



ORION HOUSE

PROGRAM MANUAL

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The Orion House strives to provide the highest quality of service to all people affiliated with our agency. To consistently reach this goal, Orion House utilizes the procedures set forth in Orion House’s Quality Assurance and Compliance Manual. Please note that as an employee of Orion House, you should be familiar with the policies and procedures set forth in that manual as well as this Program Manual~	5
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In all instances, the extension process will be supported by written documentation. The total length of any Probationary Period is not to exceed six (6) months from the date of hire (one year for directorate senior management level employees.). Employees who successfully complete the Probationary Period are still considered employed at-will. Successful completion of the Probationary Period of employment does not create a contract for employment nor does it guarantee any future employment.....	38
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Section 1: ORGANIZATIONAL OVERVIEW

MISSION STATEMENT

The Orion House will embrace the strengths and acknowledge struggles as we join with youth to promote growth so that each may pursue personal wellbeing and independence.

VISION STATEMENT

Orion House strives to provide a structured and nurturing environment that addresses the behavioral, emotional, familial and adult living needs of each resident.

PROGRAM DESCRIPTION

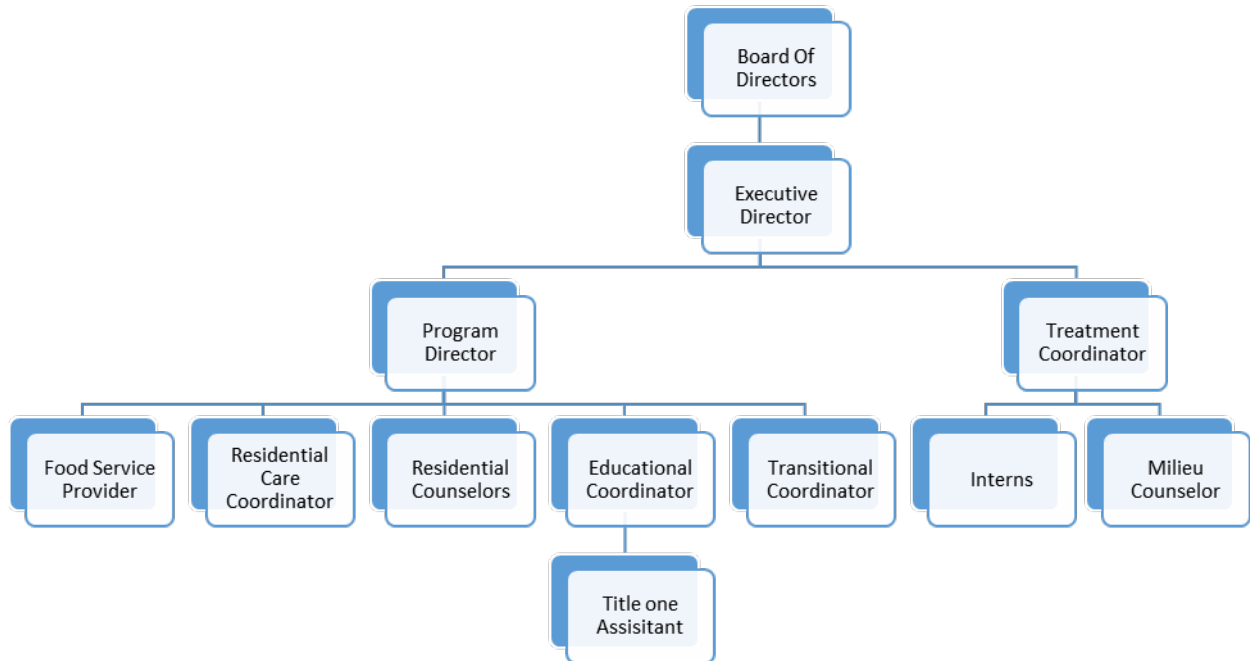
The Orion House is a 17-bed residential group home for male adolescent youth between the ages of 11 and 20. As a recognized Private Non-Medical Institution, the Orion House carries certification by the State of New Hampshire's Department for Children Youth and Families and licensure by the State of New Hampshire's Department of Child Care Licensing. Our services are designated "intermediate" in nature. Youth are typically referred and funded through the Department of Health offices of Child Protection, Juvenile Justice or Behavioral Health and must be committed to personal change and invested in taking personal responsibility for their actions, their treatment and their future. Referrals are screened based upon previous diagnostic assessments as well as their current level of need. Should a youth present as requiring a higher level of need, the referral team is notified of the reason for the denial and provided recommendations based on the Orion House's review of the youth's needs.

PHILOSOPHY

Orion House provides a structured and nurturing environment that addresses: behavioral, emotional, familial and adult living needs of the resident. With the use of a treatment team and experienced residential counselors, Orion House offers a trauma informed approach in developing individual skills sets that promote the independence and wellbeing of our residents. Our clinical staff are trained in Cognitive and Dialectical Behavioral Methodologies and our residential counselors are consistently trained in trust-based approaches as well as Handle with Care de-escalation techniques.

ORGANIZATIONAL CHART

Structure of the Orion House Organization & Chain of Command



For more detailed job descriptions and credentials see "Job Descriptions" in the employee manual

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

Orion House believes that equal opportunity for all employees is important to the continuing success of our organization. In accordance with state and federal laws, Orion House will not discriminate against an employee or applicant for employment because of race, mental or physical disability, color, creed, religion, sex, age, national origin, ancestry, marital status, genetic information, citizenship, sexual orientation, military or veteran status or any other classification protected by applicable federal, state, and local laws and ordinances in, promotion, demotion, training, benefits, transfers, layoff, terminations, recommendations, rates of pay or and other forms of compensation, training, and general treatment during employment. Opportunity is provided to all employees based on qualifications, competency, and job performance.

Any violation of this policy will not be tolerated and will result in appropriate disciplinary action, up to and including termination. If an employee believes someone has violated this policy or otherwise has questions regarding this policy, the employee may bring the matter to the attention of the Executive Director 863-4918 or the house's business manager, JoD Burnham 863-9605. Orion House will promptly investigate the facts and circumstances of any claim this policy has been violated and take appropriate corrective measures.

No employee will be subject to, and Orion House prohibits, any form of discipline or retaliation for reporting perceived violations of this policy, pursuing any such claim, or cooperating in any way in the investigation of such claims.

AFFIRMATIVE ACTION STATEMENT

Orion House provides equal employment opportunity, admissions opportunities, and scholarship opportunities to all persons without regard to race, color, religion, disability, sex, age or national origin and promotes the full realization of this policy through a positive, continuing program of affirmative action. Orion House is committed to equal opportunity for all applicants and employees in personnel matters including recruitment and hiring, benefits, training, promotion, compensation, transfer and layoff or termination. We strive for a staff that reflects diversity.

Section 2: PERSONNEL POLICIES

The Orion House strives to provide the highest quality of service to all people affiliated with our agency. To consistently reach this goal, Orion House utilizes the procedures set forth in Orion House's Quality Assurance and Compliance Manual. Please note that as an employee of Orion House, you should be familiar with the policies and procedures set forth in that manual as well as this Program Manual~

OPEN DOOR POLICY

Orion House prides itself on having an open door policy regarding employee/management relations. The purpose of this policy is to ensure that all employees, regardless of level within the organization, are able to speak openly and honestly about concerns, challenges and positive activities.

All input is considered valuable information and can be presented without fear of personal recrimination. The appropriate communication process is to begin with your direct supervisor; however, if you are uncomfortable speaking with your direct supervisor, please feel free to contact the Executive Director. If you do not feel satisfied with the results of this communication, you may continue upward in the Chain of Command.

CHAIN OF COMMAND

Board of Directors: Orion House is a not-for-profit corporation under section 501.c.3 of the U.S. Internal Revenue Service Tax Code. It is registered with the State of New Hampshire Director of Charitable Trusts. As such, it is governed by a local, voluntary Board of Directors who establish the organization's mission, vision, and policies.

Executive Director: The Board employs an Executive Director to manage the administrative affairs of the organization. This role includes the oversight of personnel, finances, admissions, discharge, and regulatory matters. The Executive Director is responsible for ensuring all the organization's policies are implemented and followed.

Director: Orion House employs a Director whose responsibility it is to manage all affairs within the program. This includes the direct supervision of staff, residential programming and treatment, and other matters relevant to the overall functioning of the program.

Residential Counselors: Orion House staff members are ultimately accountable to the Executive Director. All employees should first report any grievances, observations, or areas of concern to his or her immediate supervisor. Any employee who is uncomfortable speaking with his or her immediate supervisor about the issue, should feel free to speak with the house's business manager. A grievance policy is included later in this manual.

LETTER OF HIRE

All newly hired employees will receive a letter of hire, which outlines pay rate, work schedule, job description and other relevant information. This letter is not a contract. Every employee at the Orion House is an *employee-at-will*.

ACCOMMODATION FOR INDIVIDUALS WITH DISABILITIES

Orion House prohibits any form of discrimination in hiring, as well as in all terms and conditions of employment, against qualified individuals with physical or mental disabilities.

We will provide reasonable accommodations to qualified individuals with disabilities (as defined by applicable law) to ensure equal opportunity in the application process, to enable employees to perform essential job functions, and to ensure that disabled employees enjoy the same benefits and privileges of employment as are enjoyed by employees without disabilities.

Please notify the house's business manager if, because of a disability, you require an accommodation to perform the essential functions of your job. You may be asked to provide medical documentation about your disability and the types of reasonable accommodations that may be effective for you. We expect that you will comply with these requests for information so that we may determine your eligibility for accommodation and evaluate possible accommodations for you. We will work interactively with you and will maintain all medical information in a confidential manner. Medical information will be disclosed only to those with a legitimate need to know.

Orion House reserves the right to decline to provide an accommodation if the accommodation would cause an undue hardship to the House or its employees. Orion House also reserves the right to decline to provide an accommodation if the employee may cause a direct threat to his/her own health or safety or the health or safety of others, even with the benefit of an accommodation.

EMPLOYMENT-AT-WILL STATEMENT

In accordance with New Hampshire law, we adhere to a policy of employment-at-will. In an employment-at-will relationship, both Orion House and the employee always have the right to terminate the employment relationship at any time with or without cause or notice. All employees of Orion House are employees at-will and have no vested rights to continued employment or benefits under this Manual or otherwise. Nothing in this Manual or in any document or statement and nothing implied from any course of conduct shall limit Orion House's or employee's right to terminate employment at-will. Only the Executive Director is authorized to modify the House's at-will employment policy or enter into any agreement contrary to this policy. Any such modification must be in writing and approved by the Board of Directors.

This Program Manual does not create an employment contract, establish rights, privileges or benefits of employment, or establish any job guarantee.

EMPLOYEE CLASSIFICATIONS

At-Will Employment: All employees of Orion House are employed on an at-will basis, meaning that either the House or the employees are free to terminate the employment relationship at any time, with or without cause or notice.

In addition to being classified as “at-will,” each employee is also assigned to one of the regular or temporary classifications described below, and each employee is also classified as exempt or non-exempt.

Full-Time: A Regular Full-Time employee is defined as an employee who is regularly scheduled to work at least 40 hours per week, unless otherwise explicitly authorized and agreed to by management.

Salaried: A salaried employee, includes positions that require specialized postsecondary education of 2 years or more to meet the qualifications of the position.

Hourly: An hourly employee includes positions that require relevant experience to meet the qualifications of the position.

Part Time: A Part-Time employee is defined as an employee who is regularly scheduled to work less than 40 hours per week.

Per Diem: A Per Diem employee is defined as an employee who is available to fill in shifts as needed.

Exempt and Non-Exempt: At the time of hire, promotion, or transfer, employees are classified as either “exempt” or “non-exempt” from overtime laws. **Exempt** employees are salaried managers, executives, professional staff, technical staff, outside sales representatives, and others whose duties and responsibilities allow them to be “exempt” from the overtime pay provisions of the Federal Labor Standards Act (FLSA). Exempt employees are not eligible for overtime pay. **Non-exempt** employees are workers who, by law, are entitled to overtime pay for hours worked in excess of 40 hours in a workweek. (Any overtime must be pre-approved by the employee’s immediate supervisor. If an employee has a question about how he/she is classified, he/she should seek clarification from their supervisor.

NEPOTISM

It is the policy of Orion House to avoid bringing family relationships into the workplace whenever possible. However, on occasion more than one family member may work for Orion House. The following guidelines will govern these situations:

- No employee will be permitted to hire a relative;
- When related persons work for Orion House, one relative may not supervise another;
- Related persons will not be involved in evaluating each other's job performance or in making recommendations for salary adjustments, promotions, or other budget decisions.

TIME CARDS

Employees are required to keep accurate time cards, which must be signed each week by both the employee and his/her immediate supervisor.

The law requires that an employer keep accurate time records for all non-exempt employees. Therefore, timecards for all non-exempt employees must reflect the time the employee began working, stopped working for an unpaid meal break, returned from an unpaid meal break, and stopped working for the day.

Any changes to time cards must also be initialed by the employee. Time cards must be completely filled out and are due to the Administrative Assistant by Monday morning of the following workweek. When an employee is out of work due to illness, vacation, or leave of absence, the supervisor must complete the time card, sign it, noting employee's reason for absence, and submit it to the house's business manager.

Falsification of time cards may result in disciplinary action up to and including termination.

IMMIGRATION REFORM AND CONTROL ACT OF 1986

The Immigration Reform and Control Act of 1986 requires that all Orion House employees be authorized for employment in the United States. Therefore, only individuals lawfully authorized for employment in the US will be employed. In connection with this Act, Orion House must collect certain information on INS Form I-9 and review certain documentation concerning the authorization of individuals hired after November 6, 1986. This information and documentation will be used only for compliance with the Immigration Reform and Control Act of 1986 and will not be used for any unlawful purpose. If an employee's employment authorization changes or terminates after the start date of their employment, they are responsible for informing the Executive Director immediately. Failure to comply with the requirements of this policy may result in termination of employment.

EMPLOYEE WORK WEEK

Orion House, Inc. utilizes a wide array of individual positions and employees in order to meet the needs of our clientele. Orion House, Inc. provides services 24 hours a day, seven days a week, 365 days a year. The workweek commences on Sunday and concludes on Saturday midnight. The pay period is once per week. Orion House, Inc. reserves the right to alter or change any/all employee's schedule in order to meet unforeseen circumstances, organizational goals, or to address our clientele's ever changing needs.

OVERTIME

All overtime work must receive the prior approval of the Director.

PAY PERIODS AND PAY CHECKS

Orion House's payroll period runs weekly, Sunday through Saturday. All employees are paid weekly for the prior week's work on Fridays. If a holiday or absence prevents the creation or distribution of paychecks on Friday, they will be issued on Wednesday. Employees may, at their discretion, utilize direct deposit. Directly deposited payroll funds are available at the bank by 12:00 PM on payday. Paper checks are available from the Director or his designee at 3:00 PM on payday.

PAY DEDUCTIONS

Pay Deductions for All Employees: The law requires that Orion House make certain deductions from every employee's pay. Among these are applicable federal, state, and local income taxes. The House must also deduct Social Security taxes from each employee's earnings up to a specified limit. Orion House matches the amount of Social Security taxes as required by law. The House may also be required to make deductions from your paycheck pursuant to a federal or state agency or court order, such as for child support. These deductions will be itemized on your check stub.

Orion House offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs. Employees may also authorize in writing, payroll deductions for other permissible purposes to benefit the employee, such as repayment of a loan made to the employee by the House. Arrangements for these voluntary deductions can be made with house's business manager.

The New Hampshire Department of Labor permits these deductions, and requires employers to provide employees with notice of the other circumstances in which payroll deductions are permitted by law. Payroll deductions are also permitted for the following (and we recognize that

not all of the following apply in our workplace, but we are providing the whole list as required by the Department of Labor): installment payments of legitimate loans made by the employer to the employee; repayment of accidental overpayments made to the employee; repayment of advances on vacation or other paid time off; required clothing not considered to be uniforms; voluntary rental fees for non-required clothing; voluntary cleaning of uniforms and non-required clothing; medical, surgical, hospital, and other group insurance benefits having no financial advantage for the employer; the use of a demonstrator vehicle as defined in RSA 261:111; payments into savings funds held by someone other than the employer; housing and utilities; strictly voluntary contributions to charity; union dues; and health, welfare, pension and apprenticeship fund contributions; voluntary contributions into cafeteria plans or flexible benefit plans, or both, as authorized by section 125 or section 132 of the Internal Revenue Code; voluntary payments by the employee for the following: child care fees by a licensed child care provider, parking fees, and/or pharmaceutical items, gift shop, and cafeteria items purchased on the site of a hospital by hospital employees; recovery of tuition for non-required educational costs; payments for the employee's use of a qualifying health or fitness facility; contributions to a political action committee; and for any purpose on which the employer and employee mutually agree that does not grant financial advantage to the employer, other than to purchase items required in the performance of an employee's job in the ordinary course of the operation of the business.

