, and when payroll documents/timecard approvals should be submitted by.

What if my paycheck does not seem correct?

If you believe there is an error on your paycheck, please send a detailed e-mail to sdhumanresources@sdplus.org. The payroll team will then research the issue and communicate back about their findings. Please allow 3 business days for the payroll team to research your information.

It is important to remember to review and approve your timecard throughout each week and by the designated approval date at the end of the pay period. If you do not approve your timecard by the designated date it will be assumed correct. The payroll team will review your timecard and any missing shifts will be filled in as per your schedule. Any payroll issues will then be resolved in the following pay period.

Do I get reimbursed for driving?

When the client is in the car you are eligible to receive a mileage reimbursement. Currently the reimbursement is 55 cents a mile. However, you are responsible for accurately entering your mileage for each client you drive into the mileage form on the company website, jane.sdplus.org, or “Jane”. A tutorial for how to submit mileage through Jane can be requested from your Program Manager or it can be found on the employee website under the FAQ page.

Mileage closes at midnight the last day of the month. You will not be reimbursed for any mileage that is not entered on time.

Under certain circumstances you may be eligible for a Driving Bonus. If a staff is directed by their supervisor to drive outside their commute to/from work/home anytime throughout the day without a client in the vehicle, staff can submit a Driving Bonus Form to receive 20 cents per mile. Staff must submit forms through "Jane" by the last day of the month. Driving Bonuses will be paid out on the mid-month paycheck.

When do I receive my mileage reimbursement?

All mileage reimbursements are paid out with the mid-month paychecks.

What if I take a lunch break?

We do not guarantee lunch breaks during the day. Should you need to take a break to get food during the day please notify your supervisor by 10 am. At times we may give direct service breaks for lunch where you can sit apart from your client but are expected to stay in close proximity on the same floor as your assigned client so that you are available to respond to any incidents with your client. Please understand that the nature of our profession may prohibit our ability to give substantial break periods, but that we will always ensure that staff have reasonable access to bathroom and meal breaks. When lunch breaks are available, if you choose to stay available to staff and students and remain on site you may stay on the clock. If you need to leave the building or want to have an uninterrupted lunch when available, you are required to clock out.

If you are scheduled in a program outside of the Windsor Firehouse, please consult with your BA about your options for eating lunch during program hours.

What if I need a short break during a shift?

If you are at the Foundations and you need a break during a shift please notify your PSI or other supervisor on the floor. A break is less than 15 minutes. Depending on circumstances, it may take up to 30 minutes for the PSI or other supervisor to be able to cover your client.

If you are scheduled in a program outside of the Foundations, please consult with your BA about your options for taking breaks during program hours.

Communication and Client Specific Issues

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

If you need immediate program support you can call or ask your PM for assistance. If they cannot be reached call the ABC/BA or other support staff assigned to your program that day.

If you have non-immediate injuries or incident that a procedure is not outlined in the BSP or communication log, you must contact your client's ABC and/or BA by the end of the program day for further guidance on how to respond/report/document the injury/incident.

Please review the Injury Flow Chart for students found on the employee website and posted in program locations. Any time a client sustains an injury during programming the Observation Injury Form must be completed and submitted to Admin.

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

If you have general program questions you should first check the Behavior Support Plan (BSP). If you still have questions ask, call, e-mail, Cliq, or text your client's ABC and/or BA. COVID-19 management has greatly increased the electronic communication traffic throughout the programs. In response, the following communication guidelines for within program were introduced in September:

1. **Pod strands** should be used for practical communication that needs to go out to the group. This includes staff break requests, student support such as pick and drop off activities, meeting reminders, requests for snacks, removal of dishes, and other simple errands. These can also be used to plan events such going to the playground, pot-luck lunches, or any coordination type of activity that involves the members of the pod. This is also a GREAT place to celebrate student milestones (or baby-steps) that you want to share with the team. All involved teachers and BAs are included in pod strands, so no one will miss out on important news! That said, **BAs will not necessarily be continuously monitoring pod strands unless they are needed for support duties.** If you have basic information to share about a student (e.g. he did not eat his lunch today, home log didn't come in, etc.) this can go into the pod strand. Let's try to save the student specific strands for more substantive/clinical communication (see below).

