



REFUGE SERVICES

EMPLOYEE HANDBOOK

8405 CR 2500 (84th and MLK Blvd)
PO Box 53684
Lubbock, TX 79453
806.748.7202
information@refugeservices.org

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EMPLOYEE HANDBOOK FOR REFUGE SERVICES

Whether you are a newcomer with Refuge Services or have been with the organization for many years, you will find this booklet helpful. It is a useful guide to many of the policies and practices that affect you and your job with Refuge Services. It also includes information about our benefit plans.

The information in this booklet is necessarily brief, for the policies themselves, are too long to be included completely. It follows, then, that any question must be finally interpreted in light of the detailed provisions of the policies and their supplementary instructions. It should also be understood that statements in this booklet are subject to any changes in the policies or plans that may be made after the publication of this booklet.

Please do not hesitate to ask your supervisor or directors about matters covered in this booklet or for any other information concerning company policies and practices as they apply to your job. Your supervisor will be glad to answer your questions or obtain the answers for you.

How well each of us does as an individual—and how successful the facility is—depends on how well each and every member of the organization does his/her job. Each of us is responsible to help see that operating efficiency is maintained at a high level. Therefore, you should discuss with your supervisor your ideas concerning what we are or are not doing that should be

changed. We believe that the continuing success and progress of Refuge Services is the key to job security for all its employees.

We believe that you will like working as a member of the Refuge Services team. Not only does the company have a reputation of being a good place to work but you will find that our policies and benefits are very good. We are the leader in our field and expect to continue in that position.

INTRODUCTION

Refuge Services is an equine therapy center for the care of children and adults with disabilities as well as behavioral and/or emotional problems. Refuge Services began in 1999 and it is one of only a few facilities offering Hippotherapy, Therapeutic Riding, and Equine Assisted Psychotherapy ALL under one roof incorporating both PATH and EAGALA modalities. There are no other facilities like Refuge Services offering a blending of behavioral and dynamic therapies as well as riding for the mentally and physically impaired. We, who work at Refuge Services, are a team; and we take pride in our opportunity to touch the lives of the children, adolescents, adults, and families we serve. We welcome you to our team.

DISCRIMINATION AND HARASSMENT (INCLUDING SEXUAL HARRASSMENT)

It is the policy of Refuge Services to provide equal employment to all employment applicants without regard to race, color, religion, sex, national origin, age, handicap, disability or veteran status.

This policy applies to all terms and conditions of employment, including but not limited to, recruiting, hired, assignment, promotion, termination, downsizing, recall, leave of absence, compensation and training. It shall be considered the responsibility of every supervisory employee to further the implementation of this policy and ensure conformance by their subordinates.

It is also the policy of Refuge Services that harassment and/or intimidation of or by employees, patients, medical staff, and others based upon a person's sex, age, race, color, national origin, religion, or disability (hereafter collectively referred to as "harassment") will not be tolerated. Directors must take all necessary actions in the elimination of possible discrimination or harassment toward employees and applicants for employment with Refuge Services in all categories and levels of employment and employee relations.

Responsibility for seeing that this policy is continuously followed has been assigned to the Director of Therapy Services. The designated official shall work in furthering its implementation and monitoring the progress being made.

EMPLOYEE DATING

Refuge Services has a policy prohibiting sexual harassment in the workplace. This policy applies to all employees of Refuge Services, including supervisors and management. To prevent harassment, some employers prohibit employees from dating, or entering into consensual romantic relationships with other employees. Refuge Services does not feel that such a prohibition against dating is necessary provided:

- Both parties mutually and voluntarily consent to the relationship
- The relationship does not affect judgment or performance of duties of involved employees
- The relationship does not negatively impact the work environment

Refuge Services strongly believes that an environment where employees maintain clear boundaries between their personal and business interactions is most effective for conducting business. Although this policy does not prevent the development of friendships or romantic relationships between coworkers, it does establish very clear boundaries as to how relationships will progress during working hours and on company premises.

PROCESSING IN NEW EMPLOYEES

All new employees must meet with the Director of Therapy Services/Director of Equine Services as well as direct supervisor depending on job application.