Pay Deductions for Exempt Employees: Orion House complies with all federal and state laws with regard to deductions from paychecks, including deductions from the salaries of exempt employees. In accordance with the laws, salaried exempt employees receive a predetermined salary which is not subject to reduction because of variations in the quality or quantity of work performed, and is not subject to reduction for absences requested by the House or due to the operating requirements of the House. Orion House recognizes that under federal and state law there are only limited reasons for which an exempt employee's salary for a pay period can be subject to deductions. Orion House prohibits deductions from salaries that are inconsistent with an employee's exempt status.

Exempt employees should note that salaries are subject to modification from time to time such as at compensation review time, when an employee's position or responsibilities change, and at other appropriate times. Exempt employees should also note that it is permissible by law for the House to apply earned time and other forms of paid time off to partial or full day absences for personal reasons, sickness, or disability, and that applying paid time is not considered a deduction from salary.

Questions Regarding Paychecks and Any Deductions: If you have any questions or concerns about your paycheck or any deductions from your pay, contact JoD Burnham, the house's business manager as soon as possible. If you do not receive a prompt response or are dissatisfied in any way with the response you receive, you should feel free to contact the Executive Director.

Questions and concerns regarding pay and deductions will be investigated and addressed promptly. If there has been an error, such as a deduction made in error, the employee will receive a corrected check or a check reimbursing the employee for the error, whichever is more practicable under the circumstances.

Employees should feel free to communicate any questions or concerns regarding pay or deductions. Orion House will not tolerate retaliation against employees who have expressed concerns using this procedure.

ADVANCE PAY

Pay advances are granted at Orion House at the discretion of the Executive Director, and only in mitigating circumstances. For example, a pay advance may be considered when an employee will be on vacation when there is a payday, or in cases of extreme emergency. Pay advances are considered early payments of wages and at no time will payment be made when there is not adequate work time or vacation time to cover the pay advance. Request for salary advances must be made in writing.

SALARY ADJUSTMENTS

A salary adjustment may occur at any time when, in the judgment of the Board of Directors and the Executive Director, living costs have risen significantly and they determine adequate funds are available for a salary adjustment. The Board and Executive Director, in making these determinations, may take into account the cost-of-living increase, resources available, anticipated future expenses, and the prevailing wage for similar work in other settings.

WORKERS' COMPENSATION

Employees are protected under the state workers' compensation law against loss of income due to injury or death that occurs during job-related activities. Orion House pays the entire cost of the workers' compensation insurance premium. Employees must report all job-related accidents, injuries and illness immediately after they occur to their direct supervisor. In any and all accidents, injuries or illnesses, the employees involved must, within 24 hours, meet with the Executive Director to complete the mandatory paperwork. The insurance carrier will determine the benefits, if any, to which the employee is entitled.

REPORTING: Any employee injured on the job will report the injury immediately to his or her supervisor, regardless of whether the injury is minor or of no apparent significance. Then all involved employees must report that incident to the Executive Director.

INCIDENT REPORT: An Incident Report will be promptly completed by the supervisor to ensure documentation and expedite compensation. Failure of an employee to document job-related injuries may result in dismissal of claim and disciplinary action, up to and including termination. Reporting job-related injuries protects both the employee and Orion House.

PERSONAL/SICK TIME

All full-time employees are allowed five (5) days per fiscal year to be used as personal time or sick time. *For new employees, these hours will be pro-rated for the 1st year of employment and are not available for use until the end of the employee's probation period.* These days shall be paid at the employee's regular rate of pay. Use of personal or sick time in excess of the five days allowed will result in a contemporaneous deduction from the employee's available paid vacation days. Any unused sick or personal days will expire at the end of each fiscal year on June 30. These days do not accrue monetary value, and unused days are not paid out when employment is terminated.

Upon finding that an employee is unable to report to work on time, or are unable to report to their scheduled shift, that employee must inform their immediate supervisor or the Program Director a minimum of 8 hours prior to the beginning of their work schedule. Sufficient reason must be provided to the Program Director for any and all absences or tardiness. Failure to report for work in an appropriate condition may be grounds for immediate disciplinary action.

VACATION TIME

Full-time Employees:

The Orion House, Inc. vacation time policy was developed to help employees take time away from work in order to become refreshed and solidly grounded. Vacation is based upon an accrual system and is calculated every pay period. No more than one-year's vacation time can be accrued from year to year. In other words, Orion House, Inc. wants you to take your vacation every year. Any vacation time accrued in addition to the one-year accrualment will be lost at the end of your year (date of hire).

Vacation time is accrued at the following rate:

- 1-2 completed years of employment = 80 hours per year (1.54 hrs. per pay period)
- 3-5 completed years of employment = 120 hours per year (2.31 hrs. per pay period)
- 10. completed years of employment = 160 hours per year (3.08 hrs. per pay period)

Employees are not allowed to exceed their number of vacation hours without the expressed written permission of the Executive Director. All requests for Vacation Time must be made in writing and

approved by the employee's immediate supervisor and the Executive Director prior to using that vacation time.

Accrued, unused vacation time is not paid out at termination of employment.

Part-Time Employees: There is no vacation benefit for part-time employees.

HOLIDAYS

The following eight holidays have been declared official paid holidays by the Orion House, Inc. Board of Directors. Some salaried employees' holidays will have the day off, for the residential staff that is scheduled to work on that holiday, holiday pay will be allocated. Please check with your immediate supervisor and with the OPIE Business Manager to be sure of your position's exempt or non-exempt status. Holidays include:

- Memorial Day (Last Monday in May)
- Independence Day (July 4th)
- Labor Day (1st Monday in September)
- Veteran's Day (November 11th)
- Thanksgiving Day (4th Thursday in November)
- Christmas Day (December 25th)
- 2 Floating Holidays (per request)

LEAVE OF ABSENCE

At the discretion of the Executive Director, considerations for leave without pay shall be granted to employees who have worked at least one year at Orion House, Inc. Leave may be for reasons of maternity, paternity, adoption, sabbatical, or to provide extended care to a spouse or child for up to four weeks. If the employee requires an extended leave of absence beyond the 4 weeks, he or she may apply in writing to the Executive Director at least ten days prior to the expected date of return to work. In some instances, reviewed on a case by case basis, an employee may be mandated to use their sick, personal, or vacation time while he or she is on their leave of absence. At the expiration of leave or any extension thereof, the employee shall be reinstated in the following priority of position reassignment.

- If available, and if the employee member furnishes a physician's medical certification of their ability to resume work, the same job (if available) held before leave.
- If not available, the staff member will be reinstated in a "like" job position.
- If available, and he or she cannot perform these job duties, the staff member will be offered a similar job (if available) which he or she is qualified to perform.

- Should the employee fail to report to work promptly at the expiration of their leave, he or she will be treated as though they voluntarily quit.
- While on leave without pay, and at the discretion of the Executive Director, based upon the agencies resources, employees may be entitled to receive health insurance benefits. However, employees may be required to pay a prorated amount of their premium.

BEREAVEMENT LEAVE

After one (1) year of full-time employment, an employee will be eligible for three (3) days of unpaid/paid bereavement leave, at the discretion of the Executive Director, following the death in the employee's immediate family. Criteria for the amount of time off allowed include a variety of factors, including, but not limited to, the need for out-of-town travel and responsibility for handling funeral arrangements. The term "immediate family" includes the following: husband, wife, civil partner, son, stepson, daughter, stepdaughter, mother, stepmother, father, stepfather, brother, stepbrother, sister and stepsister.

Up to two (2) days of bereavement leave, may be allowed for a death of other family members. This includes the following: son-in-law, daughter-in-law, mother-in-law, father-in-law, sister-in-law, brother-in-law, grandmother, grandfather, aunt and uncle, niece and nephew. In the event of a death of a significant other, close personal friend or relative not named in the family list, the employee may request immediate leave time of two (2) to five (5) days.

MILITARY LEAVE

If an employee is a member of the National Guard or Reserves and is expected to participate in periodic field training, he or she will receive unpaid military leave for a maximum period of 15 calendar days annually. Such leave shall not affect his or her normal vacation in any way. Employees who are indefinitely deployed in active service via the draft or the act authorizing the President to order to active duty the National Guard and reserve components of the Navy, Army, Air Force, or Marine Corps are entitled to military leave. Military leave is leave of absence without pay and is terminated either 90 days after the employee's discharge from the service or one year after the employee is released from hospitalization continuing after discharge. The employee will be reinstated to his or her former position or to a position of similar seniority, status, and pay if Orion House is informed of his/her discharge no fewer than 90 days prior to the employee's planned return.

MATERNITY LEAVE

Pursuant to New Hampshire law, all female employees may take an unpaid leave of absence for the period of temporary physical disability resulting from pregnancy, childbirth, or related medical conditions. A maternity leave under this policy begins when an employee is medically determined to be disabled and ends when she is medically able to return to work.

For any paid leave, including use of vacation, sick and personal time, it will run concurrently with maternity leave, and any remaining maternity leave will be unpaid. Employees will be required to exhaust all of their unused, accrued vacation, sick and personal time before taking any unpaid leave under this policy.

Absent undue hardship and upon receipt of sufficient medical documentation, the House will provide reasonable accommodation for an employee temporarily disabled due to pregnancy, childbirth, or a related medical condition.

Status of Employee Benefits during Leave: Vacation, sick and personal time does not continue to accrue during any unpaid portion of maternity leave and employees are not eligible for other employment-related benefits, such as holiday pay, bereavement pay, jury duty pay, etc., during any unpaid leave.

Employees on maternity leave may continue medical insurance coverage by making arrangements with the house's business manager to pay the entire amount of the appropriate monthly premium in advance each month. An employee's health insurance coverage may be canceled if the premium payment is more than 30 days late.

If an employee's health insurance premium payment is late and the House, at its option, chooses to pay the employee's portion of the premium, the House may recover that amount from the employee. In addition, if a maternity leave is unpaid and the employee elects not to return to work upon the completion of the leave, the House may require the employee to reimburse it for the employer portion of the insurance premiums paid during the leave.

Reinstatement: An employee who has notified the House of her intent to return at the end of her maternity leave will be reinstated to her original job or a comparable position with comparable pay and seniority, retirement, fringe benefits, and other service credits unless business necessity makes this unreasonable or impossible. Employees who cannot be returned to their former or a comparable position remain eligible to apply for any available position within the House for which they are qualified.

JURY DUTY

The House recognizes the Civic Duty of employees to serve as jurors when called and to see that serving such a duty is not detrimental to the employees. An employee who receives a jury summons should immediately notify their supervisor by submitting a copy of the summons. The employee will be provided with the necessary time away from work for the jury duty, and is expected to report to work when he/she is released from jury duty at any time during the work day. Jury duty leave will be unpaid, unless the employee is an exempt employee who works any portion of the pay period and payment is otherwise required by law. Employees may use any accrued, unused vacation, sick or personal time during jury duty, but are not required to do so.

CRIME VICTIM LEAVE

In accordance with New Hampshire law, the House will grant an employee unpaid time off from work to attend court or other legal or investigative proceedings associated with the prosecution of a crime in which the employee was a victim. For purposes of this policy, a “victim” is any person who suffers direct or threatened physical, emotional, psychological, or financial harm as a result of the commission or attempted commission of a crime.

Employees may also qualify for leave under this policy if they are part of the immediate family of a homicide victim or part of the immediate family of a child under the age of 18 or an incompetent adult who is the victim of a crime. For purposes of this policy, “immediate family” means the father, mother, stepparent, child, stepchild, sibling, spouse/civil union partner, grandparent, or legal guardian of the victim, or a person who is otherwise in an intimate relationship with and residing in the same household as the victim.

An employee needing time off under this policy should notify the house’s business manager as far in advance as possible. The employee may be asked to submit copies of the notices of each scheduled hearing, conference, or meeting that is provided to the employee by the court or agency involved in the prosecution of the crime. Employees must comply with any requests to submit these notices, and failure to do so may result in denial of the leave of absence. The House will maintain any such notices or records in confidence, and will disclose them only on a need to know basis.

The employee will be notified as soon as practicable whether the leave request is granted or denied. Requests falling within the definitions of this policy will typically be granted unless the leave of absence would cause an undue hardship on our business. An “undue hardship” for purposes of this policy means significant difficulty and expense. In determining whether an undue hardship may exist, the House will consider the size of its operations, the employee’s position and role within the House, and the House’s need for the employee to be at work.

Leave taken under this policy is unpaid, and an employee must apply any accrued, unused earned time to the absence.

The House will not discharge, threaten, or discriminate against an employee for taking leave under this policy, and employees taking leave under this policy will not lose any seniority during the leave of absence.

PERSONAL LEAVES OF ABSENCE

Consideration is always given to a reasonable request for leaves of absence not covered by the types of leave described above for employees who have exhausted all available paid time off and leave time. These requests are granted or denied in the House's discretion. In making the decision whether to grant or deny a request for personal leave, the House considers the merits of each employee's situation, the department, the House's work requirements of that position, and other legitimate business considerations.

When a personal leave of absence is granted, it will be granted for a specific interval, generally not to exceed 90 calendar days. In rare circumstances and at the House's sole discretion, a personal leave may be extended for an additional specific interval, upon separate written application and approval of the Executive Director.

Personal leaves of absence are unpaid. Employees eligible for workers' compensation benefits may apply for those benefits.

If an employee is granted a personal leave of absence, he/she must inform the house's business manager when he/she is able to return to work. The employee may be required to provide a doctor's statement certifying that the employee is medically able to return to work. The House reserves the right to require a physical examination by a physician of its choosing prior to an employee's return to work from a personal leave.

Employees on personal leave will be allowed to participate in the House's health/dental insurance benefit by making arrangements with the house's business manager to pay the entire amount of the appropriate monthly premium in advance each month. An employee's health insurance coverage may be canceled if the premium payment is more than 30 days late.

If an employee's health insurance premium payment is late and the House, at its option, chooses to pay the employee's portion of the premium, the House may recover that amount from the employee. In addition, if an employee elects not to return to work upon the completion of the personal leave, the House may require the employee to reimburse it for the employer portion of the insurance premiums paid during the leave.

The House will make reasonable efforts to reinstate an employee returning from personal leave to the same or similar job as held prior to the leave of absence, subject to staffing and business requirements. Please understand that reinstatement from a personal leave is not guaranteed, unless otherwise required by law. If the House is not able to reinstate an employee returning from leave, the employee's employment will be terminated, and the employee will remain eligible to apply for employment in the future. If an employee fails to return to work following the expiration of the leave, the employee will be considered to have voluntarily resigned from his/her employment with the House.

HEALTH BENEFITS

This portion of the Program Manual contains a very general description of the benefits to which you may be entitled as an employee of Orion House. Please understand that this general explanation is not intended to, and does not, provide you with all the details of these benefits. Therefore, this Manual does not change or otherwise interpret the terms of the official plan documents. Your rights can be determined only by referring to the full text of the official plan documents, which are available for your examination from the house's Business Manager. To the extent that any of the information contained in this Manual is inconsistent with the official plan documents, the provisions of the official documents will govern in all cases.

Please note that nothing contained in this Manual or the benefit plans described herein shall be held or construed to create a promise of employment or continued or future benefits, or a binding contract between Orion House and its employees, retirees or their dependents, for benefits or for any other purpose. All employees shall remain subject to discharge or discipline to the same extent as if these benefit plans had not been put into effect.

Orion House reserves the right, in its sole and absolute discretion, to amend, modify or terminate, in whole or in part, any or all of the provisions of the benefit plans described herein, including any health benefits that may be extended to retirees and their dependents. Further, Orion House reserves the exclusive right, power and authority, in its sole and absolute discretion, to administer, apply and interpret the benefit plans described herein, and to decide all matters arising in connection with the operation or administration of such plans.

The Orion House strives to support their employees with wellness through a benefit plan. This opportunity is afforded when the organization is able to meet the financial costs of offering such a plan. Orion House is not required to offer benefits but believes in offering support to their employees when feasible. Plans may include medical, dental and 401K options. Please see the Business Manager for specific details.

OUTSIDE EMPLOYMENT

Employees shall not engage in or accept outside employment or render services with a person, firm or corporation when such service or employment:

- Is incompatible with the proper discharge of the duties and responsibilities of employment with this organization, or would impair independence of judgment or actions for this House; or
- Involves such hours or work or physical effort that it would or could be reasonably expected to reduce the staff member's quality or quantity of service to Orion House.

Occasionally, a staff member may request to work part-time in some other capacity at this organization in addition to his or her regular job. Permission to do so will be given accordance with this policy on outside employment. In such cases, the U.S. Department of Labor, Wage, and Hour Division has established guidelines that require non-exempt employees to be paid overtime for hours worked in excess of 40 hours per week.

SOLICITATION AND DISTRIBUTION

Solicitation of one employee by another is prohibited while either employee is on work time and in work areas. Work time includes the time during which any of the employees involved are actually scheduled to work, but does not include scheduled rest periods, meal breaks and other specified times when employees are not expected to be working.

Distribution of literature and circulation of petitions at Orion House is prohibited at all times. Solicitation or distribution of any literature by any outside party is prohibited on Orion House grounds at all times.

CONFLICT OF INTEREST

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative or friend as a result of Orion House business dealings.

For the purpose of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood/marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to the Director as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative or friend has a significant ownership in a firm with which Orion House does business, but also when an employee or relative receives a kickback, bribe, substantial gift or special consideration as a result of any transaction of business dealings involving the Orion House.

