

## STAFF HOUSE RULES

- The staff office phone must always be answered.
- Staff must answer the house phone “ Your site name house, your name speaking”.
- Always double check the MAR. Discrepancies are 100% preventable.
- Staff may not eat personal foods in front of the resident.
- Staff do not condone any negative talk with the client.
- Staff must keep their personal lives/information to themselves. As well as keeping other staff member’s information private from peers and residents.
- Staff cannot leave or come in late without management’s permission. Always ask.
- Always use black ink on documentations.
- Staff must always read and initial off in the communication book at the beginning of EVERY shift.
- If you cannot work a shift that you are scheduled for, it is YOUR responsibility to find coverage – NOT managements.
- Each staff has a maximum of 3 shifts a year to call in. Any more will lead to termination.
- Always shut the office door behind you.
- Always properly file away receipts with yours & a second staff's initials and what the purchase regards.
- Always arrive at least 5 minutes early to your shifts.
- If you know you’re going to be 5 or more minutes late to a shift you must call the house phone and notify the staff working.
- Never give/borrow from or to the residents.
- Staff must contact house manager, CCM/guardian, house nurse, and fill out proper forms for any incidents, med errors, & med refusals. Every time.
- Bathrooms, kitchen, med area, dishes, and laundry are all expected to be cleaned every shift.
- Shift change reports must be thoroughly filled out at the end of every shift.
- Staff must go over previous staff’s charts and shift reports from the last time you worked.
- Garbage is taken out every X night (see your site’s posting on this). Recycling goes out with the garbage every other X night.
- Staff must visually see residents at ALL times throughout the day.
- 30-minute visual checks are required on overnights.
- If staff have down time they are expected to clean and be productive.



It is mandatory for all staff to attend house meetings when scheduled.

- Staff are never allowed to take pictures of the clients or use their full names outside of work.
  - Clients are not allowed to go into staff vehicles unless in an emergency and with prior approval.
  - Floor staff are required to be out on the floor at all times. The office is for mandatory use only.
  - Staff are never allowed to “restrict” the phone from the resident.
  - Hourly smoke breaks. Unless approved and accompanied by staff.
  - Staff are NEVER allowed to write/change/correct anything in the M.A.R unless approved by management.
  - Staff are not allowed to leave a shift if their duties are not completed. Even if it's past the end of their shift.
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- Staff cannot clock in any sooner than 5 minutes before their shift begins.
  - Staff must always write in the sign in/out book – as well as clocking in.
  - Staff should never be under management's username on the computer.
  - Cabinets that are locked in the office are for management ONLY.
  - Proper meals should be made for every meal!
  - Leftovers should be thrown out after 3 days.
  - Every staff member should have the house address and phone number memorized.
  - Overnights are expected to do all the house's deep cleanings.
  - Proper staffing ratios must be maintained at all times (according to the persons served plans).
  - Staff are not to be on their cell phones with clients.
  - Staff are not to be in the bathroom while the residents shower (door can stay open).
  - Staff must have appropriate body language.
  - No physical contact with residents is allowed. (staff are not obligated to hug, hold hands, etc. with residents if they feel it's inappropriate. Everyone has their right to their level of comfortability).
  - Staff are not allowed to refuse residents with smoke breaks, activities, outings, etc. – due to their personal decision.
  - Outings are only allowed during AM shift hours.
  - Charting cannot be completed any earlier than 15 minutes before your shift ends.
  - No sharing personal items with residents.
  - Staff are not allowed to write/change anything on the posted schedules.



Staff are allowed to eat house food as long as it is at meal times with the resident.