The employment procedure includes, but is not limited to the following:

- Receipt of Job Description/Performance Evaluation
- General Orientation and Review of Employee Handbook
- Completed Staff/Volunteer Application
- Verification of professional license (therapists)
- First Aid and CPR Certification
- Certification from PATH (for therapeutic riding instructors)
- Certification from EAGALA (for EAP professionals)
- TB test- prior to first scheduled shift & current tetanus shot
- Background check
- Completion of Refuge Services Training

MEDICAL EXAMINATIONS

All employees who come in contacts with children and adolescents served by Refuge Services are required to have a current TB test. New employees should be free of communicable diseases prior to reporting for work. All employees also need to be current with Tetanus Shot.

EMPLOYEE STATUS

Introductory Status

All new employees are considered introductory until they have 90 days of credited service.

Please note the additional information concerning this topic in the Performance Appraisal Section.

Employee Classifications

Full Time

Full time employees are those who are hired to work a 36-40 hour week. This may be a salary and/or hourly full time arrangement.

Part Time

Part time employees are those who are hired to work less than 36 hours during a work week.

Contract

Contract employees are Therapists who are hired to work at specific hours of the week with individual clients

Volunteers/Interns

Volunteers work with no financial compensation for a minimum of 4 hours per week under the direct supervision of Volunteer Coordinator and/or Intern Supervisor.

WORK SCHEDULES

Work schedules are established and changed to meet operating requirements. The schedule for full time employees typically provides for a 40 hour work week. The schedule for part time employees will be determined by the Directors as needed. You will receive specific requirements from the Directors during new employee orientation. All staff must have a working local access telephone number and/or cellular phone.

TIME CARDS

Time cards will be filled out by all employees and therapists on the employee computer after each day's work. The date, description of work done, number of hours worked, and total days pay will be entered by employee. Timecards will be reviewed by the Director then approved by the Bookkeeper.

PAY

Refuge Services uses a monthly payroll system, therefore there are 12 pay periods per year. The payroll period is defined as hours worked from the 1st through the end of the month. Time cards will be printed out on the last day of each month.

Paychecks will be distributed to full time and part time employees as per the calendar submitted by Fastpay Payroll Services, and to therapists on the fifteenth of every month. Employee checks will be automatically drafted into employee accounts per payroll pay

schedule. Paychecks for contract employees will be left in assigned boxes or folders depending on employee classification.

PAY CHECK

Except for taxes imposed by law or individual, legally-ordered deductions (such as child support payments, student loan repayment, etc.) will be deducted from paycheck; no other deductions will be made without your authorization for full time and part-time employees. Contract employees will have no deductions withheld.

PAY ADJUSTMENTS

It is important to be aware that raises, like salary bonuses, are not automatic and will always depend on a combination of available funds and employee performance.

HOLIDAYS

The following days are designated for observance as holidays. Full time salary employees are eligible for the following paid holidays each year, as defined:

New Years Day- 8 hours

Independence Day- 8 hours

Thanksgiving Day- 8 hours

Christmas Eve- 8 hours

Christmas Day- 8 hours

Hourly employees and contract staff may choose to have clients on these days knowing the business office will be CLOSED.

MAJOR MEDICAL INSURANCE

Refuge Services does not provide medical or retirement benefits for any employees.

PERSONAL LEAVE TIME

Personal Leave Time taken by salary employees will be paid at the employee's regular hourly rate. Personal Leave Time may be used in any pay period as long as the total number of compensated hours equals 40 hours for the week. Full time salary employees will be allowed one week vacation as stated in his/her job description after 6 months of employment. Hourly employees and contract employees are paid by the hours and will have no paid vacation time or sick leave. Before time off is taken by any employee, all job needs must be taken care of. All time off must be approved by the Directors. Time off must be requested in writing on the time off/vacation form.

ABSENCES

Time off will be granted for acceptable reasons. If it is necessary for you to be absent from work, advise the Directors as much in advance as possible. The Directors will determine, based on Refuge Services policies, whether a particular absence will be authorized.

If you are to report to work for a session and something unforeseen occurs which keeps you from reporting to work as scheduled, you must inform the Directors as soon as possible, BEFORE the session is scheduled to begin. The Directors will then find someone to help cover the session in which you are absent for.

Each employee has a compelling responsibility to be present each day for all the time the employee is scheduled to work. Each employee will be treated fairly regarding absences from work or tardiness for good and sufficient reasons. If an employee's absence or tardiness becomes excessive, however, then that person's value as an employee and as a fellow worker decreases. Each attendance problem will be fully evaluated and handled on an individual basis. An employee who is scheduled to work will be considered late if he/she reports to work more than 7 minutes after the session begins.