OUTSIDE VOLUNTEERS

It is the policy of Orion House to facilitate opportunities for volunteers and college residents. In order to be accepted as a volunteer, candidates must complete an intensive interview process and background investigation, undergo a reference check, must submit a completed physical performed within the previous year and provide documentation of a TB test, that they are free of communicable diseases. All volunteers and residents serve at the discretion of the Executive Director, who will retain the responsibility of terminating this voluntary relationship at any time for any reason.

DRUG-AND ALCOHOL-FREE WORKPLACE

Drug and alcohol use in the workplace can create health, safety, and security issues for our employees and customers. Orion House is committed to providing a safe work environment that is free from the effects of drugs and alcohol. In support of our commitment, we prohibit the following conduct and other conduct which, in our determination, is inconsistent with our commitment:

- The unlawful or unauthorized possession, use, sale, transfer, dispensation, manufacture, storage, or distribution of alcoholic beverages, controlled substances, or drug paraphernalia, or abuse of legal prescription drugs on House property, in House vehicles, or while engaged in House activities is strictly prohibited. *(Orion House understands that there may be alcoholic beverages present at certain business meetings or social gatherings: employees are expected to act responsibly in these situations.)*
- Possession shall include, but shall not be limited to, concealment or storage in a pocketbook, bag, automobile, or other place accessible to the employee during working hours. The term “drugs” for purposes of this policy includes both “illegally used controlled substances” as defined under state or federal law, including narcotic and non-narcotic drugs and prescription drugs used abusively and “non-controlled” (over the counter) medicines, if they render the individual unfit for duty.
- Employees may not report to work or attempt to work while under the influence of a controlled substance or alcoholic beverages.

- Employees may not report to work or attempt to work while suffering from the effects of exceeding the prescribed or directed usage, or otherwise abusing (including sale or transfer) a prescription or over-the-counter drug or medication.
- Employees may not report to work or otherwise work under the influence of legally prescribed, properly taken medication if the medication may impair the employee's ability to safely perform job functions.
- Employees may not report to work or otherwise work in a condition that is not fit for work. In addition to being under the influence as mentioned above, other indications of a lack of fitness for duty are smelling of alcohol, appearing to be hung over, or otherwise appearing or being unable to effectively interact with customers and co-workers, and work safely and properly without impairment.

Orion House also maintains the following reporting requirements for the safety of our employees:

- Any employee who is taking medication that may impair his/her ability to safely perform job functions must inform their daily supervisor immediately, and must not perform any work until authorized to do so by the house's business manager.
- Any employee who is arrested or convicted for any crime (not annulled by the court) involving alcohol or drugs must inform their immediate supervisor within three (3) working days of the arrest or conviction.
- If any employee is involved in drug misconduct (including the use or possession of illegal drugs or unauthorized prescription drugs) on House premises or while working for the House, the House reserves the right to report the incident to law enforcement authorities and to cooperate in prosecuting the crime to the fullest extent of the law.
- If any person observes an employee exhibiting behavior that may be indicative of impairment by drug or alcohol use or other violation of this policy, he/she should immediately report the behavior to the administration at the house.

Available Assistance for Dependency Issues: We encourage employees to voluntarily seek assistance for the early resolution of drug and alcohol problems.

An employee will not be disciplined or terminated for voluntarily seeking assistance for a drug or alcohol problem. However, employees who undergo voluntary counseling or treatment and who continue to work must meet all established standards of conduct and job performance. The fact that an employee is in treatment for alcohol or drug abuse does not preclude Orion House from taking disciplinary action for violation of its policies or standards of conduct. Likewise, an employee who

has violated this Drug- and Alcohol-Free Workplace Policy cannot escape disciplinary action, including termination, by voluntarily requesting treatment for alcohol or drug abuse.

Investigations and Searches: When there is reasonable cause to suspect that an employee has violated this policy, Orion House reserves the right to inspect, without prior notice, work areas, desks, cabinets, purses, bags, briefcases, other belongings, and vehicles brought on House premises or at locations where work-related activities are being conducted. Cause to suspect shall be solely in the judgment and discretion of the House, which may release any illegal drugs, paraphernalia, or other evidence to law enforcement authorities.

Fitness for Duty Exams: Orion House reserves the right to require an employee to submit to a fitness for duty exam if the House determines that there is reasonable cause to believe that the employee is under the influence of alcohol or drugs or is otherwise unfit for work.

Violations of this Policy: Failure to comply with these rules may lead to disciplinary action, up to and including termination, and may also have legal consequences.

EMPLOYEE ASSISTANCE PROGRAM

Orion House recognizes that a variety of personal problems or situations may interfere with the ability of the individual employee to perform satisfactorily while on the job. In responding constructively to these problems, it is Orion House's intention to assist in restoring the job effectiveness of the staff member, and to make it possible for the individual to get the help he or she needs.

Procedures:

Orion House supports referral and rehabilitation efforts extended to staff members affected by personal problems or situations. No staff member's job security will be put in jeopardy by his or her seeking, and conscientiously following, a program of treatment.

Supervisory personnel are expected to recognize unsatisfactory job performance resulting from apparent behavioral or personal problems.

Orion House will make available the name, address and phone number of outside agencies that offer or make referrals for treatment. Staff members who suspect they have a problem are urged to take advantage of the employee benefits package and voluntarily follow through with any prescribed treatment.

When the behavior of an employee undergoing treatment results in poor job performance, it will be handled in the same manner as any other substandard performance, such as placing the employee on probationary status or discharging that employee.

Reporting to work under the influence of drugs or alcohol or possession of drugs or alcohol on Orion House property will result in immediate dismissal.

Voluntary acceptance of a treatment program will not be a valid reason for continued poor job performance. It will not result in any special regulation, privileges, or exemptions regarding job performance requirements.

WORKPLACE VIOLENCE

Consistent with the House's commitment to safety, the House will not tolerate threats, threatening behavior, or any acts of violence against employees, residents, customers, visitors, guests, or anyone else that an employee may come into contact with as part of their work. Violations of this policy will lead to disciplinary action up to and including termination for employees. In addition, it is possible that such conduct could lead to arrest and prosecution.

WORKPLACE SEARCHES

To safeguard the property for our employees, our customers, and the House, and to help prevent the possession and use of weapons (see examples under *Workplace Violence* policy), illegal drugs, and alcohol on the House's premises, it may become necessary to question employees and other persons entering and leaving our premises, and to inspect any packages, parcels, bags, purses, handbags, briefcases, and any other possessions or articles carried to and from the House's property or any other location where House work is being performed.

In addition, the House reserves the right to search any employee's office, desk, files, locker, or any other area or article on our premises. All offices, desks, files, lockers, and the like, are the property of the House and are issued for the use of employees only during their employment with the House. Personal and House vehicles brought onto House property may also be subject to search. Inspections may be conducted at any time at the discretion of the House.

Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who, after the inspection, are believed to be in possession of stolen property, prohibited weapons, illegal drugs, alcohol, or other items that violate House policy, will be subject to disciplinary action, up to and including termination. Any person who makes threats, exhibits threatening behavior, or engages in violent acts on our property will be removed from the premises as quickly as safety permits. The House may initiate an investigation, in which case the individual may be asked to remain off the premises pending the outcome of the investigation. In addition to our general policy against threats and violent behavior of any kind by anyone on our property, the House also specifically prohibits employees from engaging in any kind of threatening or otherwise violent behavior at any time. This includes, but is not limited to, any

time spent on House property, any time spent at any customer site or other location to which an employee may travel as part of his/her work, and at any other time or location while the employee is on House business.

All employees are responsible for notifying their immediate supervisor of any threats which they have witnessed, received, or has been told that another person has witnessed or received. Even without an actual threat, an employee should report any behavior witnessed which he/she regards as threatening or violent, when that behavior is job-related or connected in any way to House employment.

While we do not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform their immediate supervisor if any employee exhibits behavior which could be a sign of a potentially dangerous situation. Such behavior includes:

- Bringing weapons to the House premises; some examples of prohibited weapons include, but are not limited to; Firearms (pistols, revolvers, shotgun, rifles and BB guns; knives (switchblades, gravity knives or any knife with a blade longer than three inches); metal knuckles; bows and arrows; Tasers. The House prohibits weapons to ensure the safety and security of all employees and persons visiting the House. A weapon permissible for hunting or a weapon with a current permit to carry, stored in private vehicles, must be locked and out of plain sight.
- Displaying overt signs of extreme stress, resentment, hostility, or anger;
- Making threatening remarks;
- Sudden or significant deterioration of performance;
- Displaying irrational or inappropriate behavior.

Reports may be made anonymously and confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

SEXUAL AND OTHER UNLAWFUL HARASSMENT/DISCRIMINATION

Discriminatory Harassment Prohibited

Orion House is committed to providing a work environment that respects the dignity and worth of each individual. We prohibit harassment and/or discrimination of one employee by another employee, supervisor or third party for any reason. Inappropriate workplace behavior and harassment and/or discrimination create conditions that are wholly inconsistent with this commitment. The purpose of the policy set forth below is not to regulate the personal morality of employees, but rather to allow a work environment that is free from all forms of harassment and/or discrimination, based upon any protected characteristic, including but not limited to, race, color,

gender, sex (including pregnancy-related conditions), sexual orientation, age, religion, national origin, physical or mental disability, veteran status or any other protected class under federal, state, or local law.

Discriminatory harassment and/or discrimination, including sexual harassment, will not be tolerated by the House. This policy applies to all harassment occurring in the work environment whether in the office, in customer-related or House-related settings, including in informal business situations, at House parties and on business trips, or in the use of House-provided business systems such as, but not limited to, electronic mail, instant messaging, voice mail, Internet usage and history, text messages, pictures, images, writings, words or gestures.

This policy covers all employees of Orion House, including applicants for employment and third parties over whom the House has control.

Sexual Harassment Defined

Sexual harassment is one form of unlawful harassment. It is also considered to be discrimination. Sexual harassment is defined here separately because the line between acceptable social contact between individuals and unlawful sexual harassment is sometimes more difficult to determine.

For purposes of this policy, sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is either explicitly or implicitly made a term or condition of an individual's employment; or
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting the individual; or
- Such conduct unreasonably interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

Sexual harassment includes a wide range of behaviors, from the actual coercion of sexual relations to unwelcome offensive comments, jokes, innuendoes and other sexually oriented statements and unwelcome emphasizing of sexual identity. It is not possible to create an all-inclusive list of prohibited harassment, so we offer the following as some examples of the types of comments or conduct that may constitute harassment or otherwise be considered a violation of this policy:

- Unwelcome sexual advances, whether or not they involve physical touching;
- Epithets; jokes; slurs; inappropriate nicknames or other references;
- Written or oral references to sexual conduct; gossip regarding one's sex life; comment on an individual's body; comment about an individual's sexual activity or experience;
- Displaying inappropriate objects, pictures, cartoons, e-mail messages, screensavers, Internet sites;

- Leering; whistling; brushing against the body; sexual gestures;
- Suggestive or insulting comments;
- Threats or physical aggression.

Employees need to be concerned not only with the intent of their actions of this kind but also the effects; even unintentional conduct (including conduct that is intended as a “joke”) can be deemed a violation of this policy. Repeated occurrences will be considered intentional violations of the policy.

A hostile work environment may be created by supervisors, co-workers, and subordinates as well as by non-employees, such as customers, suppliers, vendors, and contractors who have work-related dealings with employees. Sexual harassment includes behavior by members of the same sex, as well as members of the opposite sex, directed at a person because of his/her sex or sexual orientation.

This policy prohibits all of the activities discussed above, whether engaged in by a supervisor, agent of Orion House, co-worker, or non-employee who is on Orion House’s premises or who comes in contact with Orion House employees.

The above list of examples is not intended to be all-inclusive. It must be reiterated that care should also be taken in informal business situations, including at House parties and on business trips.

Other Harassment Defined

Each employee must exercise his/her own good judgment to avoid engaging in conduct that may be perceived by others as harassment. While it is not easy to define precisely what harassment is, for purposes of this policy, other harassment is defined as verbal or physical conduct that denigrates or shows hostility or aversion toward an individual based on any characteristic protected by law that:

- Creates an intimidating, hostile, or offensive work environment; or
- Unreasonably interferes with an individual’s work performance.

Some examples of such harassment are: using epithets or slurs; mocking, ridiculing or mimicking another’s culture, accent, appearance or customs; threatening, intimidating or engaging in hostile or offensive acts that focus on an individual’s race, color, gender, religion, national origin, sexual orientation, disability, veteran status or any other characteristic protected by law, including jokes or pranks; and the display on walls, bulletin boards or elsewhere on the House’s premises, or circulating in the workplace, of written or graphic material that denigrates or shows hostility or aversion toward a person or group because of an individual’s race, color, gender, age, religion, nationality or national origin, genetic predisposition, sexual orientation, disability or handicap, marital status, veteran status or any other characteristic protected by applicable law, or acting in a retaliatory manner by making threats or reprisals as a result of a negative response to harassment.

The above list of examples is not intended to be all-inclusive.

Consensual Relationships

Consensual romantic and/or sexual relationships between an employee with supervisory authority and any subordinate, including one not directly under the supervisor, compromises the House's ability to enforce its policy against sexual harassment. Consequently, if such relationships arise, any supervisory employee involved in such a relationship is required to report the relationship to his or her supervisor, if applicable, and to the Executive Director. The relationship will then be considered carefully by Orion House, and appropriate action will be taken. Such action may include a change in the responsibilities of the individuals involved in such relationships or reassignment within the House to diminish or eliminate the supervisory relationship and workplace contact that may exist.

Violations of This Policy

Harassment and discrimination may be indirect and even unintentional. Violations of this policy, whether intended or not, will not be permitted. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Investigation

When an employee reports discrimination or harassment as specified above, Orion House will undertake a prompt investigation as may be appropriate under the circumstances. The steps to be taken during the investigation cannot be fixed in advance, but will vary depending upon the nature of the allegations.

Resolving the Matter

Upon completion of the investigation, appropriate remedial action will be taken if necessary and as supported by the facts. Remedial action may include oral or written counseling, referral to formal counseling, disciplinary suspension or probation, or termination of employment.

Confidentiality

Those conducting an investigation should remain cognizant of the confidentiality of the investigation balanced against employees' right to free speech. The Human Resources Department and managers conducting investigations will ask witnesses to refrain from sharing information they reveal in the investigative interview with others outside of management or those performing the investigation only when:

- witnesses need protection from retaliation or harm;
- evidence is in danger of being destroyed;
- testimony is in danger of being fabricated;

- or there is a need to prevent a cover-up of the underlying incidents.

Non-Retaliation

An individual who reports incidents, which, in good faith, the employee believes to be violations of this policy, or who is involved in the investigation of any such incident, will not be subject to reprisal or retaliation. Retaliation is a serious violation of this policy and should be reported immediately. The report and investigation of allegations of retaliation will follow the procedures set forth in this policy. Any person found to have retaliated against an individual for reporting discrimination or discriminatory harassment or for participating in an investigation of allegations of such conduct will be subject to appropriate disciplinary action.

REPORTING PROCEDURE FOR DISCRIMINATORY HARASSMENT

Harassment and discrimination are violations of Orion House's policy and are prohibited by state and federal law. Experience has shown that a clear statement to the person engaging in the offensive behavior is often all that is necessary to stop the conduct. Employees who believe they are being harassed or discriminated against are encouraged to let the person engaging in the conduct know how they feel, but they are not required to do so.

If you believe that you have experienced unlawful discrimination or harassment, you must follow this reporting procedure to notify us of the problem so that we can promptly and thoroughly investigate the matter and take appropriate action. Do not allow an inappropriate situation to continue by not reporting it, regardless of who is creating the problem. No employee in this organization is exempt from our policies prohibiting harassment and discrimination.

Orion House requires that all incidents of discrimination, harassment, or other inappropriate conduct be promptly reported in writing or in person. Therefore, if you believe you are being discriminated against or harassed or have observed discrimination or harassment, the House requires you to promptly notify the Executive Director. Complaints may also be made to the Chief Executive Officer, Orion Prevention, Information and Education, Inc., P.O. Box 25 Newport, NH 03772 0025. They may also be brought to the Board of Directors in the form of a grievance.

GRIEVANCE PROCEDURE

Orion House provides an immediate and fair method for the resolution of disputes which may arise between Orion House and its employees. An individual employee may file a grievance when he or she believes that a mistake has been made in the administration of Orion House policy, as it affects his or her work activity.

An employee filing a grievance will have the right to follow all steps of the grievance procedure as outlined here with complete freedom from any reprisal and assurances that filing of such a

procedure will not affect his/her future opportunities for advancement and employment with Orion House.

Step One: Any staff member who believes that he/she has been aggrieved by an action of his/her immediate supervisor and the Executive Director shall first discuss the problem with the supervisor and Executive Director. The grievance need not be reduced to writing at this step and every effort should be made by both parties to resolve the problem.