2. **Student specific questions** should be handled as follows:
    - **First Step**… check your BSP or quick reference plan. Use your written resources. Almost all answers to all questions posted on Cliq can be found here. **Please look before you ask!** We are often responding to the same questions (though sometimes in slightly different circumstances) repeatedly. If you can't find the answer there, proceed with the following steps. If the answer you think is correct seems to conflict with what others are doing, see below and follow the next step.
    - If you have a question or comment that does **NOT** require an immediate response, please **email** it to the relevant BA or teacher or write it down and bring it to your weekly pod meeting. Email is preferred so the BA or teacher has time to consider your question in advance. BA's answer all things clinical or that even marginally involve clinical issues (clinical issues include teaching procedures, prompt hierarchies, correction procedures, behavioral definitions, on/off task behaviors, verbal behavior issues, and obviously all behaviors targeted for decrease). Teachers answer anything related to instructional content (math, ELA, social studies and science, as well as all group meetings and dedicated special ed time).

BAs should be copied on anything addressed to teachers and vice-versa **when there is an email question**.

- If the question or comment is **urgent/time sensitive**, send a private Cliq to your student's BA (or teacher). The BA or teacher will then repost or summarize your question/comment on the student specific strand, along with the answer, as relevant. Alternatively, and if appropriate, they will answer you directly and privately. **If your BA or teacher is not available at the moment and/or does not respond in a timely way,** you can post it on the student specific strand and another member of the leadership team will respond. **You should NOT post a question on the student strand UNLESS your BA is <u>unavailable,</u> AND you need an IMMEDIATE answer.** In addition, these strands are not the place for debate. When there is a difference of opinion / approach, please bring this up with your BA directly.
- To the extent possible, let's try to keep student specific strands limited to substantive information so that it does not become clogged. This will allow you to quickly reference new information, recent decisions, advice from the BA, information about accessing assignments, etc. easily and quickly.
- Student specific strands may also be used for teams to communicate during a restraint, or other behavioral incident so that these communications do not disrupt the activity of the rest of the pod. They may be used as a means for staff to inform or prompt one another when something happens, to jot down start and end times, and to plan next steps.

3. **Cliq is not a venue to air complaints.** If you have a complaint, please take that comment/concern to the appropriate supervisor. Megan is your employment supervisor. Anything related to scheduling, HR issues, pay, COVID safety concerns, etc. should be directed to her personally. If you have a concern about a child's program, safety, wellbeing, staff training, RBT supervision, etc. that should be directed to your student's BA. Under other circumstances this could also go to a teacher, however, neither of our teachers are currently working on-site. You can rely on your friendly neighborhood BA to communicate with the full clinical team (this includes both teachers)!

4. **If you have a concern about a colleague's practice,** please bring this to your BA or employment supervisor (depending on the nature of the concern) **in person or by email.** Of course, if there is an emergency / the possibility of imminent harm and you see something going very wrong, say something! Say it to that person directly, send a direct Cliq to your student's BA, or go straight to the office and find someone to help. Good program is EVERYONE's responsibility.

5. **Fabulous FUV** is for anything that the everyone in the building needs to know about, or anytime that you need to communicate quickly with staff outside of your pod. Some examples… "85 Dad is here" or "Can someone from pod 3 send up a thing" or "Can someone from upstairs send a thing down" or "Does anyone have paper towel tubes that they can bring in" or "Memo from supervisor to all concerned".

6. **A new strand (yet to be named) will be created for the purpose of sharing** photos, memes, gifs, wishing one another happy birthday, and for general social purposes. Please feel free to use this to share small victories, good wishes, etc. Be mindful that photos of clients should be respectful of their dignity. Photos should be deleted immediately from personal devices (preferably use a company device and then delete) and should NEVER be shared through any application OTHER than Cliq. Photographs and videos are a part of the student's permanent record and may be requested by a sending district, parent or other entity that wishes to audit the student's file.

7. **Additional Cliq strands are available for topic specific issues** (e.g., COVID-19, "ask a favor, help a friend", in-service strands, trivia, etc.). Cliq is preferred over SMS / other messaging apps and should be used (in addition to email) for all work-related business and (along with email) is required for any communications that may be HIPPA sensitive. Please continue to use student numbers rather than names and be as circumspect as possible in your communication. If you have suggestions for additional strands, let us know!

8. **Mute non-essential Cliq strands while on direct service.** All of the alerts can be distracting and overwhelming and your primary responsibility is always to attend to your student, especially when on direct service. Please contribute to /read these strands when you are working non-direct or on a break.

What should I do if a parent contacts me directly, or tries to relay program or schedule requests through me?

If a parent contacts you directly, or requests and/or tries to relay information regarding programming through you please direct them to the ABC and/or BA. If the matter pertains to scheduling or transportation, please have them contact the PM.