Business office hours will normally be from 8:00 am until 5:00 pm or as otherwise arranged on an individual basis to mutually benefit Refuge Services and the individual employees. Each employee is urged to help maintain efficient operations by putting forth his/her best effort in attendance and punctuality.

FAMILY AND MEDICAL LEAVE

Eligible employees are allowed to take up to 12 weeks of unpaid, job protected leave in a rolling 12 month period (12 month period prior to or after the commencement of leave) for specified family or medical reasons.

EMERGENCY LEAVE

Emergency leave may be granted by the Director to an employee for absence because of death in the employee's or spouse's immediate family or for an absence caused by natural disaster or other unusual circumstance. Emergency leave is built into the personal leave time provided for each full time employee and will be deducted from personal time unless otherwise arranged by administration. COVID leave is considered emergency leave. Part time will receive emergency leave at no pay. The death of an employee's spouse, children, or the death of an employee's parents, brothers, sisters, and grandparents shall constitute adequate need for emergency leave. Emergency leave will be granted for the minimum time required and shall not exceed three (3) working days. Emergency leave shall be debited to accrued personal leave. Notification of application for emergency leave time should be executed as the earliest practical time.

CIVIC DUTY

JURY DUTY LEAVE: SUBPONENA: COURT ORDER

Any employee required to attend Jury Duty selection and/or serve as a juror will be allowed approved leave time. An employee required to attend any court proceeding under subpoena or court order will be allowed approved leave time. Refuge Services does not pay employees to fulfill civic duty. Salary employees will be allowed to utilize personal leave time to receive pay

for missed scheduled time due to civic duty. Staff may be allowed to make up missed shifts with the approval of the respective director.

MILITARY LEAVE

USERRA protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military and prohibits discrimination against these individuals.

LEAVES OF ABSENCE

There may be reasons why you want or need extended time off the job in excess of one pay period. A leave of absence without pay may be approved due to medical disability, educational, or personal reasons. There is no guarantee of return to work from a leave due to educational or personal reasons.

PERFORMANCE APPRAISALS

Formal evaluation of an employee's performance in relation to the standards of performance established for the position are conducted as follows.

- a) Each employee at Refuge Services will have an initial 90 day evaluation and an annual evaluation. The employee will be allowed to give comments on these forms and to have input into the formulation of the long term goals for the next evaluation period.
- b) In addition to the 90 day and annual review process, each staff member will be evaluated on a monthly basis for the introductory period and quarterly thereafter. An

employee educational plan will include the employee's strengths, weaknesses, areas of concern, and goals for the next evaluation period. A director may initiate monthly education plans for a staff member if increased training and supervision are indicated.

c) Additionally, an employee may be evaluated at any time deemed necessary.

COVID-19 PROTOCOL

The following are the prudent measures that Refuge Services will consider to help mitigate risk by implementing a safe and consistent procedure designed to reduce the risk of coronavirus exposure (*i.e.*, with respect to the individual administering the screening, as well as among those being screened); ensuring that the screen applies to all those entering the workplace, not just staff; giving staff and others prior notice about the screening and encouraging them to self-monitor for symptoms and stay away from our facility if they are experiencing symptoms; keeping any documented results confidential in a file separate from the employee's personnel file; and sharing the screening results on a purely need-to-know basis as necessary to protect against the threat of exposure to coronavirus.

This guidance provides recommendations on the cleaning and disinfection of areas occupied by those with suspected or with confirmed COVID-19. It is aimed at limiting the survival of SARS-CoV-2 in key environments. These recommendations will be updated if additional information becomes available. This protocol will be explained to all involved staff (including employees, volunteers, and contract laborers) as well as clients and caregivers.

ON-SITE CLIENT PROCEDURE

Knowing many of our clients rely heavily on our services for their mental, emotional, physical and social wellbeing, we are providing services for those that deem services as “essential care”. In order to resume services during the COVID-19 pandemic, each client is required to have a doctor’s release supporting that the services they receive at Refuge Services are “essential” to their wellbeing. This Dr. Release form can be obtained from the Office Manager in the Refuge Services office.

ON-SITE SURVEY

All entering our facility must wash and/or sanitize their hands upon arriving, before entering the building and then again when they finish. We will provide a hand sanitizing station upon arrival.