Step Two: If the grievance is not resolved by the procedure outlined in Step One within 5 working days, the aggrieved party may file a written grievance according to the following procedure:

1. The aggrieved party must file a written grievance with his/her immediate supervisor with a copy to the Executive Director (or a designated representative). This statement must be filed within 5 working days of the incident causing the grievance and will be the employee's explanation of what has occurred.
2. The employee's immediate supervisor and the Executive Director will then meet with the individual within 5 working days after the receipt of the written statement. If more than one level of supervision exists between the aggrieved party and the Executive Director, these individuals may also attend the meeting if so requested by any of the directly involved parties. Further, the employee may also have a representative of his/her choice at the meeting.
3. A written reply shall be made to the employee within 3 working days following the completion of this step. A copy of this statement shall also be given to the employee's immediate supervisor.
4. If the employee still feels the grievance has not been resolved, he/she may request a hearing with the Board of Directors at the next scheduled meeting.

All time periods listed in this procedure may be extended upon mutual agreement of the employee and the Executive Director. However, the employee's failure to process a grievance within the procedural time frame shall relieve the employer of any further responsibility toward resolving the grievance.

DISCHARGE POLICY

Cobra Act: All terminating full-time employees may elect to continue their group insurance coverage at their expense. A copy of the **COBRA** Notification Form can be obtained from the Business Manager of OPIE.

Effective Date: The effective date of termination shall be the last day worked. Accrued vacation, sick, compensatory or personal time shall not be used to extend the effective date of termination beyond the last date worked.

Voluntary Termination: Employees of Orion House, Inc. are required to provide at least 30 days' notice before terminating their employment in order to collect payment for accrued vacation time. There is no severance pay benefit. Exempt employees shall not be entitled to payment for unused compensatory time. A final payment of wages for a voluntarily terminated employee shall be made upon the next scheduled payroll date. An exit interview will be conducted with each employee prior to their termination date.

Lay-Offs: Laid off employees shall not automatically be entitled to collect payment for accrued vacation. Payment for these benefits shall be at the discretion of the Executive Director. There is no provision for severance pay. Exempt employees are not entitled to payment for unused compensatory time. A final payment of wages to involuntarily terminated employees shall be made within 72 hours of the termination.

Involuntary Termination: The Executive Director shall, at his or her discretion, terminate any employee for any reason, or for no reason. Employees who are involuntarily terminated must immediately collect their personal effects and vacate the premises. They may have no further contact with Orion House, Inc. residents without the prior consent of the Executive Director. Involuntarily terminated employees are entitled to their accrued vacation time. There is no severance pay. Exempt employees shall not be entitled to payment for unused compensatory time. A final payment of wages to involuntarily terminated employees shall be made within 72 hours of termination.

ATTENDANCE AND PUNCTUALITY

Attendance and punctuality are essential functions of each employee's job. However, Orion House recognizes that from time to time, it may be necessary for an employee to be absent from work. Employees are expected to notify their supervisor or the Director as far in advance as possible if they are going to be absent from or late to work for any reason. If an employee is unable to come to work on time or at all on a scheduled work day, he/she must notify his/her supervisor or the Director a minimum of 8 hours before the shift was to start. Notice must be provided through actual phone conversation; leaving a message is not sufficient, and email or other electronic communications should not be used. If the employee's supervisor or the Director is not available when an employee calls, the employee may leave a message, but must call back later to speak personally with his/her supervisor or the Director.

Should an employee fail to report his/her absence from work over two (2) consecutive work days, the employee will be assumed to have voluntarily resigned without notice, forfeiting all benefits, unless otherwise required by law.

Excessive absenteeism or tardiness or leaving early may result in disciplinary action up to and including termination of employment.

INCLEMENT WEATHER

Orion House, Inc. does not close due to inclement weather. More than likely, the days in which public schools may be closed due to the weather there is an increased need for Orion House, Inc. employees to arrive for work in a timely fashion. At times, the weather actually increases the need for employees to be prompt to their respective shifts. Employees are NOT permitted to leave their respective shift until they have been properly relieved.

Employees who do not report for work, or do not report to work on time will be charged as using their vacation or personal leave time. Repeated violations will be cause for immediate disciplinary action up to and including termination.

MEDIA INTERACTION

A media interaction policy has to protect Orion House, Inc., its staff and residents from any misunderstandings, misinterpretations and misquotations concerning our place of work.

No Orion House, Inc. employee is to speak with the media about matters relating in any way to their work at OHI under any circumstances without written clearance from the Executive Director of Orion House, Inc. All inquiries from the media should be forwarded to the Executive Director immediately.

Should any employee receive any media inquiry, he or she should respond with the following statement: "I am not authorized to respond to your request. Please direct your question to the Executive Director of Orion House, Inc."

TRANSPORTATION

Orion House is required to provide transportation for the residents as needed. This may include medical appointments, school, work, field trips, and family visits. The driver is responsible for the safe operation of the vehicle and must obey all traffic and safety laws. **The use of seatbelts is mandatory for all staff and residents. Unrestrained persons shall not be transported regardless of their age.**

All Orion House vehicles will be serviced and maintained according to schedule. Additionally, all vehicles will be inspected annually by the Department of Transportation. Orion House will maintain adequate insurance on all its vehicles and drivers. Staff members who choose to use their own vehicles must furnish proof of adequate insurance (\$100,000/\$300,000) prior to transporting residents. Additionally, all drivers must demonstrate and be able to provide evidence of a safe driving record. All drivers must ensure that residents are wearing their seat belts prior to vehicle movement.

CELL PHONE POLICY while Transporting

Employees who drive while on House time and on House business are prohibited from using a cell phone while operating a motor vehicle. Employees who need to use the phone should pull over to the side of the road and come to a complete stop. Any traffic violations that occur because of cell phone use shall result in disciplinary action up to and including possible termination.

The use of any hand-held mobile electronic device capable of providing voice or data communication, (i.e., GPS devices, tablets, iPods, MP3 Players and other devices that require data entry) including but not limited to reading, composing, viewing, or posting any electronic message; or initiating, receiving, or conducting a conversation; or initiating a command or request to access the Internet, or inputting information into a global positioning system or navigation device, or manually typing data into any other portable electronic device is prohibited while operating a House vehicle or driving a personal vehicle during work time and/or for work purposes. This prohibition applies while driving, or temporarily halted in traffic for a traffic control device or other momentary delay.

Emergency calls to 911 or other public safety entities and the use of a hands free device, such as Bluetooth, are permitted.

SMOKING

Orion House and the OPIE campus are smoke-free environments. No smoking, including e-cigarettes, is permitted on the property at any time, or on any off campus activity or field trip. Violation of this policy shall result in disciplinary procedures up to and including termination.

DRESS EXPECTATION

As representatives of Orion House and as role models for the residents, all staff members and volunteers are expected to exhibit a neat, well-groomed appearance. Orion House strongly believes in educating by example. Orion House personnel are expected to adhere to the following dress code policy: As representatives of Orion House, Inc., employees, staff, volunteers and interns are expected to exhibit a neat, well-groomed appearance. Jeans, which present as neat and appropriate, may only be worn. Radical departure from conventional dress or personal grooming is not permitted (including, but not limited to: attire with profanity or references to alcohol, drugs or other substances, guns; short dresses or skirts, tank tops or midriff-baring tops, and shower thong-type footwear). Any employee, staff, volunteer, or intern that is found to be in violation of the dress code will be asked to go home and to change their attire. The time required to perform this change will be unpaid.

TRAVEL

From time to time, Orion House employees are required to travel on official business. Such travel must be approved in advance by the Executive Director and will be reimbursed by the House.

In order to receive reimbursement, the employee must:

- Report all expenses such as meals, tips, tolls, and mileage on a Mileage Reimbursement Form. Original receipts must be submitted with the expense report to receive reimbursement. Mileage on personal vehicles will be reimbursed at the rate of \$.38 per mile (subject to change).
- Use House vehicles whenever possible. The use of personal vehicles should be a secondary plan and must be pre-approved by the Director or Executive Director.

TELEPHONE and CELL PHONE USAGE

Employees are encouraged to limit telephone calls to those that are business related. Understanding that emergencies arise, and that some telephone communications can only be made during business hours, reasonable exceptions to this policy are justified. Repeated, excessive use of a cell phone during working hours for personal calls, texts, social media, gaming is prohibited and will be grounds for disciplinary action. Payment to the Orion House for personal calls must be made within one week of receiving the itemized bill.

VISITORS

Individuals who are involved with the residents' treatment (parents, DHHS staff, etc.) are welcome in Orion House, but visits should be arranged in advance. Due to the nature of our clientele, we need to minimize disruption and have a clear knowledge of who is in the building. All visitors, therefore, must check in the front office and remain in the reception area until met by the appropriate staff member.

Any visitor (parent, house official, guardian, court official, etc.) who comes to remove a resident for the purpose of an appointment or other destination must sign the resident out on the form located in the reception office.

Children of staff members are not allowed in the building during the house day without the prior approval of the Executive Director.

Any persons loitering on house grounds, or otherwise on the property without permission, shall be reported to the Newport Police Department.

LICENSES AND CERTIFICATIONS

Employees whose jobs require professional license or certification must present documentation of their license or certification prior to employment.

Copies of the license or certification, plus copies of all renewal or changes, must be provided by the employee for inclusion in his or her personnel file.

Employees must notify their supervisors before the next scheduled workday of any changes in the status of their license or certification.

Employees are responsible for ensuring that a copy of all licenses and certificates are included and updated in their personnel files.

Employees pay the cost of obtaining their license or certification, or maintaining it in a current status.

PERSONNEL RECORDS

Orion House maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals, salary increases and other employment records.

Personnel files are the property of Orion House, and access to the information they contain is restricted. Generally, only supervisors and management personnel who have legitimate reason to review information in a file are allowed to do so. No information from a personnel file may be released to parties outside Orion House without the written consent of the employee.

An employee who wishes to review his/her file should contact the Executive Director. With reasonable advance notice, employees may review their personnel files in the presence of the Executive Director or other individual authorized by the Executive Director. If an employee disagrees with any information in his or her personnel file, the employee may submit a written statement explaining the disagreement together with evidence supporting the employee's version. Such statement shall be maintained as part of the employee's personnel file and shall be included in any transmittal of the file to a third party and shall be included in any disclosure of the contested information made to a third party. An employee may make one copy of his or her personnel file for their personal records.

STAFF RECRUITMENT

Job openings are filled with qualified applicants. The major elements of our hiring policy are:

- Job openings are filled by qualified persons from within the organization. Preference is given to internal candidates over external candidates when both are equally qualified; however, internal candidates are not guaranteed positions for which they apply. Job openings and instructions for applying are posted on the office bulletin board. An external search for applicants may begin simultaneously with the internal job posting.
- Applicants will be screened, and if qualified, will be interviewed to determine the most suitable candidate. Applicants may be asked to interview with more than one person and may be asked for more than one interview.
- On some occasions, a candidate may be asked to demonstrate their competencies by working a day or two, with pay.
- References will be checked on all candidates before a job offer is made. Depending upon state laws governing the position, police record checks may be required. Failure to successfully pass any background examination will serve as justifiable cause for immediate discharge regardless of the applicant's/employee's current employment status.
- The Executive Director shall approve all hiring.

CRIMINAL BACKGROUND CHECK AND HIRING PACKET

All candidates must complete a criminal background check prior to an offer of employment. Upon an agreement of hire, the employee must meet with the Business Manager of OPIE to complete the necessary employment forms. Additionally, staff is expected to update every three years thereafter.

PRE-EMPLOYMENT PHYSICAL

New employees are required to pass a physical examination (one which denotes the results of a TB test) prior to beginning work. The cost of this examination will be paid by Orion House, Inc. when performed at the Newport Health Center located in Newport, NH. Applicants may utilize his or her own physician for this pre-employment physical but the employee will then be directly responsible for the costs associated with the pre-employment physical. Additionally, staff is expected to have a physical every three years thereafter.

RECEIPT OF PROGRAM MANUAL

Employees must sign a receipt stating that they have received their copy of Orion House Program Manual and any addendums thereto. Employees also acknowledge their understanding that no part of this manual shall be construed as being an employment contract—either implied or expressed—between the employee and Orion House. This manual has been prepared with information and guidance for employees working at Orion House and is intended to cover the procedures, rules, and policies most often applied to day-to-day work activities. Once having read the manual, employees should review any questions or concerns they may have with their supervisor. Some of the information will change from time to time, as policies are under constant review. Such changes will be communicated to employees when implemented. It is the employee's responsibility to update their copy of the manual. This will be a part of the annual evaluation. There is no guarantee of employment, expressed or implied, in the manual.

PROBATIONARY PERIOD

Whenever the term "Probationary Period" is used in the program manual, it shall mean the first 90 days of employment of a newly hired employee (180 days for directorate level employees). Employees whose service is satisfactory during the Probationary Period may become regular full-time or part-time employees, subject to availability of funds, the continued existence of the position, a positive performance review, and continued satisfactory work performance in the position. In some instances, it may be necessary to extend an employee's Probationary Period. Generally, this is done to allow more time for an employee who is having difficulties with assuming or performing their job responsibilities and duties. The extension of any 90-day Probationary Period must be communicated in writing to the employee prior to the implementation of the extension.

In all instances, the extension process will be supported by written documentation. The total length of any Probationary Period is not to exceed six (6) months from the date of hire (one year for directorate senior management level employees.). Employees who successfully complete the Probationary Period are still considered employed at-will. Successful completion of the Probationary Period of employment does not create a contract for employment nor does it guarantee any future employment.

STAFF EVALUATION AND SUPERVISION

All Orion House staff members will be evaluated by the Director or an appointed designee. The first evaluation will be at the end of a 90-day Probationary Period following hire, as outlined above. There will also be an annual review for all employees at the end of hiring year. Additionally, there will be supervision given to all employees on a regular basis.

EMPLOYEE CODE OF CONDUCT

While at work or in the presence of residents all employees are expected to conduct themselves with the utmost professional decorum. This includes:

- Refraining from the use of profanity, sexual remarks, or statements that support the use of illegal substances or alcohol;
- Maintaining the confidentiality of residents and their families;
- Exhibiting a helpful, patient, professional demeanor;
- Demonstrating respect for all others;
- Displaying honesty in word and deed;
- Displaying support and adherence to the policies and procedures of the House;
- Displaying support and adherence to the laws and institutions of New Hampshire and the nation;
- Displaying tolerance for all races, nationalities, creeds, religions, abilities, sexual orientations, and genders;
- Refraining from making judgmental remarks about the residents, their families, or their backgrounds;
- Fraternalizing with colleagues in a sexualized or unprofessional manner.

- *Professional Boundaries include no physical contact with residents, no sharing of personal information or property, this includes phone numbers, emails, snapchat, cell phones, laptops, spending frequent or extended time with a resident 1:1, talking about personal life with residents.
- ** Examples of this include buying nicotine, alcohol or other illegal substances for residents, speeding or using your phone while driving a vehicle, allowing residents to not wear their seatbelts.

- ***Examples of this include allowing residents to drive your car without administrative and parent permission, leaving residents unsupervised in a vehicle, exposing residents to inappropriate or unhealthy behaviors and/or information, providing inadequate supervision, serving as a poor role model.
- Any incidences that occur against these guidelines may result in disciplinary action from the employee's supervisor. Discipline may include but is not limited to, a warning, a written document in one's personnel file, suspension, suspension without pay, or termination.

Any incidences that occur against these guidelines may result in disciplinary action from the employee's supervisor. Discipline may include but is not limited to, a warning, a written document in one's personnel file, suspension, suspension without pay, or termination.

CHILD ABUSE AND NEGLECT

New Hampshire state law RSA 169-C, the Child Protection Act, states that any person who has reason to suspect that a child under the age of 18 has been abused and/or neglected must make a report to the Division for Children, Youth, and Families. The Division also assesses allegations of abuse and neglect occurring in residential care facilities such as foster homes, group homes, and institutions. If you have reason to suspect that a child has been abused or neglected, contact:

THE NH DIVISION FOR CHILDREN, YOUTH AND FAMILIES
 1-800-894-5533 or 603-271-6556
 Monday through Friday, 8:00 am –4:30 pm

STAFF CONTACT WITH RESIDENTS

In order to provide for the safety of our residents as well as reducing the liability risk to our staff and house, the Board of Directors has adopted the following policy as it pertains to individual staff members and their one-on-one involvement with residents.

All personnel shall only have contact with the residents outside of the program when requested to do so by the Executive Director or Director when needed to perform a specific duty to assist in the general day-to-day functioning of the house (i.e. transportation, for house, sports, medical appointments, court, etc.).

Under no circumstances shall a staff person take a resident to their home without the express consent of the Executive Director or Director. Any trips of this nature must be planned in advance and submitted in writing to be discussed at the weekly administration meeting.

Contact with former residents: In recognition of the fact that each resident's transition and termination needs are different and varied, guidelines for contact between former residents and

Orion House staff will be addressed in the discharge summary and/or subsequent treatment plan, and will have the consent of the child's family and DCYF case worker, if applicable.

All staff will abide by the guidelines set forth and failure to do so will result in disciplinary action, up to and including termination.