If a parent requests information about the day, you may verbally report on anything that was recorded in the home log.

Should I tell the parents about my schedule changes?

No. The client's team will communicate all schedule changes to the parents as needed.

How do I know if my program is cancelled if the weather is bad?

Windsor Inclement Weather Procedures for Hourly Staff

Foundations and Fire House Based AZ Programs Closed:
Staff should check on the WCAX or VPR websites if Foundations is closed. Staff will also receive a robocall from the PM. If Foundations is closed, staff assigned to FUV can do any of the following:

1. Come in for NDS up to the number of hours you were originally scheduled, or minimally 4 hours which must include the hours of 12-2:30. Staff should be prepared to complete tasks in the "Snow Day Box" or on the "Snow Day List" and be prepared to track the tasks they chose to complete and evidence of that completion.
2. Take 8 hours of PTO
3. Take the day off unpaid. If a staff chooses this option they must be able to come in should there be a need, so staff should be in cell service and where they can get to the office within 2 hours. Should a staff choose this option and they are needed but the Program Manager is unable to reach them they will need to use PTO.

Staff should send a text to the *program phone* with what they are choosing to do by 9 am. Staff who do not communicate by 9 am what they intend to do for the day will be assumed to be taking PTO for the day and will need to submit the request via Paychex by the end of the pay period.

School Based AZ Programs:
Staff scheduled with school-based AZ clients should check the closure status of the school on WCAX or VPR. During COVID-19 precautions, if a public school-based program is closed and Foundations is open, staff assigned to the public-school setting can take either option #2 or #3 (above). When COVID-19 precautions are no longer in place, all three options will be available.

If the school is open the staff is still responsible for covering their scheduled shift. If a staff is unable to make it to a program due to the weather, they will need to use PTO and communicate to the Program Manager with enough time for them to coordinate coverage.

BZ and CZ Closures:
The closure of BZ and CZ programming will be based on the following factors:

1. Ability of a trained staff to get to the program location.
2. Expected conditions for the afternoon.
3. Willingness of the parent/guardians to bring the client in to the program location.
4. There are enough extra staff at the program location to support an incident.

The decision to close these programs will be discussed and decided by the BA and the Regional Director with support from the Program Manager. The Program Manager will communicate to staff the status of BZ and CZ programs. If the program runs all programming should occur within the building. There should be no community outings that require driving. NewEngland511.org will be used to help facilitate this decision making process.

Office Closed:
The Regional Director will decide closure of the Windsor office. The Program Manager will communicate the closure of the Windsor office via the Program Phone/Robocall. If the Windsor Office is closed hourly staff can choose from the following options:

1. Use PTO to supplement hours.
2. Take the day unpaid.
3. Schedule NDS hours with the Program Manager for another day during the week to make up hours up to 32 hours. If a staff schedules NDS hours with the Program Manager and a staff is unable to do those hours they will be required to use PTO and unplanned PTO policies will apply.

Miscellaneous

Are there other places I can find the various documents I might need?

All forms you need are available on the employee website on the (02) Windsor +Forms& Schedules page.

Staff Assignments:

While you may have been hired to work in a particular location or program, all staff assignments are subject to change. The nature of our work requires that we meet our contractual obligations to support clients need as a first priority. While we will consider staff preferences, sometimes service priorities dictate a change in assignment.

What is the Windsor cell phone procedure? ~
Cell phone while on direct service with a client:

Cell phones can be on your person for sanctioned work-related purposes only (e.g., team Cliq communication, timing, etc.) but should be kept out of sight when not being used for work related purposes. Staff must maintain possession of their phones at all times (i.e., do not hand to clients to interact with).

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 unless being used for the work-related purposes mentioned above.

When is personal cell phone use acceptable?

When on duty, either direct or non-direct, personal cell phone use is not permitted. Personal use includes external communication with friends/family, conducting non work-related personal business, playing games, and/or using social media (with the exception of Kazoo). Should you need to use your phone for personal activities at work, please do so on your break. If the need is urgent, request a break.

WIFI reminder:

Every employee receives a stipend to reimburse for cell data use. Do not attempt to access the building WIFI. The building WIFI capacity is easily overwhelmed and is reserved for S^D applications only.

Are meetings mandatory?

If a meeting is listed on any of your clients' schedule(s) or otherwise posted for your team or pod, it is a scheduled responsibility. If there are emergency circumstances that require you to miss a team meeting, PTO must be used and submitted through Paychex.

Where can I find first aid supplies?