- Refuge Services will be providing a brief travel and exposure history consent form that must be signed by all entering the facility. Also, a temperature below 100.0 Fahrenheit must be present in order to enter the facility. If a temperature above 100.0 is recorded, the individual must leave the property and further actions must be taken to resume care at Refuge Services. *See return details below.*
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- Recommend maintaining 6 feet social distancing when at all possible. If staff must breach the 6 ft. social distance space in order to accommodate the client’s needs, staff will wear a mask and gloves. This is the recommend that of clients as well.

- If a staff, client, or family member currently has any flu-like symptoms (fever, body aches, shortness of breath, sore throat, runny nose, cough, chills, headache, loss of taste or smell), please self-quarantine and contact the office at 806-748-7202 to cancel appointment. *See return details below*
- If staff has recently travelled to a high-risk area and/or has been in contact with a suspected carrier, please contact the office immediately to discuss options.
- To promote *social distancing*, our policy is that **only** clients (and necessary parent/guardian) be allowed in the waiting area maintaining social distancing. All other family members will be asked to wait in their cars.
- Clients are to wait in their car until scheduled appointment to avoid too many people in the waiting area as only one entrance/exit is available.
- Refuge Services staff will groom and tack the horses to minimize risk at this time.

RETURNING TO FACILITY

If you have been sick or exposed, here are the guidelines (per local health care professionals' recommendation) in order to resume services at Refuge Services:

- 1) If staff and/or client are **NOT** having any of the listed flu-like symptoms and/or have tested negative for COVID-19, they are able to return to Refuge Services for care/work at any time.

- 2) If staff and/or client **IS** running a fever and/or have any other flu-like symptoms, they must be asymptomatic for 5 days before returning and/or negative COVID19 test result before returning to our facility.

STAFF DUTY TO REPORT COVID-19 SYMPTOMS

As soon as staff shows symptoms of being potentially infected with COVID-19, self-quarantine and notify Director immediately. Please assist Director in ensuring a plan is in place to cover clients and/or responsibilities. If the staff is positive for COVID-19 and/or showing symptoms of COVID-19, others that have been in direct contact with the ill staff member and/or client will be notified as a precautionary measure. Refuge Services Director team will consult with health care professionals case-by-case on each COVID related situation to ensure we can safely move forward.

An employee likely would not be deemed to pose a “direct threat” due to COVID-19 unless the employee is exhibiting symptoms that may be associated with the virus. Refuge Services may request a fitness-for-duty/return to work certification and/or a negative COVID-19 test result if an employee has been quarantined by a treating medical provider or public health official or the employer has placed the employee off work based upon reasonable, objective evidence that the employee may pose a direct threat of harm in the workplace. Without this Dr. Release/Negative test result, staff and/or client may return to our facility after 5 days of being asymptomatic.

COVID-19 DISINFECTING PROCEDURE

Based on OSHA's guidance, it is the recommendation that so long as Refuge Services is routinely cleaning high-touch areas (which is our standard COVID-19 protocol), there is no need to perform special cleaning upon learning that an asymptomatic employee has tested positive for COVID-19. Refuge Services will only undertake the below extra cleaning if a symptomatic employee/client/volunteer was present at the facility within 48 hours of exhibiting symptoms.

Following the CDC guidelines, Refuge Services will add the following steps:

- Close off areas visited by the ill person. Open outside doors and windows and use ventilating fans to increase air circulation in the area. Wait 24 hours or as long as practical before beginning cleaning and disinfection.
- Cleaning staff (assigned by management) should clean and disinfect all areas such as offices, bathrooms, common areas, arena, shared electronic equipment (like tablets, touch screens, keyboards, remote controls, etc) used by the ill person, focusing especially on frequently touched surfaces.

RIGHT TO KNOW COVID-19 EXPOSURE

- If an employee is confirmed to have COVID-19, Refuge Services will inform fellow employees of their possible exposure to COVID-19 in the workplace. Refuge Services will not, however, disclose to those unaffected, the identity of the quarantined individual

because confidentiality requirements under federal law, such as the Americans with Disabilities Act (ADA), or state law, may apply.

PERSONNEL RECORDS

Personnel Records are the property of Refuge Services. Your personnel record and employee medical information files can be made available for your inspection. If you would like to review your records, the Director of Therapy Services will make the necessary arrangements for you to see these documents. Personnel records are confidential and access to these files is restricted to the Director of Therapy Services, Director of Equine Services, and Office Manager. No one may access these records without specific approval by one of these individuals.