CLIENT CONFIDENTIALITY

Employees will, to the very best of their ability, ensure that our residents and their families confidentiality and privacy in regard to treatment issues, their history, records and discussions about the youths and families is kept in the strictest of confidence. The very fact that a youth is served by Orion House, Inc. must be kept private and confidential; disclosure can be made only under specific conditions, which are described below, for reasons relating to law enforcement and the fulfillment of our mission. This means that employees shall not disclose any information about a person, including the fact that he is served or not served by the organization unless they first receive written permission from the legal guardian and Executive Director of Orion House, Inc. The spirit and principle of confidentiality must be maintained by all staff, in all programs, departments, functions, and off-grounds activities. Employees who fail to maintain confidentiality are subject to disciplinary action. Unless authorized through a signed release,

- No information requested by someone outside of Orion House, Inc. will be given that information over the telephone. Staff are instructed to respond with the statement "Orion House, Inc.'s policy does not permit me to give out this information. May I connect you with, or take a message so that our Director may return your call?" This also applies to questions regarding whether or not a person is or has ever been served by OHI.
- No information about any residents will be provided or released to any community, state, federal, or other agencies that enables the identification of that resident.
- If records are inspected by an outside agency, the individual(s) who inspect the records must be specifically authorized to do so. The taking of records (employee or resident), the copying of notes or records is specifically prohibited in all cases without first gaining permission from the Executive Director.

Any employee who violates the Orion House, Inc. confidentiality policies and protocols will be subject to disciplinary action.

STAFF DEVELOPMENT PLAN

Orion House and the N.H. Department of Health share a strong belief in the professional education of counselors. When funds are available, Orion House will assist an employee with his or her

educational costs in an accredited degree program. Orion House recognizes degree granting programs accredited by the standards set forth by the following institutions in higher education:

- NCATE National Council for Accreditation of Teacher Education
- NEASC Commission on Institutes of Higher Education
- NCACS A Commission of the North Central Association of Colleges and Houses
- NASAD National Association of Houses of Art and Design
- AALE American Academy for Liberal Education

Educational programs must be directly relevant to the needs and purpose of the house and each program must hold appropriate relevancy as defined and accepted by the Executive Director. In general, the concept of relevance shall include:

- Attainment of additional certifications and trainings
- Attainment of additional endorsements of current certifications
- Attainment of degrees in education
- Maintenance of current certifications or endorsements

Additional considerations may include, but are not limited to, the following:

- Employees must have been employed full-time for at least one (1) year prior to the request;
- For full-time enrollment, the employee must submit an Educational Proposal which includes a description of the curriculum, an annual itemization of the costs for which assistance is requested, a statement of benefits to the House, and a notarized statement agreeing to the provisions of this section;
- The employee is responsible for all associated fees such as tax liabilities, associated educational fees, books, transportation, parking and meals;
- Employees are expected to achieve a minimum of a 3.0 GPA for each course/class taken and any grade lower than a 3.0 is not eligible for reimbursement and, if pre-paid by Orion House, must first be repaid prior to the disbursement of any further educational funds;
- Participants may, at the discretion of the Executive Director, be required to sign a personnel promissory note for the amounts used for participation in this program;
- If a participant leaves the House prior to completion of the obligation, he/she must repay the House a pro-rated amount as designated by the Board of Directors;
- First priority for participation is management and supervisors who demonstrate a willingness to remain in the employment of the House after completion of the academic work;
- Participation in this educational program shall not interfere in any way with the employee's performance or schedule of tasks and responsibilities with the house;
- Single college courses are considered under the professional development policy.

PROFESSIONAL DEVELOPMENT

Professional development (in-service training) is designed to provide staff members with the appropriate skills and competencies needed for their positions. It is the individual responsibility of each employee to annually receive a minimum of 40 hours of documented, verifiable, and relevant in-service training. Weekly staff meetings provide many hours of training and are considered mandatory for full time staff. Training will be subject to the following conditions:

- Attendance at conferences, educational meetings, workshops and institutes must have the written approval of the Executive Director;
- Each full-time employee may be permitted to attend conferences as funds permit;
- Attendance at such conferences shall be requested by the employees by submitting a “Professional Development Request” (PDR) Form to their immediate supervisor. The supervisor will may approve the attendance based on the value of the conference to the house, amount of time lost from duties, and the overall cost to the house;
- Each individual who attends a conference, seminar and/or in-service may be expected to submit a written summary of the conference and/or to disseminate the information to other employees at the next teacher workday;
- Employees who attend training are required to document such training and submit the PDR Form to their supervisor for filing in the personnel file.

HOUSEHOLD APPEARANCE

It is the responsibility of each staff to leave the house in a clean condition at the end of their shift. Any property that is defaced, damaged, not working properly, or poses a safety risk must be immediately documented on a Maintenance Request Form. Once completed the form should be copied with one copy being placed in the maintenance mailbox and the other put in the Director’s mail box.

BUILDING SECURITY

Safety Standards and Emergency Procedures

All employees of Orion House, Inc. will attend a safety and emergency procedures training. This training will encompass fire drill procedures, evacuation procedures, loss of power or light protocols, and general safety practices. All employees hold the individual responsibility of reading, understanding and applying these emergency procedures. Staff who is unable or unwilling to perform these procedures must inform their immediate supervisor in writing of their inability to follow these protocols. Orion House, Inc. takes the emergency procedures and policies very seriously, and staff will practice these procedures on a consistent basis.

All Case Managers are required to converse and counsel their residents to make sure that they too understand and follow the emergency procedures now in place.



Section 3: JOB DESCRIPTIONS

This section of the manual is subject to change and will be noted on individual pages should the information be adjusted to meet the needs of the house.

1. BOARD OF DIRECTORS

I. Summary Statement of Job Duties, Competencies and Responsibilities

Orion House is a not-for-profit corporation. It was incorporated in Newport, New Hampshire in 1974. Members of the Board of Directors serve on a voluntary basis, are appointed by the sitting Board, and serve three years. The duties of the Board are established by the by-laws of the corporation. The Board is the ultimate authority in governing the House.

II. Duties

- Attend and participate in Board meetings.
- Set policy and establish goals for the organization.
- Hire and supervise the Executive Director.
- Replace the Executive Director, if necessary.
- Approve all legal action undertaken by the House.
- Develop and approve the annual operating budget.
- Accept major gifts and oversee the disbursement of charitable assets.
- Hire a certified public accountant to prepare an annual audited financial statement.
- Hire an attorney to represent the House.

Executive Director

General Statement: The Executive Director serves multiple roles within the Orion House. The Executive Director's primary duties and responsibilities are centered around financial solvency, quality assurance, vision planning, and oversight of all state requirements. The ED is responsible for supervising the Program Director as well as the Treatment Coordinator. Additionally, The ED is responsible for informing the Board of Directors of the overall operations, concerns or issues that may be affecting the Orion House.

Supervisor: Board of Directors

Type of Employment: At-will, full-time
Wage Range: 50,000-70,000 Based on experience

POSITION DUTIES & TASKS

- Collaborate with the Program Director and Clinical Director in creating a therapeutic milieu within the Orion House.
- Ensure that all Rehabilitative Services delivered by the Orion House and its staff are in full compliance with the NH Department of Health and Human Services and Child Care Licensing.
- Conduct regular and frequent monitoring of personnel records, resident files, treatment plans, ensuring quality and timeliness with mandated deadlines
- Provide On-going mentoring and supervision to the Program and Clinical Director, including documentation of reviews, which must include an annual review.
- Effectively and pro-actively communicate to the Board of Directors any potential problems and/or concerns.
- Pro-actively adapt his or her schedule to ensure the efficient, effective, and safe delivery of programmatic services and supporting paperwork.
- Accept and comply with the "Code of Conduct and Ethical Responsibilities" and ensure this of all staff working for the Orion House.
- Participate in Orion House staff meetings and Management Team meetings.
- When necessary, attend Treatment meetings as well as Transitional and Discharge meetings.
- Develop, update, and oversee the Orion House Program Manual and Resident Handbook which will encompass all policies, procedures, and protocols for residents, staff, and the program.
- Provide crisis intervention; may be called upon to provide pager coverage.
- Understand that this Job Description is developed and modified on an on-going basis, and therefore, is subject to unforeseen change in order to meet the needs of the residents and the program.

Management of Program & Facility Safety

- Oversight of physical grounds and facility safety checks.
- Assess, evaluate and, if necessary, report internal and external facility conditions for safety, sanitation and security concerns.
- Monitor and ensure compliance with all health/hygiene, safety and maintenance requirements.

Communication & Collaboration

- Engage in clear, consistent, and professional communication with all residents, program staff, service providers and community members.
- Models pro-social and appropriate behaviors and suggests alternatives to inappropriate or disruptive behaviors.
- Promote and model teamwork and collaboration with co-workers including orienting new staff, interns and volunteers.
- Attend scheduled staff meetings, monthly supervisor meetings as appropriate or upon request and complete required trainings.

Performs other duties as required

Travel Requirements:

- Some travel is required, and is typically local or regional, to attend or provide training.
- Staff will be transporting residents to outside activities and must have a valid driver's license and auto insurance if driving on company business.
- Must be able to independently travel to off-site meetings/appointments as required.

QUALIFICATIONS

Required Qualifications

- Education: Master's Degree in Related Field
- Experience: 4-6 years of experience working with a high risk population in the human services or criminal justice and/or mental health system(s)
- Software Equipment Used: Proficiency with Microsoft Word, Excel and Power Point.

PROGRAM DIRECTOR

General Statement: The program Director's primary duties and responsibilities are centered around the programmatic elements and components of the Orion House, Inc. agency. These include, but are not limited to: Staff Management and Development; the implementation of clinical and behaviorally –oriented interventions, methodologies, and programmatic services; staff supervision (e.g. Residential Supervisors, Residential Counselors, Educational Coordinator, per diem staff and other direct care staff); and holds direct responsibility for overall programmatic effectiveness and service delivery with the Community, Residential, Medical, and Educational domains.

Supervisor: The Program Director will have one principle supervisor, the Executive Director (E.D. The E.D. will be directly responsible for supervision of the Program Director within the agency domains of community, residential, medical and educational. Additionally, the Clinical Director will provide clinical supervision to the Program Director within all agency domains and specifically in the clinical aspects of residents and their families.

Type of Employment: At-will, full-time
Wage Range: 50,000-60,000 Based on experience

POSITION DUTIES & TASKS

Oversight of Client Monitoring

- Implement all house rules and program policies in accordance with Licensing Regulations and Orion House Policies
- Provide and support daily therapeutic based activities.
- Assist with and prepare meals in accordance to set policies.
- Perform contraband control and confiscation procedures.
- Become familiar on resident treatment plans and aware of the objectives that are to be taught by residential counselor
- Implement research based practices for rehabilitative support to residents
- Write all required paperwork regarding the residents, house issues and behavior reports.

Program Operations

- Understand, implement, and educate staff and residents about Orion House, Inc.'s treatment philosophy.
- Attend meetings and functions in support of providing inter-agency collaboration, case coordination, networking, and programmatic/disciplinary interventions.
- Conduct bi-weekly supervision of all Residential Supervisors and the Educational Coordinator with the supporting documentation to be included their Personnel File.
- Support and/or provide input to the clinical Director toward the development of residents' Treatment Plans.

- Respond in an effective and timely manner to resolve issues which may potentially affect Orion House's programmatic operations, treatment domains, and overall delivery of services to our residents.
- Ensure that Certification of Payment Standards are in full compliance (i.e. 100%); Specifically, He-C 6350.05 as it pertains to license renewal and quality assurance.
- Review all disciplinary actions for staff & residents, administers such interventions as deemed appropriate, and/or as directed by the Executive and Clinical Director.
- Communicate and collaborate with the Executive and Clinical Director with regard to maintaining a strong blend of both treatment and behaviorally oriented interventions.
- Advocate for clients' needs and for all employees' concerns when appropriate.
- Formally communicate to the Executive Director and the Clinical Director service delivery concerns including, but not limited to: untimely Medicaid compliance; administrative voids; clinical concerns; programmatic policies, procedures, and agency standards that are, or appear to be, out of compliance.
- Develop weekly staff meeting agenda and for leading meeting in conjunction with the Treatment Coordinator.
- Provide and/or oversee the 24 hour a day, seven days a week coverage of all on-call beeper duties; also, for ensuring proper health and medical services as directed by the Clinical and Executive Directors.
- Pro-actively adapt his/her schedule to ensure the efficient, effective, and safe delivery of programmatic services and supporting paperwork.
- Provide each newly hired employee with comprehensive orientation of the services, policies, philosophy, and protocols of the Orion House, Inc.
- Work collaboratively with the Clinical Director in providing therapeutic recreational programming.

Management of Program & Facility Safety

- Oversight of physical grounds and facility safety checks.
- Assess, evaluate and, if necessary, report internal and external facility conditions for safety, sanitation and security concerns.
- Monitor and ensure compliance with all health/hygiene, safety and maintenance requirements.

Communication & Collaboration

- Engage in clear, consistent, and professional communication with all residents, program staff, service providers and community members.
- Models pro-social and appropriate behaviors and suggests alternatives to inappropriate or disruptive behaviors.

- Promote and model teamwork and collaboration with co-workers including orienting new staff, interns and volunteers.
- Attend scheduled staff meetings, monthly supervisor meetings as appropriate or upon request and complete required trainings.

Performs other duties as required

Travel Requirements:

- Frequent Travel is required in this position.
- A Company vehicle should be used for all travels.
- A valid and clean driving record is required

QUALIFICATIONS

Required Qualifications

- Master's Degree in relevant field or Bachelor's Degree plus 10+ years experience as an administrator in a similar field.
- Software Equipment Used: Proficiency with Microsoft Word, Excel and Power Point.

Treatment Coordinator

General Statement: The Treatment Coordinator is responsible for all clinical aspects of Orion House, Inc. The principle duties and responsibilities, in their order of priority, include, but are not limited to: the timely completion and documentation of residents' 30-Day Assessments; the timely development and documentation of residents; Treatment Plans; the timely completion of the three month treatment reviews; the timely tracking, intake, and acceptance of clientele; the upholding of an average quarterly census of 95%; and, acts as the Orion House, Inc. liaison/coordinator who facilitates our residents' outpatient treatment needs.

Additional duties and responsibilities include: co-development of Orion House, Inc.'s clinical philosophies and interventions specific to the implementation of residents' Treatment plans; collaboration with the Program Director toward the synthesis of both clinically and behaviorally oriented services; and active participation on the Management Team

Supervisor: Executive Director

Type of Employment: At-will, Full-time Salary
Wage Range: 50,000-60,000 Based on experience

POSITION DUTIES & TASKS:

- Orion House, Inc. provides treatment-oriented services under five principle domains: Community, Family, Therapy, Residential, and Educational life, as such the Treatment Coordinator should fully understand, develop, educate, and implement interventions which are in support of the aforementioned domains. Orion House's treatment philosophy is further supported by the synthesis of both behavioral and therapeutic interventions. It is the responsibility of the Treatment Coordinator to collaborate with the Program Director in creating treatment plans which incorporate both methodologies.
- The TC is responsible for providing clinical services that meet the needs of the residents. The TC is expected to utilize research-based best practices, provide assessments and goals, document progress and participate in planning for the resident's transition back home.
- The TC is directly responsible for ensuring that the Clinical Services delivered by Orion House, Inc. and all its supporting documentation is in full
- The TC co-shares the responsibility with the PD of ensuring that all children placed at the OHI has the right to a safe and drug free environment and that any safety and or drug involvement receives our immediate and unequivocal focus
- The TC shall provide regular staff trainings as it pertains to active, individualized treatment plan goals and objectives. The primary goal being to educate staff on what specific interventions and techniques work or engage clients specifically related to their goals objectives on their treatment plans
- The TC effectively communicates and collaborates with the Executive and Program Directors with regard to client safety, Medicaid Compliance, court appearances, milieu concerns or staffing issues
- The TC must proactively adapt his/her schedule to ensure the efficient, effective and safe delivery of programmatic services as well as to ensure a professional treatment milieu.

- The TC fully participates in the management team, attends all staff meetings, and accepts additional duties and responsibilities assigned by the Executive Director
- The TC ensures timely, professional and fluent communication with parents, JPPO, CPSW's, courts and all other constituents that are connected to residents' cases/treatment.
- The TC provide on-call services and coverage as part of the Management Team responsibility.

***other duties as required**

Management of Program & Facility Safety

- Oversight of physical grounds and facility safety checks.
- Assess, evaluate and, if necessary, report internal and external facility conditions for safety, sanitation and security concerns.
- Monitor and ensure compliance with all health/hygiene, safety and maintenance requirements.

Communication & Collaboration

- Engage in clear, consistent, and professional communication with all residents, program staff, service providers and community members.
- Models pro-social and appropriate behaviors and suggests alternatives to inappropriate or disruptive behaviors.
- Promote and model teamwork and collaboration with co-workers including orienting new staff, interns and volunteers.
- Attend scheduled staff meetings, monthly supervisor meetings as appropriate or upon request and complete required trainings.

Travel Requirements:

- Frequent Travel is required in this position.
- A Company vehicle should be used for all travels.
- A valid and clean driving record is required

Required Qualifications:

- Master's Degree in relevant field or Bachelor's Degree plus 10+ years experience as a treatment provider in a similar field.
- Software Equipment Used: Proficiency with Microsoft Word, Excel and Power Point.