First aid supplies can be found in the PM office and downstairs in the large filing cabinet in the BA office.

What do I do if I am injured at work?

Any time you are injured at work you must fill out the injury report form and submit to the Program Manager the same day. Directions for dealing with injuries sustained at work can be found:

- On the employee website on the (02) Windsor +Forms & Schedules page
- On the bulletin board in the PM office

Injury forms can be found:

- On the employee website on the (02) Winsor +Forms & Schedules page
- In the PM office

If you sustain an injury that requires medical attention contact the PM immediately. Fill out an injury form and review the staff injury flow chart posted on the bulletin board in the office. Submit the injury form to your PM immediately. If you need to seek medical attention, once you have communicated to the PM that you need to do so, your PM or PSI will secure coverage for your client and you will go to Clear Choice MD Urgent Care in Lebanon, NH.

After any visit to a medical facility for a work-related injury, you will need to submit any documents pertaining to work modification or excuse from work to your PMs. The medical facility can fax this to us at 802-674-4439 or you can drop the documents off at the office. This must be done the same day as the injury.

Should you be given a prescription for any medication you can either pay for the medication yourself at the pharmacy and submit the receipt to the business office for reimbursement, or have the pharmacy bill S^D Associates directly by sending the bill to:

S^D Human Resource
37 Talcott Rd.
Suite 114
Williston, VT 05495

Petty Cash and Reimbursements?

Under certain circumstances you may require petty cash to purchase items for a program. This may include groceries, reinforcements, fees to attend community outing activities, etc. **Only items on the approved list can be purchased with petty cash or reimbursed with petty cash.** Anything not on the pre-approved petty cash list for your client must get prior approval from the Regional Director. Should you submit a reimbursement request for something that is not on the approved petty cash list without prior approval from the Regional Director, it is possible that you will not receive reimbursement.

A material form must be submitted whenever petty cash is accessed. If you receive an allotment of petty cash from the Program Manager, fill out the Material form and attach the receipt. Return any change to the Program Manager along with the receipt and the material form. To request reimbursement for an approved purchase, fill out a material form, attach the receipt and submit it to a Program Manager.

If you are asked to make a purchase that exceeds $20 you may be given the company card for the purchase rather than petty cash. If a reimbursement request exceeds $50 the reimbursement form will be sent to the Business Office in Williston for a check to be cut for your reimbursement.

Am I required to check my e-mail and Cliq?

Yes! With the number of employees in the company important information is frequently communicated via e-mail. **You are responsible for knowing and attending to any information sent via e-mail.** We attempt to save most important information for the weekly *Humpday Hooplah* that goes out at the end of the day every Wednesday. However, team communication is often sent out via e-mail and requires some kind of response from you.

It is a good idea to check your e-mail at least once per day. You are welcome to use S^D computers to check your e-mail before or after a shift, or during a lunch break. The easiest way to access your e-mail regularly is to set up e-mail on your phone. Tutorials for setting up e-mail on iOS and Android devices can be found on the employee website under the “How do I setup email on my phone?” links on the FAQ page.

What if I am having trouble accessing my e-mail, or I do not seem to be getting e-mails?

If you experience technical issues with your e-mail, go to the employee website, click the link for IT Help Desk, choose Email Help and then sign in. There you can submit a ticket. Give them as much information as possible about the issues you are having. If you have forgotten your password, make sure you include your personal e-mail as your contact e-mail so they can communicate with you about the issue.

What is Cliq?

Cliq is a group messaging platform that staff use to communicate day to day needs. Important information is passed on quickly through Cliq and you are required to have this app on your phone for easy accessibility.

How can I find the password to the employee website?

You will be given the password as a new hire along with the information to access your e-mail. The password changes around the beginning of each month and will be sent out in the weekly *Humpday Hooplah*. If you find you are unable to access the website, check your e-mail for a new password.

Websites

Our company website: http://www.sdplus.org/. Here you can find our mission statement. You can also find a description of the services we provide and where we are located.

Employee website: http://www.sdemployees.com/ is a place for employees to go to find important forms, set up your sdplus e-mail, look at the staff directory, and/or submit help desk tickets. The password is changed monthly and is sent out in the *Humpday Hooplahs.*

Any other questions please feel free to contact the Program Manager, the Regional Director, or the Human Resource Office.

S^{D} Windsor Office
Foundations Upper Valley
Windsor Firehouse
147 Main St., Windsor VT
phone: 802-674-4428
Program phone: 802-558-3356
fax: 802-674-4439