WORKING RULES

TOBACCO POLICY

Use of tobacco products is strictly prohibited inside the facility by patients, staff and visitors. There is no smoking anywhere on premises. Tobacco products are not allowed in sight of clients, therefore these products must be kept secured inside staff vehicles outside the arena. Specifically, there are to be no tobacco, cigarettes, lighters, matches, etc. carried on your person while at Refuge Services.

PERSONAL EFFECTS

Refuge Services is not responsible for lost, stolen or damaged personal effects.

Personal effects are defined, but not limited to, cell phones, pagers, articles of clothing, purses, backpacks, etc. Every effort is made to ensure a positive work environment; however, the actions of all employees cannot be monitored 24/7. There have been occasions where personal items have been lost or stolen from the facility. A box is provided for staff in the office; however, the employee assumes responsibility for all personal effects brought into the facility. Due to the nature of our business, there may be occasion for personal items to be torn up during the regular course of business i.e. broken glasses, torn clothing, etc.

DRESS CODE

The dress code for Refuge Services must be followed at all times, by all staff while on Refuge Services property or participating in a Refuge Services sponsored off site activity.

It is important to remember that at all times you are serving as a role model to the clients. Therefore, your dress as well as your social skills should reflect this responsibility. A conservative appearance and professional demeanor are required at all times by all staff. All staff are expected to maintain personal hygiene and grooming when at the facility. Hair color must be potentially natural. No more than two earrings, located in the lower ear lobe, per ear are allowed. No body ornaments are allowed at the facility. This includes any body or cartilage piercing. All body ornaments must be removed anytime you are on Refuge Services property or sponsored outings. Tattoos (unless approved by the Directors upon start date) are to be covered at all times, preferably by clothing, bandage covering is acceptable. Conservative street clothes will be worn by staff at all times. Clothing will be appropriate to environmental

safety and professional appearance. No tank top, midriiffs, cut-offs, short shorts or T-shirts with inappropriate messages (drugs, alcohol, rock groups, sex, etc.), may be worn. Walking shorts may be worn while in the office or side walking, however long pants are strongly recommended as appropriate attire by horse handlers and therapists. It is recommended that staff maintain short fingernails. No flip-flops or sandals are to be worn when working around the horses. Failure to follow the Dress Code policy will result in disciplinary action, up to and including termination.

DRUG POLICY

Refuge Services prohibits the use, transfer, distribution, manufacture or possession of alcohol, controlled substances, unauthorized drugs, intoxicants, drug paraphernalia, or any combination thereof on any company premises or work sites including Refuge Services vehicles and private vehicles parked on company premises.

CONFIDENTIAL INFORMATION AND ISSUES

Each employee is in a position to obtain confidential information about patients, their families, and employee of Refuge Services. This information is personal and private and should not be discussed anywhere, at anytime. This includes all employee phone numbers and addresses. They are not to be given out to any source except civil authorities, who produce appropriate documentation. The Director of Therapy Services or his/her designee will be the only person who can give out information pertaining to each employee. The Director of Therapy Services is the only person who may release client information and should follow the receipt of

appropriate signed releases and communication with the appropriate persons. At the time of employment, each Refuge Services employee shall sign a statement of confidentiality. Any disregard for client confidentiality may serve as terms for termination of employment.

HIPPA

CLIENT RIGHTS

When it comes to health information, the client has certain rights. The Director of Therapy Services serves as the HIPAA compliance officer for Refuge Services.

- The client can ask us not to use or share certain health information for treatment, payment, or our operations.
 - We are not required to agree to client requests, and we may say “no” if it would affect your care.
- If the client pays for a service or health care item out-of-pocket in full, the client can ask us not to share that information for the purpose of payment or our operations with their health insurer.
 - We will say “yes” unless a law requires us to share that information.

CLIENT CHOICES

- For certain health information, the client can tell us their choices about what we share. If the client has a clear preference for how we share their information in the situations described below, talk to Director of Therapy Services. Client may tell us what they want

to do, and we will follow their instructions. These instructions must be documented in the clients chart and signed by the client.

How else can we use or share client information?

- We are allowed or required to share client information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share client information for these purposes. Written permission is required to release discriminating and/or personal client information for research purposes and approval by Director of Therapy Services.

STAFF RESPONSIBILITY

- We are required by law to maintain the privacy and security of client protected health information
- We will let the client know promptly if a breach occurs that may have compromised the privacy or security of their information.
- We must follow the duties and privacy practices described in this notice and give them a copy of it.
- We will not use or share client information other than as described here unless the client tells us we can in writing. If they tell us we can, the client may change their mind at any time. Let us know in writing if the client changes their mind.
- Any written release of client information and/or request for client information must be approved by Director of Therapy Services before being released.