Milieu Counselor

General Statement: The Milieu counselor is a new position to the Orion House and as a pilot project has a job description that will continue to evolve. As an overview, the milieu counselor is responsible for the daily clinical needs of the Orion House residents. This counselor should be well versed in research based treatment methodologies and work with residents on reaching their treatment goals. The Milieu Counselor is a member of a larger clinical team and will be required to assess residents as well as develop Treatment Plan goals and objectives within the domain of safety and behavior. The milieu counselor should also spend on the “floor” of the residential facility and be able to provide feedback and support to residential staff. The milieu counselor should be able to facilitate team discussions during staff meeting to help communicate the treatment needs of the resident. This position requires a flexible schedule and a willingness to assist “as needed” in crisis situations.

Supervisor: Treatment Coordinator

Type of Employment: At-will, full-time salary
Wage Range: 35,000-55,000 Based on experience

POSITION DUTIES & TASKS

Oversight of Client Monitoring

- Implement all house rules and program policies in accordance with Licensing Regulations and Orion House Policies
- Provide and support daily therapeutic based activities.
- Implement research based practices for rehabilitative support to residents
- Write all required paperwork regarding the residents, monthly summaries, house issues and behavior reports.

Program Operations

- Provide clinical services that meet the needs of the residents. The MC is expected to utilize research-based best practices, **provide assessments and goals, document progress** and participate in planning for the resident’s transition back home.
- Collaborate with the Clinical Team in creating treatment plans which incorporate both methodologies.
- Ensure that the Clinical Services delivered by Orion House, Inc. and all its supporting documentation is in full compliance with Certification for Payment Standards as well as Child Care Licensing.
- Ensure that all children placed at the OHI has the right to a safe and drug free environment and that any safety and or drug involvement receives our immediate and unequivocal focus
- **Provide regular individual, group, and –crisis stabilization** to the residents.
- Provide regular staff trainings as it pertains to active, individualized treatment plan goals and objectives. The primary goal being to educate staff on what specific interventions and techniques work or engage clients specifically related to their goals objectives on their treatment plans

- Communicate and collaborate with the Executive and Program Directors with regard to client safety, milieu concerns or staffing issues
- Proactively adapt his/her schedule to ensure the efficient, effective and safe delivery of programmatic services as well as to ensure a professional treatment milieu.
- Ensure timely, professional and fluent communication with parents, JPPO, CPSW's, courts and all other constituents that are connected to residents' cases/treatment.
- Accept additional duties and responsibilities assigned by the Executive Director

Communication & Collaboration

- Engage in clear, consistent, and professional communication with all residents, program staff, service providers and community members.
- Models pro-social and appropriate behaviors and suggests alternatives to inappropriate or disruptive behaviors.
- Promote and model teamwork and collaboration with co-workers including orienting new staff, interns and volunteers.
- Attend scheduled staff meetings, monthly supervisor meetings as appropriate or upon request and complete required trainings.

Performs other duties as required

Travel Requirements:

- Some travel is required, and is typically local or regional.
- Staff will be transporting residents to outside activities and must have a valid driver's license and auto insurance if driving on company business.
- Must be able to independently travel to off-site meetings/appointments as required.

QUALIFICATIONS

Required Qualifications

- Education: Master's Degree in Related Field
- Experience: 4-6 years of experience working with a high risk population in the human services or criminal justice and/or mental health system(s)
- Software Equipment Used: Proficiency with Microsoft Word, Excel and Power Point.

Residential Care Coordinator

General Statement: The Residential Care Coordinator (RCC) position is an integral, multi-faceted position within the residential program. Under the direct supervision of the Program Director the RCC is responsible for the general oversight, planning, and facilitation of residential care which will include but is not limited to: medical, dental and mental health appointments and follow-ups. Additional Responsibilities include the management of resident medication. This position also manages the Google Calendar and overall scheduling of the residents daily needs. Lastly, this position provides support to the Administrative Team in support the program's daily needs.

Supervisor: Program Director

Type of Employment: At-will, full-time, hourly
Wage Range: \$15/hr - \$18/hr

POSITION DUTIES & TASKS

Oversight of Client Monitoring

- Implements all house rules and program policies in accordance with Licensing Regulations and Orion House Policies
- Provide and support daily therapeutic based activities as staffing requires.
- Perform contraband control and confiscation procedures as needed.

Program Operations

- Organize and coordinate medical, dental and mental health appointment schedules; ensure they are added to the OH Google calendar.
- Transport or arrange for the transport of residents to scheduled appointments.
- Provide information to administrative faculty, staff and residents concerning all scheduled appointments one day in advance of the appointment/meeting
- Receive, screen, and route telephone calls, high volume email and other message traffic to ensure courteous and timely responses and assist students and visitors when needed.
- Monitor and maintain all medication requirements for all residents in accordance with the Medication Policies and Procedures; administer medications as needed
- Prepare for and conduct intakes on newly arriving residents: complete all required paperwork, inventory; identify the need for medical, dental, mental health and prescription appointments.
- Review residential paperwork to ensure all required paperwork is available for the clinical record.
- Operate a variety of computer programs, such as Microsoft Word, Excel, Google Calendar, Power Point, ZOOM, Internet and other applications as required.
- Operate office equipment including facsimile, copiers, phone, voicemail and other workplace equipment used to conduct work.

- Work confidentially with discretion on sensitive and private information applicable to student, facility and staff personnel.
- Participate in weekly team meetings
- Attend required in-house and outside agency training sessions and meetings.
- Maintain a professional manner at all times while representing the Agency.
- Begin shift on time, and give required notice and cause if unable to perform shift responsibilities.
- Other duties as assigned by supervisors.

Management of Program & Facility Safety

- Oversight of physical grounds and facility safety checks.
- Assess, evaluate and, if necessary, report internal and external facility conditions for safety, sanitation and security concerns.
- Monitor and ensure compliance with all health/hygiene, safety and maintenance requirements.

Communication & Collaboration

- Engage in clear, consistent, and professional communication with all residents, program staff, service providers and community members.
- Models pro-social and appropriate behaviors and suggests alternatives to inappropriate or disruptive behaviors.
- Promote and model teamwork and collaboration with co-workers including orienting new staff, interns and volunteers.
- Attend scheduled staff meetings, monthly supervisor meetings as appropriate or upon request and complete required trainings.

Performs other duties as required

Travel Requirements:

- Some travel is required, and is typically local or regional, to attend or provide training.
- Staff will be transporting residents to outside activities and must have a valid driver's license and auto insurance if driving on company business.
- Must be able to independently travel to off-site meetings/appointments as required.

QUALIFICATIONS

Required Qualifications

- Education: Bachelors Degree in Related Field or Experience: 4-6 years of experience working in the human services, mental health or medical system(s) including internships and/or volunteer placements.

- Software and Equipment Used: Proficiency with Microsoft Word, Excel and Power Point.

Transitional Coordinator

General Statement: The Transitional Coordinator is responsible for the resident's transition into the program as well as preparing for their transition for leaving the program. This position works with all residents in assessing their needs for transition and developing a plan of goals and actions steps for a successful transition upon discharge. Additionally, this position provides support to residents in independent living, employment, postsecondary education and adult living.

Supervisor: Program Director

Type of Employment: At-will, full-time, hourly

Wage Range: \$15/hr - \$18/hr

POSITION DUTIES & TASKS

- Develop a Transition Folder that includes Career and Personal Assessments, Transition plans and notes, lessons on pre-employment skills, plans for secondary schooling, training and employment
- Meet with residents consistently to ensure they are receiving adequate time and guidance to prepare for their future outside of the Orion House
- Complete with residents the Needs Assessment (Form 2290) and the Adult Living Plan (Form 2291) as required by DHHS.
- Schedule field trips for students to explore transitional opportunities such as college, job corp, technical schools, job placements in home communities etc.
- Provide Transportation to and from employment
- Provide support in employment through on site check ins and job coaching
- Create an on the job training program at the Orion House through work study program, development.
- Attend Treatment meetings to speak on behalf of the resident's transitional planning.

Program Operations

- Organize and coordinate employment schedules and transport or arrange for the transport of residents to scheduled appointments.
- Provide information to administrative faculty, staff and residents concerning all scheduled appointments one day in advance of the appointment/meeting
- Prepare for and conduct intakes on newly arriving residents: complete all required paperwork, inventory; identify the need for medical, dental, mental health and prescription appointments.
- Review residential paperwork to ensure all required paperwork is available for the clinical record.

- Operate a variety of computer programs, such as Microsoft Word, Excel, Google Calendar, Power Point, ZOOM, Internet and other applications as required.
- Operate office equipment including facsimile, copiers, phone, voicemail and other workplace equipment used to conduct work.
- Work confidentially with discretion on sensitive and private information applicable to student, facility and staff personnel.
- Participate in weekly team meetings
- Attend required in-house and outside agency training sessions and meetings.
- Maintain a professional manner at all times while representing the Agency.
- Begin shift on time, and give required notice and cause if unable to perform shift responsibilities.
- Other duties as assigned by supervisors.

Management of Program & Facility Safety

- Oversight of physical grounds and facility safety checks.
- Assess, evaluate and, if necessary, report internal and external facility conditions for safety, sanitation and security concerns.
- Monitor and ensure compliance with all health/hygiene, safety and maintenance requirements.

Communication & Collaboration

- Engage in clear, consistent, and professional communication with all residents, program staff, service providers and community members.
- Models pro-social and appropriate behaviors and suggests alternatives to inappropriate or disruptive behaviors.
- Promote and model teamwork and collaboration with co-workers including orienting new staff, interns and volunteers.
- Attend scheduled staff meetings, monthly supervisor meetings as appropriate or upon request and complete required trainings.

Performs other duties as required

Travel Requirements:

- Some travel is required, and is typically local or regional, to attend or provide training.
- Staff will be transporting residents to outside activities and must have a valid driver's license and auto insurance if driving on company business.
- Must be able to independently travel to off-site meetings/appointments as required.

QUALIFICATIONS

Required Qualifications

- Education: Bachelors Degree in Related Field or Experience: 4-6 years of experience working in the human services or education.

RESIDENTIAL COUNSELOR II

General Statement: The Residential Counselor II position is a multi-faceted position within the residential department. Under the direct supervision of the Shift Supervisor and the broader supervision of the assigned supervisor(s), Residential Counselor IIs are responsible for ensuring resident safety and supervision during residential hours, as well as being responsible for the general oversight, planning, and facilitation of residential programming in regards to all in-house, athletic, recreational, outdoor, and off campus programming within the residential milieu. Additionally, the Residential Counselor II is required to perform case management for up to four residents.

Supervisor: Director

Type of Employment: At-will, full-time, hourly

POSITION DUTIES & TASKS

Oversight of Client Monitoring

- Implements all house rules and program policies in accordance with Licensing Regulations and Orion House Policies
- Utilize rehabilitative techniques to assist residents' in meeting their treatment objectives (social skills training, problem solving skills, conflict resolution, etc)
- Provide and support daily therapeutic based activities.
- Provide and ensure a safe and healthy environment for the residents
- Assist with and prepare meals in accordance to set wellness policies.
- Perform contraband control and confiscation procedures.
- Provide input and feedback to case managers regarding the development and enhancement of Treatment plans.
- Ensure house ratio is always 6:1 during awake hours and 12:1 during sleeping hours.

Case Management:

- Conducting weekly "Individual Advisement" with the resident. Check in on needs (clothing, hygiene, medical), TX goals (which includes community development), and overall well being
- Prepares monthly reports, court reports and discharge reports in a timely and professional fashion.
- Prepares and reports on their residents' progress and attainment of treatment goals.
- Advocates for and assists their residents with earning privileges, employment, behavioral goals etc.
- Assists the Program Director or Treatment Coordinator as necessary or as required.

Program Operations

- Participate in weekly team meetings
- Attend required in-house and outside agency training sessions and meetings.
- Write all required paperwork regarding the residents, house issues and behavior reports.
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Become thoroughly knowledgeable in emergency procedures such as crisis intervention and on-call systems.
- Maintain clean and orderly house at all times.
- Make Residential Supervisor aware of the need for any house repairs, vehicle maintenance, and other repair needs.
- Administer medication in accordance with the Medication Policies and Procedures
- Assume responsibility for security of 20% funds and document all house and resident expenditures.
- Maintain a professional manner at all times while representing the Agency.
- Begin shift on time, and give required notice and cause if unable to perform shift responsibilities.
- Other duties as assigned by supervisors.

Management of Program & Facility Safety

- Oversight of physical grounds and facility safety checks.
- Assess, evaluate and, if necessary, report internal and external facility conditions for safety, sanitation and security concerns.
- Monitor and ensure compliance with all health/hygiene, safety and maintenance requirements.

Communication & Collaboration

- Engage in clear, consistent, and professional communication with all residents, program staff, service providers and community members.
- Models pro-social and appropriate behaviors and suggests alternatives to inappropriate or disruptive behaviors.
- Promote and model teamwork and collaboration with co-workers including orienting new staff, interns and volunteers.
- Attend scheduled staff meetings, monthly supervisor meetings as appropriate or upon request and complete required trainings.

Performs other duties as required

Travel Requirements:

- Some travel is required, and is typically local or regional, to attend or provide training.
- Staff will be transporting residents to outside activities and must have a valid driver's license and auto insurance if driving on company business.
- Must be able to independently travel to off-site meetings/appointments as required.

QUALIFICATIONS

Required Qualifications

- Direct care staff must be 25 years old, have a high school or general equivalency diploma.
- Software Equipment Used: Proficiency with Microsoft Word, Excel and Power Point.

RESIDENTIAL COUNSELOR-I

General Statement: The Residential counselor position is a multi-faceted position within the residential department. Under the direct supervision of the Shift Supervisor and the broader supervision of the assigned supervisor(s), Residential counselors are responsible for ensuring resident safety and supervision during residential hours, as well as being responsible for the general oversight, planning, and facilitation of residential programming in regards to all in-house, athletic, recreational, outdoor, and off campus programming within the residential milieu.

Supervisor: Shift Supervisor

Type of Employment: At-will, full-time, hourly

POSITION DUTIES & TASKS

Oversight of Client Monitoring

- Implements all house rules and program policies in accordance with Licensing Regulations and Orion House Policies
- Provide and support daily therapeutic based activities.
- Assist with and prepare meals in accordance to set policies.
- Perform contraband control and confiscation procedures.
- Become familiar on resident treatment plans and aware of the objectives that are to be taught by residential counselor
- Implement research based practices for rehabilitative support to residents
- Complete Daily Assessment and Progress Note (DAP) on resident at end of each shift.
- Write all required paperwork regarding the residents, house issues and behavior reports.

Program Operations

- Participate in weekly team meetings
- Attend required in-house and outside agency training sessions and meetings.
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Become thoroughly knowledgeable in emergency procedures such as crisis intervention and on-call systems.
- Qualified to drive company and/or private vehicle while observing safety rules and legal driving guidelines. Must maintain clean driving record
- Maintain clean and orderly house at all times.
- Make Residential Supervisor aware of the need for any house repairs, vehicle maintenance, and other repair needs.

- Administer medication in accordance with the Medication Policies and Procedures
- Maintain a professional manner at all times while representing the Agency.
- Begin shift on time, and give required notice and cause if unable to perform shift responsibilities.
- Other duties as assigned by supervisors.

Management of Program & Facility Safety

- Oversight of physical grounds and facility safety checks.
- Assess, evaluate and, if necessary, report internal and external facility conditions for safety, sanitation and security concerns.
- Monitor and ensure compliance with all health/hygiene, safety and maintenance requirements.

Communication & Collaboration

- Engage in clear, consistent, and professional communication with all residents, program staff, service providers and community members.
- Models pro-social and appropriate behaviors and suggests alternatives to inappropriate or disruptive behaviors.
- Promote and model teamwork and collaboration with co-workers including orienting new staff, interns and volunteers.
- Attend scheduled staff meetings, monthly supervisor meetings as appropriate or upon request and complete required trainings.

Performs other duties as required

Travel Requirements:

- Some travel is required, and is typically local or regional, to attend or provide training.
- Staff will be transporting residents to outside activities and must have a valid driver's license and auto insurance if driving on company business.
- Must be able to independently travel to off-site meetings/appointments as required.

QUALIFICATIONS

Required Qualifications

- Direct care staff must be 21 years old, have a high school or general equivalency diploma
- Software Equipment Used: Proficiency with Microsoft Word, Excel and Power Point.

EDUCATIONAL COORDINATOR

(Grant funded)

General Statement: Under supervision of the Director, the Education Coordinator is responsible for planning, direct implementation, and documentation of the grant goals/objectives. This position has specific responsibilities in coordinating any needed support and services the residents may have in their education. The Educational Coordinator is responsible for assessing each resident and identifying strengths and areas that need to be addressed. The Educational Coordinator develops lessons to address gaps, offers study sessions as needed, and reports on all progress as part of the reported outcomes for the grant.