VISITATION AND PHONE USAGE

Your friends and family will not be able to visit you at work during work hours. If there is an EMERGENCY they may call you. Personal phone usage should only be done in the case of an emergency and should be done so between sessions with clients if possible. This includes calls, texts, social media, etc. This pertains to all employees. Fulltime staff is to use discretion when doing any office work. Continued disregard of this phone policy constitutes misuse of your time purchased by Refuge Services and will be subject to the same limitations. There are to be no unauthorized individuals in the client care areas. Please have all friends and/or relatives wait patiently for you outside the arena. Refuge Services recommends that if you are the only person in the barn or arena that you have your phone with you for EMERGENCY use; however, using it for personal use during sessions is prohibited. Personal phone should not be used to contact clients and/or businesses on Refuge's behalf. Such communication needs to come through business phone, business email, or business cell phone via Director cell phone or veteran cell phone.

USE OF REFUGE SERVICES PROPERTY

Vehicles, Equipment, supplies and communication devices are the property of Refuge Services and are in place for the exclusive purpose of service delivery to our clients. Any exceptions involving personal use of Refuge Services Property must be approved by a director. Exceptions will be infrequent and unauthorized personal use of these or other Refuge Services property will be subject to disciplinary action, possibly to include termination of employment or legal recourse if necessary.

SUPERVISION OF CLIENTS

Clients are required to be under direct supervision of Refuge Services Staff at ALL times during scheduled session time. The waiting area and playground are the only areas clients are allowed to be prior to and/or after session when not under supervision of Refuge Staff. Parents are allowed to wait during session on the patio or by the pond. However, children must be supervised in this area. No parent or child is allowed in barns without a staff person with them.

We do not allow parent going to get the horse with the client during session unless written in their treatment plan as therapeutically beneficial. A volunteer is ONLY allowed to be alone with a client and/or be responsible for a client if prior arrangement has been made by the Director of Therapy Services. Background checks are mandated on all who work with clients. Only approved volunteers may be allowed to serve in a staff position. At no time is a client to be left alone with a horse, whether on or off the horse. If an emergency situation arises, take client off horse and return them to waiting area if you must leave the arena area.

GOSSIP AND RUMORS

Gossip and rumors are not acceptable at Refuge Services. These will be dealt with firmly as there is non-therapeutic, improper role modeling, and can undermine the entire organization. We hope no employee will repeat any gossip. An employee who violates this rule is subject to dismissal from his/her duties.

GENERAL POLICIES

Each employee is responsible for notifying the Office Manager of any changes in name, address, telephone number, marital status, or number of dependents. Personal Information Change Forms are located in the office or may be obtained from the Office Manager. Address and telephone numbers of employees will not be released to any source with the exception of civil authorities, without the employee's written authorization.

No animals are allowed in the arena or office area separate from the Refuge Services' animals. No dogs are allowed in barn when horses are present. If clients and/or staff bring dogs, they are to be left in the vehicle or kenneled in the playground area. Refuge Services liability insurance does not cover animals under other's ownership.

First aid supplies are kept on hand for minor medical problems arising at work.

Any building maintenance problems or repairs that need to be made are to be reported to the Director of Equine Services.

The staff of Refuge Services should not transport clients in their private vehicles without permission from the Director of Therapy Services. No insurance coverage for transporting clients outside Refuge Services property. Hay rides are covered under general liability; otherwise, Refuge Staff has no coverage. Proof of valid driver's license must be provided.

GRIEVANCE PROCEDURE

The following procedures are available to each employee to discuss perceived unfair practices or decisions. These procedures are meant to protect individual rights and are intended to serve as an instrument to correct the cause of dissatisfaction.

Each of the following steps must be completed before progressing to the next.

STEP ONE

An employee having a complaint or problem regarding an aspect of his/her job at Refuge Services will bring it to the attention of the Director of Therapy Services. This should be done in writing. The Director of Therapy Services will review the situation and will provide an explanation, within two working days.

STEP TWO

If the employee is not satisfied with the response from the Director of Therapy Services, he/she may ask to meet with both Directors to sit down and review the problem or complaint. This request must be written. The Director team will provide a response within three working days.

STEP THREE

If an employee is not satisfied with the Director team, he/she may request an administrative review for further clarification. This request must also be in writing. After the facts have been presented, Director of Therapy Services, Director of Equine Services, and Director of the Board

representative will meet in an effort to resolve the problem. This final decision will be made within five working days.

If an employee determines that a particular situation exists that places any individual at risk, or that otherwise suggests the need for emergency action, it is always possible for any employee to address the Director of Therapy/Equine Services directly.

DISMISSAL FOR CAUSE

An employee may be immediately terminated for any of the following reasons:

1. Is negligent in the performance of duties.
2. Failing to meet the written standards of his/her job performance.
3. Is physically, mentally, or emotionally unfit or unable to perform duties of his/her job.
4. Is offensive in his/her language.
5. Is guilty of any conduct unbecoming to an employee including insubordination or lying.
6. If continued employment would cause Refuge Services to violate any state or federal law.
7. Absence from work without authorization.
8. Conviction of an offense that is contraindication to the continued employment.
9. Falsification of company documentation, theft or destruction of company property or the unauthorized use of company property.
10. Endangering the health and/or safety of employees, clients, and/or visitors.
11. Violation of the ethical standards of an employee's appropriate professional body.

12. Failure to submit requested documentation concerning a medical condition which may present a contraindication to continued employment.
13. Use of intoxicating liquor or drugs while on duty or on the premises or reporting to work under the influence of drugs or alcohol.
14. Refusal to take a drug test and submit testing to Refuge Services.
15. Having possession of a weapon of firearm while on Refuge Services premises, even if duly licensed by the state to carry a concealed weapon.
16. Sexual harassment is unacceptable at Refuge Services and will not be tolerated.
Validated incidents of sexual harassment are grounds for termination.

An employee may be terminated during the formal introductory period of employment if it is felt he/she is not suited for the duties of the position assigned and no cause need be cited and no notice need be given.

REQUIRED TRAINING

EDUCATIONAL POLICY

PATH certification and EAGALA certification are recommended trainings but are not required for horse handlers. Pay advantages are available to those who are certified.

CONTINUING EDUCATION REQUIREMENTS:

As a Refuge Employee, all employees are required to complete 10 hours (of continuing education per year of which 4 hours need to be hippotherapy/therapeutic riding/EAP

specific). Refuge Services will provide 2-4 opportunities per year to receive the specialized training locally. If the employee is unable to come during one of the scheduled group trainings, alternative hours are the sole responsibility of the employee. The employee will not be paid for attending these trainings. However, if there is a cost to a training offered at Refuge Services, employees are able to attend at no cost. The other 6 hours of continuing education can come from many areas that will improve your ability/knowledge in the employee's job area such as:

- Reading books on horse behavior, working with special needs populations, psychology, lesson planning, etc = 1 hour per book
- College course on related topic = 6 hours
- Workshop on related topic = CEU credits vary per workshop
- Training/Webinars/seminar or clinic = CEU credits vary per training

CPR and First Aid are required for all therapists and therapeutic riding instructors doing independent lessons.

EMERGENCY PROCEDURES

The first person who becomes aware of an emergency situation, other than fire, will immediately notify the Director and/or Emergency Person.

FIRE PLAN:

- Call 911 to notify the Fire Department or Emergency Personnel
- Extinguish the fire if possible
- Evacuate all clients, staff, and visitors

TORNADO PLAN:

Any tornado alert will result in the initiation of the Severe Weather Plan. All patients, staff, and visitors will be moved immediately to a designated place of safety. Horsemen will turn horses out into the pasture and move to the designated area.

EVACUATION POLICY

All personnel should know the building escape routes in the event of internal disaster which mandates an evacuation. Each staff member should know the nearest exit to building for all barns and office. If on horseback, dismount client and take horse out with you. Staff members, patients and visitors should congregate in the northeast corner of the parking lot during an actual evacuation. Once the building is evacuated no one is to reenter the building until and “all clear” signal is given.

FIRE DRILL

The Refuge Services fire drill policy centers around the goal of safe evacuation of staff, patients and visitors. Protection of the facility is secondary to the protection of lives. Each staff member is required to know the nearest exit for evacuation of clients and/or horses. No fire drills are conducted, but fire drill procedures will be covered and discussed during orientation.