Supervisor: Director

Type of Employment: At-will, full-time, hourly

POSITION DUTIES & TASKS

- Develops, monitors and evaluates progress on component goals and objectives; reporting progress on student achievement through pre and post testing.
- Assist in developing postsecondary and vocational transition plans with the residents.
- Plans, implements, and coordinates education component to maintain program compliance with local grant goals and objectives.
- Provides counsel, assistance, and support to the Director in areas of education program planning and management.
- Performs record keeping and internal and external reporting tasks in a timely and objective fashion.
- Contributes to and participates in strategic planning, program self-assessment, community assessment, and other efforts to improve program services

Program Operations

- Participate in weekly team meetings
- Attend required in-house and outside agency training sessions and meetings.
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Become thoroughly knowledgeable in emergency procedures such as crisis intervention and on-call systems.
- Qualified to drive company and/or private vehicle while observing safety rules and legal driving guidelines. Must maintain clean driving record

- Maintain clean and orderly study lab at all times.
- Maintain a professional manner at all times while representing the Agency.
- Begin shift on time, and give required notice and cause if unable to perform shift responsibilities.
- Other duties as assigned by supervisors.

Communication & Collaboration

- Engage in clear, consistent, and professional communication with all residents, program staff, service providers and community members.
- Models pro-social and appropriate behaviors and suggests alternatives to inappropriate or disruptive behaviors.
- Promote and model teamwork and collaboration with co-workers including orienting new staff, interns and volunteers.
- Attend scheduled staff meetings, monthly supervisor meetings as appropriate or upon request and complete required trainings.

Performs other duties as required

Travel Requirements:

- Some travel is required, and is typically local or regional.
- Staff will be transporting residents to outside activities and must have a valid driver's license and auto insurance if driving on company business.
- Must be able to independently travel to off-site meetings/appointments as required.

QUALIFICATIONS

Required Qualifications

- Educational staff must be 25 years old, have a minimum of a high school diploma
- Must have experience within a classroom and hold a Para educator certification
- Software Equipment Used: Proficiency with Microsoft Word, Google, Excel and Power Point.

TITLE I ASSISTANT (Grant funded)

General Statement: Under supervision of the Educational Coordinator, the Title I Assistant is responsible for the delivery of educational services to the students; providing direct tutorial and educational management services to the student.

Supervisor: Educational Coordinator

Type of Employment: At-will, full-time, hourly

POSITION DUTIES & TASKS:

- Supervise students who have been assigned ISS, tutoring or other alternative activities.
- Set and maintain behavioral expectations that are consistent with Orion House's behavioral protocol.
- Teach lessons that are consistent with School Curriculum while working 1:1 with students or in a classroom setting.
- Support Title I Coordinator and their instructions.
- Attend staff meetings and trainings as directed by the Title I Coordinator.
- Assist in the preparation progress reports, weekly reports, and other similar documents, as directed by the Title I Coordinator.
- Attend field trips, open house and other learning activities.
- Supervise students during non-class times, such as lunch, between classes, independent living class, etc.
- Follow and support all policies and procedures contained in the Program Manual.
- Maintain a professional appearance and demeanor at all times.
- Follow the requirements of each students IEP
- Assist with transportation, as needed.
- Attend regular supervision as arranged by the Title I Coordinator.
- Prepare and meet annual professional development goals with his or her supervisor.
- Other similar and relevant duties, as assigned by the Title I Coordinator.

Program Operations

- Participate in weekly team meetings
- Attend required in-house and outside agency training sessions and meetings.
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Become thoroughly knowledgeable in emergency procedures such as crisis intervention and on-call systems.

- Qualified to drive company and/or private vehicle while observing safety rules and legal driving guidelines. Must maintain clean driving record
- Maintain clean and orderly study lab at all times.
- Maintain a professional manner at all times while representing the Agency.
- Begin shift on time, and give required notice and cause if unable to perform shift responsibilities.
- Other duties as assigned by supervisors.

Communication & Collaboration

- Engage in clear, consistent, and professional communication with all residents, program staff, service providers and community members.
- Models pro-social and appropriate behaviors and suggests alternatives to inappropriate or disruptive behaviors.
- Promote and model teamwork and collaboration with co-workers including orienting new staff, interns and volunteers.
- Attend scheduled staff meetings, monthly supervisor meetings as appropriate or upon request and complete required trainings.

Performs other duties as required

Travel Requirements:

- Some travel is required, and is typically local or regional.
- Staff will be transporting residents to outside activities and must have a valid driver's license and auto insurance if driving on company business.
- Must be able to independently travel to off-site meetings/appointments as required.

QUALIFICATIONS

Required Qualifications

- Educational staff must be 25 years old, have a minimum of a high school diploma
- Software Equipment Used: Proficiency with Microsoft Word, Google, Excel and Power Point.

FOOD SERVICE COORDINATOR

General Statement: The Food Service Coordinator is responsible for all aspects of meal preparation. This full-time position requires preparation of breakfast, lunch, snack and dinner for the residents. This process includes meal planning to match the “healthy school” standards, ordering all products, preparing all meals and cleaning and maintaining all cooking areas and equipment. Lastly, this position may also include training residents on job skills related to culinary vocational skills.

Supervisor: Director.

Type of Employment: At-will, full-time, hourly
Salary Range: \$14.00/hr to \$18.00/hr (The latter requires certification)

POSITION DUTIES & TASKS

Oversight of Client Monitoring

- Implements all house rules and program policies in accordance with Licensing Regulations and Orion House Policies
- Utilize rehabilitative techniques to assist residents’ in meeting their treatment objectives (social skills training, problem solving skills, conflict resolution, etc)
- Provide and support daily therapeutic based activities.
- Provide and ensure a safe and healthy environment for the residents
- Perform contraband control and confiscation procedures

Duties

- Access resources that teach the “healthy houses” standards
- Follow standards that promote fresh foods and healthy living
- Insure that the food service operates within established budgetary guidelines
- Follow proper receiving, storage, and preparation techniques to insure that all food items are maintained at a high quality until consumed

- Prepare a daily/weekly/monthly menu for all agencies that includes breakfast, lunch, snack, and dinner
- Prepare meals with due regard for cleanliness, taste, health and appeal
- Maintain the highest standards of cleanliness and safety in the kitchen
- Train residents on job skills related to culinary vocation
- Prepare all local and state reports as directed or required (Production Records)
- Report any problems or concerns to the Executive Director

Perform other duties as assigned

Management of Program & Facility Safety

- Oversight of physical grounds and facility safety checks.
- Assess, evaluate and, if necessary, report internal and external facility conditions for safety, sanitation and security concerns.
- Monitor and ensure compliance with all health/hygiene, safety and maintenance requirements.

Communication & Collaboration

- Engage in clear, consistent, and professional communication with all residents, program staff, service providers and community members.
- Models pro-social and appropriate behaviors and suggests alternatives to inappropriate or disruptive behaviors.
- Promote and model teamwork and collaboration with co-workers including orienting new staff, interns and volunteers.
- Attend scheduled staff meetings, monthly supervisor meetings as appropriate or upon request and complete required trainings.

Required Qualifications

- Residential staff must be 25 years old, have a high school or general equivalency diploma.
- Software Equipment Used: Proficiency with Microsoft Word, Excel and Power Point.
- Experience in meal preparation, USDA standards
- Serve Safe Training

HUMAN RESOURCES / FINANCE DIRECTOR

Summary Statement of Job Duties, Competencies and Responsibilities

The Human Resources and Financial Director is responsible of all aspects of human resource management, benefits, and record keeping. She/he is also responsible for accounts receivable, accounts payable, and payroll.

II. Duties

- Complete required paperwork for all new employees
- Maintain a positive relationship with all vendors
- Keep accurate records regarding employee benefits
- Be available to employees to answer questions and resolve problems regarding benefits
- Maintain personnel files
- Prepare all invoices in a timely manner
- Secure payment on overdue invoices
- Maintain positive relationships with the bank selected by the Board of Directors
- Maintain accurate financial records
- Assist the auditors in the preparation of the annual financial statement
- Facilitate all tax payments
- Pay all bills in a timely manner
- Alert the Executive Director to any financial problems
- Monitor cash flow
- Negotiate all leases or business agreements with vendors
- Monitor the line of credit
- Maintain accurate payroll records
- Prepare all payroll transactions
- Prepare and meet annual professional development goals with his or her supervisor

III. Supervision

The Human Resources/Finance Director is supervised by the Executive Director of the OPIE organization.

IV. Qualifications

- Training or experience in accounts payable, accounts receivable, and payroll
- Experience in fund accounting or bookkeeping
- Experience in human resources and benefits administration
- Experience or training with QuickBooks Pro software

Section 4: RESIDENTIAL PROGRAM

RESIDENT PROFILE

Residents at the Orion House are in need a home for a variety of reasons. Some youth are placed due to needing treatment for their behaviors, mental health and family dynamics. These residents work towards a reunification with their family. These residents remain at the house, while having home visits and typically stay between 3-9 months. Other residents are in need of a safe and nurturing home like setting and do not have identified family members to provide this. These residents can remain at the Orion House until their 21st birthday. All residents at the Orion House require an intermediate level of supervision and support and should be able to maintain their safety and the safety of those around them.

ADMISSIONS

Youth are typically referred to the Orion House by a CPSW or a JPPO. The Orion House asks to review diagnostic assessments, current status as well as medical and educational records. The Orion House may also conduct a phone interview with the DHHS worker. Should the youth fit our profile, The Orion House would complete an interview with the youth and the parent or guardian if appropriate. As a final step in the intake, Orion House may ask for some behavioral checklists to be completed or for additional paperwork. A decision will be made based on the level of the care that the youth needs as well as the current needs of the residents in the house.

Furthermore, it is Orion House's policy that residents with a history of assaultive or destructive behaviors, suicide ideation, severe developmental disability, arson and/or sexualized behaviors are not appropriate for this program. Lastly, Orion House will not accept residents for whom they are not approved for by the DOE.

30 DAY ASSESSMENT AND TREATMENT PLANNING

During the first 30 days of admission, the resident is asked to complete a variety of assessments to help identify treatment goals and objectives in five domains: Safety/behavior, Family/community, Medical/Mental Health, Education and Independent Living. This 30 Day Summary, which includes Recommendations, highlights individualized interventions and techniques for working with the resident. From this the resident's Treatment Plan is developed.

TREATMENT PLANNING

Each resident is part of developing a treatment plan to address his needs while he is at the Orion House. The Treatment Plan is reviewed every 90 days and includes an overview of the resident, current levels of performance in 5 domains-safety and behavior, family and community, mental health, medical, education, and independent living. Goals and objectives are developed for each domain and include rehabilitative services that Orion House will provide to the resident. The Treatment Plan also includes a Transition Plan. This is developed with actions steps towards reunification or adult living.

DAILY PROGRESS NOTES (DAPS)

Daily progress notes are completed on each resident. These notes are the responsibility of all direct care staff and must be completed by the end of each shift. These notes include information about daily personal care, educational performance, rehabilitative services provided by staff, and ratings of residents' daily progress on treatment goals. Additionally, all activities and programming offered to the resident is documented on these notes.

BEHAVIOR MANAGEMENT

Behavioral Program

The Orion House's philosophy on behavioral change is based on trauma-informed practices that rely on trust and choice for the resident. All residents are treated with respect regardless of their treatment needs, decisions and behaviors. Throughout the house, all staff have been trained on the importance of developing and utilizing Interventions that build Trust Based Relationships with the residents. This includes having a non-judgmental approach towards the residents, providing them with therapeutic support as needed, and providing them with clear and appropriate limits for their actions. The Orion House has established a Behavior Continuum that outlines Behaviors that are considered inappropriate for the house. This continuum also identifies predictable consequences for poor decision making. The residents are also rewarded for positive decision making through higher privileges such as later bedtimes, less supervision, technology in rooms, cell phones, sign outs in the community.

The Orion House Staff are trained throughout the year on how to pro-actively and safely support residents who may struggle to manage their emotions and behaviors. As part of our goal to handle each resident with care, Orion House utilizes supportive techniques that are intended to help de-escalate and regulate the resident's emotions and actions. These techniques have proven successful in eliminating the use of physical management or seclusion. Orion House will only utilize physical management if a resident is being unsafe to himself or others. The Orion House is trained in the approved Handle with Care Techniques that provide residents and staff with a safe and therapeutic response to physically keeping a resident safe. Should an incident of this nature occur, parents/guardians and state workers will be notified immediately. Under no circumstances will the Orion House utilize physical management or seclusion as a form of punishment.

Orion House documents behaviors or incidents of concern with either a Behavioral Report which is internally communicated, an Incident Report which typically has a consequence attached and is reported to parents and team members within 48 business hours or a Critical Incident Report, which is communicated to all team members within 24 hours.

After all incidents, residents are expected to complete a processing discussion about their behaviors. This discussion may be in the moment or it may occur when the resident is ready to reflect on the incident. In this process, residents are asked to complete a problem solving analysis that helps identify what the barriers were to managing the incident appropriately. Residents are encouraged to identify replacement options to help break down the barriers so that future challenges can be managed productively.

Additionally, to support on-going growth and development in behavioral change the Orion House provides on-going coaching to residents on replacement behaviors, social skills, conflict resolution and problem solving through individual and group sessions.

DAILY ROUTINE

There are generally two routines at OHI- school and non-school seasons.
The daily routine while school is in session is:

	<p style="text-align: center;"><u>Latest Wake up times:</u> 6:40am for NHS/Bus arrives at 7:10am 7:45am for GHS/Leave for school 8:25am 9:00am for all other residents</p> <p>Before leaving in the morning, residents need to clean their room, manage their personal hygiene (showers, brushing teeth, etc.), and take their medications (if applicable). Rooms will be graded on cleanliness- see “Room Inspections” for more detail.</p>
2:30pm-3:00pm	<ul style="list-style-type: none"> • Residents are searched in • Afternoon Snack • Community meeting is held to discuss the day’s activities
3:00pm-5:30pm	<p>This time is reserved for:</p> <ul style="list-style-type: none"> • Group Therapy • Individual Therapy • Study Group • Physical Activities
5:30pm-7:00pm	<ol style="list-style-type: none"> 1) Dinner Time 2) Chores and Work Study jobs 3) Room Cleaning 4) Independent Living Classes 5) Activities
7:00pm	<p style="text-align: center;"><i>*If eligible, video games will be opened at this time, once your chore and room are checked and approved*</i></p>
8:00pm	<ul style="list-style-type: none"> • Snack time • House Curfew • Medication Dispensing
9:00pm	<ul style="list-style-type: none"> • Grounded residents must be in their room. • All residents should begin their nightly routine- showering, brushing teeth, changing for bed, etc.
9:30pm-10:30pm	<ul style="list-style-type: none"> • Bedtimes (Varies depending on level earned) • Residents should never be in anyone else’s room past lights out. Doing so may result in significant consequences.

The daily routine for non-school is in season is slightly different- To Be Determined

INCIDENT REPORTS

All unusual incidents involving residents must be documented on an incident report. Examples of unusual incidents include, but are not limited to:

- Accidents or illnesses
- Medication errors
- Serious behavioral events
- Assaults
- Disclosures relating to abuse, drug usage, criminal behavior, or other dangerous situations
- Threats of violence or suicide
- Runaways
- Possession of contraband

Residents who demonstrate unusually positive behavior should have that behavior recorded on a “Positive Incident Report”.

Staff will be trained on the protocol for behavioral reports, medication occurrences, critical incidents and runaway procedures in more detail during orientation.

SUPERVISION OF RESIDENTS

Orion House recognizes that most of its residents require some level of supervision. To this end, all residents should remain in supervised areas of the house. To the greatest extent possible, residents should not be left alone. Residents should never be left unsupervised in a vehicle or in any potentially dangerous place, such as near deep water, where a falling hazard is present, or where dangerous machinery is operating.

PARENTAL CONTACT

In addition to those times where parental contact is required (emergency situations), parents are to be called by the person making the report whenever an incident report is pending. Documentation of these calls needs to be made in the telephone logs. Additionally, parents receive monthly reports indicating how their child is progressing in their treatment, any medical updates that may have occurred, upcoming appointments, and an overview of resident’s activities throughout the month.

MOVIES

Movies are an excellent way for residents to discuss critical thinking topics and engage in some introspection. Realizing that some ‘R’ rated movies are worthwhile for all residents, it is appropriate to show them as long as the parent has given permission for this. Movies that depict gratuitous violence or sexual behavior, or which denigrate women or minorities shall not be shown. All movies shown to residents must have educational, social, or cultural value.

MEDICATION MANAGEMENT

All staff at the Orion House must be trained and abide by the policies of Administration and Storage of Medicine as identified in the Department of Child Care Program Licensing Rules He-C 4001.22. Under no circumstances should a staff dispense medication without this training.

Additionally, the staff are responsible for:

- Supervising the self-administration of medicines by the residents;
- Reminding, tracking, securing, documenting and disposing of medications as instructed in He-C 4001.22; and,
- Immediately reporting any resident's concerns, violations of policy or procedures and/or staff violations either intentional or non-intentional to the Program Director.
- Maintaining and using a Medication Log Book in each and every instance of a resident self-administering his medication.

Failure to abide by the aforementioned policies will be grounds for disciplinary action.

PURCHASING SUPPLIES

Staff may request the purchase of supplies and equipment by making their request in writing to the Director. As with any organization, there is a budget for such items, and approval of expenditures will be made based on available funds and the importance of the expenditure, as determined by the Director. Requests for these items should be made well in advance of the date when they are needed.

PETTY CASH

Requests for petty cash for small, inexpensive items should be made directly to the Director. As with all expenditures, these requests must be made well in advance and are subject to the discretion of the Director. All expenditures must receive prior approval. Expenses that have not received prior approval will not be reimbursed, unless the expenses were due to a critical, unplanned situation.

RECREATION MONEY

Each week the house is given recreation money to spend on activities with the residents. This money should be used for recreational programming such as bowling, movies, fishing, field trips, scavenger hunts and special occasions. Receipts must be maintained and funds need to be tracked in the assigned book.

FIELD TRIPS

Field trips are essential to our program, in that they provide an experiential component to our therapeutic program. Additionally, our residents need the multi-sensory and social experiences that are inherent in a field trip. For these reasons, staff members are encouraged to plan appropriate field trips for the residents.

To ensure that all requirements are taken care of and the needs of each resident are met, it is expected that all field trips are planned well in advance of the date of the trip. The field trip proposal form, therefore, is to be completed at least one week prior to the trip. If the Director has not approved it one week in advance, with all components satisfactorily completed, the trip may not take place as planned.

This does not include local events, such as use of the neighborhood recreation center, library, athletic fields, nature walks, scenic drives.

IF SWIMMING OR OTHER WATER ACTIVITIES ARE OFFERED, Orion House requires that personnel who have been trained in water safety must attend the activity. Under no circumstances, should residents be allowed in or around water, without properly qualified staff.

MEALS

Orion House provides breakfast, lunch, 3pm snack, dinner and 7pm snack to all residents. The Food Service Staff, or his/her designee, provides nutritious meals which meet the criteria set forth in the National House Lunch Act. The following are to be observed:

- Residents who have special dietary needs will be accommodated;
- No resident will be denied food as a consequence for his behavior;
- No resident is to be coerced to eat against his or her will.

DISCHARGE PLANS

When a resident's team decides a resident is ready to transition out of the Orion House, a discharge plan will be prepared to allow for a smooth transition. This Discharge plan will be completed no later than 15 days after the child's discharge. The discharge summary will be filed in the resident's file and a copy shall be sent to the representative from DCYF, DJJS, or both. The child's discharge summary will include the results of the services provided, including the outcomes of the goals and objectives identified in the child's treatment plan, the needs of the child and family (if appropriate) which remain to be met and the services which will meet those needs and an individualized aftercare plan for each child being reunified with his or her family. This plan should also include effective strategies for working with the youth.

If the resident is an emergency discharge, a discharge summary as defined above will be provided to the CPSW, JPPO, or both, at the time of discharge.

A record is to be kept of all records sent to new placements. Original records may be sent, but Orion House will retain copies of all records for 5 years from the date of discharge.

If Orion House believes that a resident's needs can no longer be met at the house due to behavioral or other reasons, a Team meeting will be held to discuss the concerns that are present. Based upon team input, Orion House will provide 14 days of future placement to provide time for DHHS to prepare for the resident's transition out of Orion House.

Section 5: EMERGENCY PROCEDURES

In general, these procedures should be followed for any occurrences that involve safety, accidents, or medical incidents. **ALL FORMS REQUIRED ARE LOCATED IN THE MASTER FORM BINDER (ERICA'S OFFICE) AND WITH THE EMERGENCY RESPONSE GUIDE (Appendix A).** The Emergency Response Guide provides specific responses for Drop, Shelter in Place, Lock Down, Evacuation, Reverse Evacuation, Scan, Lockout and First Aid.

1. SAFETY PLAN (Please note *Emergency Response Guide (Appendix A)* for specific protocols and forms)

Purpose: To provide all residents with a safe and healthy living environment.

All routine fire, safety, vehicle, and health inspections shall be kept up to date by the Executive Director or his/her designee.

All emergency and safety equipment and systems shall be regularly inspected and serviced. This includes fire detection and suppression equipment and a suitable and accessible first aid kit.

All staff shall be trained in First Aid, CPR, Handle with Care, and Orion House Emergency Plans. A copy of the manual containing these plans shall be available at all times when residents are in the building.

All accidents shall be investigated by the Executive Director or his/her designee to determine if corrective measures need to be taken to prevent further accidents.

All accidents must be documented on incident reports.

All accidents involving staff must be documented on workers' compensation accident reports.

All safety concerns must be reported to the Team Leader and Director.

All residents are to be supervised to the extent where their safety can be reasonably assured.

**2. MEDICAL EMERGENCY PLAN
(Please note *Emergency Response Guide (Appendix A)* for specific protocols and forms)**

Purpose: To adequately respond to any medical emergency.

This plan is to be used whenever a resident is in need of emergency medical care.

If the resident's injuries are minor, use first aid.

In the event of a serious injury, one staff person shall administer first aid while another staff member dials 911.

After the calls are made, the staff member will assist with first aid and/or CPR.

Once the resident's immediate medical needs have been met, the staff person shall contact the Executive Director.

As soon as time permits, the staff person shall complete a [First Aid Care Form](#).

The Executive Director shall notify the child's family, DCYF, and any other legal parties as soon as possible. These calls shall be documented in the child's file.

3. CONTAGIOUS AND COMMUNICABLE DISEASE EXPOSURE PLAN

Purpose: To safely respond to any health risk towards house attendees.

If a resident is believed to have a contagious illness or poses a health threat to house attendees, the resident will be immediately quarantined.

The staff will follow doctor's and public health orders moving forward.

The resident's parents will be notified as well as the DHHS State worker.

4. PHYSICAL RESTRAINT OR SECLUSION PLAN (Rev. 3.21)

The Orion House has developed the following Restraint Policy based on the rules in Chapter 126-U: *Limiting the use of child restraint practices in schools and treatment facilities*. All employees of the Orion House are trained and supervised in their implementation of this policy and will be certified in the use of the Handle with Care on an annual basis. Additionally, the staff of the Orion House will receive on-going supervision and training on de-escalation and behavior management skills. Lastly, the Orion House abides by the rules set forth in RSA 126-U-5, in that physical restraint will only be used to ensure the immediate physical safety of persons when there is a substantial and imminent risk of serious bodily harm to the child or others (Source 2010, 375:2, eff. Sept. 1, 2010). The Orion House also commits to never explicitly or implicitly using physical restraint as a punishment for the behavior of a child.

During the Admission Process, the Orion House staff will:

If a resident is expected to reside at the facility for more than 72 hours, the admission personnel must ask the resident's team if there has been a history of physical restraint required to manage the youth. If the answer is yes, within 5 days, the resident's team will develop a plan that includes:

- History of physical, emotional, or sexual trauma
- Effective responses to potential behaviors which would help eliminate the need for restraint

- Documentation of any health conditions which may make the child vulnerable to injury

Additionally, upon a youth's admission to the Orion House, the parent, guardian or Guardian ad litem (GAL) will receive a copy of the Parent handbook which outlines the Behavior Management Program and the Restrictive Interventions¹ that the Orion House employs. This will include a required signature demonstrating receipt and understanding of this and all policies of the Orion House.

If a Restrictive Intervention has occurred, the Orion House staff will:

- As soon as possible, notify the on-call supervisor of the incident that occurred and provide all pertinent details of the incident. Also notify the supervisor of any injury that may have occurred. At this point, the on-call supervisor will screen the incident to determine whether the restrictive intervention constitutes a "restraint" under RSA 126-U. This determination will be made by using the 126-U Checklist (Appendix B).

If the restrictive intervention is determined to be a Restraint, the OH staff will:

1. Within 24 hours, make reasonable attempts to verbally notify the parents, guardian or GAL of the resident's need for a physical restraint.
2. Within 24 hours, complete a *Restraint Incident Report* (Appendix A) and submit to the PD of the Orion House.
 - a. Within 2 days, the Program Director, or designee will submit the reviewed Critical Incident Report to all of the resident's team members including the DHHS portal for incident reporting.
 - b. All Restraint Incident Reports will be maintained by the OH administration in accordance with RSA 541-A.

***In cases involving serious injury or death to an Orion House resident subject to restraint, the Orion House's Executive Director within 2 days, will notify the director of DCYF, the commissioner of DHHS, the Attorney General's Office and the Disabilities Rights Center. This notification will include a copy of the Incident Report

All staff at the Orion House have been trained to not impose a physical restraint on a resident longer than is necessary to protect the child or those around them from imminent danger. The following policy is followed:

- No restraint will last longer than 15 minutes without the approval of the Program or Executive director
- If a restraint is provided for more than 30 minutes, a face to face assessment of the resident's physical, mental and emotional health must be completed by the PD or assigned designee who has been trained on how to assess if the restraint is being done safely and for the purpose of safety to the resident and/or others in accordance with 126-U:5. Such assessments require documentation

¹ A staff procedure that involuntarily holds, restricts, escorts, moves, transports, physically restrains, isolates, confines or segregates a resident from free movement.

and should be repeated every 30 minutes for the duration of the restraint. This documentation must be filed with the Critical Incident Report.

Under no circumstances, will the staff of the Orion House engage in any restrictive intervention that:

- Obstructs a resident's respiratory airway, impairs the resident's breathing or restricts the movement for normal breathing
- Places pressure or weight on the chest, lungs, sternum, diaphragm, back or abdomen or the resident
- Obstructs the circulation of blood
- Covers, pushes on or into the resident's face
- Endangers a resident's life
- Causes intentional pain
- Releases fumes or toxins intentionally into resident's space
- Mechanically or Medically (unless prescribed as a PRN) restrict a resident
- Uses any technique that unnecessarily subjects the resident to humiliation, or emotional trauma.

All parties involved should be notified of the occurrence and any additional documentation should be completed (police, first aid, etc.).

5. SUICIDE THREAT OR ATTEMPT PLAN

While genuine suicide threats or attempts are rare, all threats and gestures must be taken seriously by staff members. Please follow the procedure detailed below in the event of a suicide threat or attempt.

Take all suicide threats literally. Be concerned with the resident's level of agitation and depression.

Speak firmly but gently to the resident in question. Crying often helps youngsters to regain control. Help the child to relax if crying occurs.

If the resident is talking about suicide, ask if he has a plan by which to commit suicide. This information is very important and will need to be communicated to the person who will be assessing the resident.

Call the house counselor, the Orion House Director, or the local community mental health center. Threats of suicide must be professionally evaluated.

If none of these can be reached, transport the resident to the nearest emergency room.

If the resident is agitated, and assistance is needed, call the police.

If a resident is found to be actively engaged in a suicide attempt, take immediate steps to protect the resident, including physical restraint. Call 911 immediately.

If possible, maintain a quiet, calm, controlled atmosphere to minimize any agitation of other children in the house.

6. DEATH RESPONSE PLAN

Purpose: To respond to a situation when a resident has died or is found dead.

If it can be determined that the child has recently died then perform CPR, call 911, and utilize the Emergency Medical Plan.

If CPR is not viable (if the body is cold to the touch, or if there is a stiffness around the neck) then call the police at 911. Unattended death is a police matter.

Secure the room where the body is. Disturb nothing.

Secure the child's records and medications. These should be turned over to the police.

Call the Executive Director.

Determine who was the last person to see the resident alive. The police will want to speak with this person.

All events leading up to and including the discovery of the body and any response must be documented on an incident report.

Transportation of the body will be arranged through the State Medical Examiner's Office.

The parents will be notified immediately of the situation.

The DHHS worker, local law enforcement agency and Department of Youth and Families will be notified immediately.

7. RUNAWAY/MISSING RESIDENT PLAN

Purpose: To respond to situations when a resident runs away or is missing.

Make an immediate visual search of the property and building.

If the resident cannot be located within 15 minutes, or if it can be determined that he has left the property, then call the police. Give a description of the resident and clothing he was wearing. Use the form in the **Runaway Binder** to complete the runaway protocol. An incident report must be completed. The Executive Director must be notified. As soon as possible, contact the resident's family or guardian.

8. VEHICLE ACCIDENT PLAN

Purpose: To respond to accidents involving Orion House vehicles or Orion House residents.

Immediately take whatever steps are necessary to ensure the safety of the residents.

If possible, remove the residents from the vehicle and away from the road.

If there are injuries, call an ambulance and the police.

Even if there are no injuries, call the police and ask the officer to fill out an accident report.

Record the names, addresses, and telephone numbers of all other people involved in the accident. If the vehicle is to be towed away, ask the officer where it is being towed.

Complete a **Vehicle Accident Report** concerning the accident. If an employee is injured, s/he must complete a workers' compensation accident form.

As soon as possible, contact the resident's family, and Orion House, if appropriate.

Contact the Executive Director.

Cooperate with all accident investigations.

9. MEDICATION POLICY

All medications must be prescribed by a licensed M.D. or nurse practitioner who has personally examined the child. A written order, signed by the prescribing practitioner must accompany any medications that the resident's parent or guardian request Orion House to dispense to the resident. For over-the-counter medications, a note from a parent will be sufficient.

Residents are not allowed to have medications in their possession. All medications must be held by Orion House staff, in a locked area that is inaccessible to residents.

At no time should Orion House staff administer medications. Prescribed medications should be given to the resident who will administer it to himself, under the supervision of the staff person. The staff person shall maintain a log that records all medications taken by residents.

If a resident refuses to take his prescribed medication, the matter will be recorded on a **Medication Occurrence Form**, and immediately reported to his parents.

If there is any problem with medications, the prescribing practitioner, the parents, and the DCYF worker shall be notified.

NONDISCRIMINATION POLICY

Orion House is committed to resolving complaints of discrimination at the earliest and most informal level whenever possible, conducting internal investigations in a timely and effective manner, adhering to the principles of due process in all investigations and hearings, and providing prompt corrective action if discrimination is found to have occurred. The policies and procedures outlined here apply to both residents and to the adult members of the house community.

No individual shall be penalized, or retaliated against in any way by a member of the house community for their participation in this complaint procedure.

This procedure is limited to complaints which allege discrimination on the basis of:

- Race
- Color
- Creed
- Religion
- National Origin
- Sex (including pregnancy and parenting status)
- Age
- Disability
- Marital Status
- Sexual Orientation
- Gender Identity and Expression
- Veteran Status
- Genetic Information

There are three processes used to resolve concerns of discrimination: informal resolution, mediation, and formal complaint.

Informal Resolution

The Informal Resolution process occurs when you discuss your concern with the party or parties directly involved and/or with the appropriate supervisor. Often, especially in a small house, problems can be solved through honest feedback and a willingness to listen and improve the house climate.

Mediation Process

Sometimes the parties need assistance in seeing others' perspectives. In those cases, you may request a mediation, conducted by one of the administrative team: the Director of Services, Assistant Director, Special Education Coordinator, or House Therapist. In a mediation, the administrative team member will take notes on the guided discussion, and those notes will be kept on file for a period of one year. If there are no further complaints, they will be destroyed.

Formal Complaint

If you do not achieve a satisfactory resolution through the informal or mediation process, you will be asked to meet with the Director of Services, who will assist you in resolving the situation and who may refer you to the Chairperson of the Board of Trustees.

A formal complaint begins when you submit a complaint form to the Director of Services that includes a written statement of the alleged act or acts of illegal discrimination. The Director will determine if an investigation will be conducted. The respondent will be sent a copy of your complaint and given the opportunity to submit a written response.

The investigation and a written report of findings will be completed in 30 working days unless there is an extension. The Director will review the report and determine appropriate actions within 10 working days after receiving the investigative report. The Director's action will be documented in writing and provided to appropriate parties.

Retaliation

Retaliation for filing or participating in the complaint process, regardless of the outcome, is prohibited. If you believe you have been retaliated against you may file a separate complaint with the Director.

Further Legal Action

If you are not satisfied with the process at Orion House, you should contact the Office of Civil Rights. Educational institutions have a responsibility to protect every resident's right to learn, as well as every educator's right to work, in a safe environment free from unlawful discrimination and to prevent unjust deprivations of that right.

Online: You may file a complaint with OCR using OCR's electronic complaint form at the following website: <http://www.ed.gov/about/offices/list/ocr/complaintintro.html>.

Mail or Facsimile: Generally, a complaint must be filed with the Office for Civil Rights within 180 calendar days of the last act of alleged discrimination. To file a complaint or make inquiry, contact the Office for Civil Rights, US Department of Education, 8th Floor, 5 Post Office Square, Boston, MA 02109-3921.

You may use OCR's [Discrimination Complaint Form](#) or write your own letter. If you write your own letter, please include:

- The complainant's name, address and, if possible (although not required), a telephone number where the complainant may be reached during business hours;
- Information about the person(s) or class of persons injured by the alleged discriminatory act(s) (names of the injured person(s) are not required);
- The name and location (city and state) of the institution that committed the alleged discriminatory act(s); and
- A description of the alleged discriminatory act(s) in sufficient detail to enable OCR to understand what occurred, when it occurred, and the basis for the alleged discrimination.

Email: You may email OCR's [Discrimination Complaint Form](#) or your own signed letter to ocr@ed.gov. If you write your own letter, please include the information identified above.

Note: A recipient of federal financial assistance may not retaliate against any person who has made a complaint, testified, assisted or participated in any manner in an OCR matter or to interfere with any right or privilege protected by the laws enforced by OCR. If you believe that you have been retaliated against for any of these reasons, you also may file a complaint with OCR.