SEVERE WEATHER

Refuge Services severe weather policy provides for the effective utilization of available resources so that patient care can be continued during severe weather. The severe weather policy encompasses three different levels of caution: Tornado Watch, Tornado Warning, and Tornado Alert. The weather will be monitored by the Director Team through the use of severe weather radio. Each staff member is required to know the plan of action for each cautionary level and should acquaint himself/herself with the detail of the policy during orientation.

CPR AND FIRST AID

Each therapist and Therapeutic Riding instructor doing independent lessons is required to obtain First Aid and CPR within 90 days of employment. First Aid must be updated every 3 years, and CPR must be reviewed annually and updated every two years. Employees needing First Aid and CPR training should contact the Program Director to schedule training.

ACCIDENT PREVENTION

The success of the safety program depends upon the cooperation of each employee. Please observe safe procedures and practices, so no injuries will happen to you or your fellow employees.

To help with the safety program, you are encouraged to submit suggestions for promoting safety and to inform a director of any unsafe conditions. Refuge Services will provide ongoing supervision training as needed regarding the safety program.

Even under the safest conditions, accidents can happen. If you are injured on the job, report the accident to a director immediately. If medical treatment is indicated, immediate arrangements will be made to get it for you.

REPORTING PROCEDURES

ABUSE AND NEGLECT

As an employee of Refuge Services, you are legally and ethically obligated to report any suspected abuse and/or neglect of any of the patients. Texas Department of Protective and Regulatory Services utilize the following definitions of abuse and neglect.

Abuse: An intentional, knowing, or reckless act or omission by an employee, volunteer, or other individual working under the auspices of a facility that causes or may cause emotional harm or physical injury to, or the death of, a child that the operation serves.

Neglect: A negligent act or omission by an employee, volunteer, or other individual working under the auspices of a facility, including failure to comply with an individual treatment plan, plan of care, or individualized service plan, that causes or may cause substantial emotional harm or physical injury to, or the death of, a child served by the facility.

If a client reports to you that he/she has been abused or neglected by someone in the facility, then you must report what the patient said to your Director of Services and/or the Program Director. It is not your responsibility to determine if the allegation is true; it is only your responsibility to report. An administrative staff will then go through the process of reporting the allegation to the State Abuse/Neglect Hotline 800-252-5400. You may check with your director on the follow up process that has been implemented regarding your report. If a client reports past abuse or neglect that he/she has experiences, go ahead and report that to your supervisor and document what the client said in their file. The facility can determine if the allegation have already been reported.

SERIOUS INCIDENTS

Serious incidents are defined as “any non-routine occurrence that has an impact on the care, supervision, and/or treatment of a child or children.” This includes, but is not limited to, suicide attempts, critical injuries (defined below), commission of a crime, and allegation of abuse

and/or neglect or abusive treatment. A WRITTEN REPORT to the Texas Department of Protective and Regulatory Services is required for all SERIOUS incidents.

REPORTING A SERIOUS INCIDENT

We are concerned about all serious incidents, and will be taking the steps to protect the child or children involved, and will respond to all incidents. The following are guidelines for determining what must be reported to the Texas Department of Family and Protective Services by the next workday. A Refuge Services form is available for rendering this report.

All CRITICAL INJURIES must be reported to the Texas Department of Family and Protective Services. A “critical injury” is an injury that is expected to have long-term or permanent negative consequences for the child. All injuries that might result in permanent disability must be reported by administration to the Department of Family and Protective Services by the next workday.

SUICIDE ATTEMPTS

A suicide attempt is defined as a “child’s attempt to take his own life using means or methods capable of causing serious injury or means or methods that the child believes capable of causing serious injury.” Suicide attempts must be reported to the Department of Protective and Regulatory Services by the next workday.

ABUSE- ABUSIVE TREATMENT

Most questions in this area focus on use of physical punishment, physical intervention incidents, child-to-child physical abuse, and child-to-child sexual activity. Also, adult-to-child abuse of any type must be reported to the Department of Protective and Regulatory Services.

CHILD-TO CHILD PHYSICAL ABUSE

Children do fight and rough house with one another. Unless the incident results in death, critical injury, or permanent disability, this is not a serious incident that must be reported.

CHILD-TO-CHILD SEXUAL ACTIVITY

If one child has coerced or intimidated another into sexual activity, it must be reported to the Department of Protective and Regulatory Services.

THIS EMPLOYEE HANDBOOK IS THE PROPERTY OF REFUGE SERVICES AND IS TO BE RETURNED SHOULD EMPLOYMENT END.

DATE: February 2021