EMPLOYEE HANDBOOK

1010 E. Garrison Boulevard
Gastonia, NC 28054
p) 704-868-8551, f) 704-868-8552
www.dreamweaversnc.com
Emergency #: 704-460-5947

To share a comment or concern, please contact us at 704-868-8551

Revised 02/16/12, 8/30/12, 10/18/21, 8/31/22, 4/19/23
Date of next revision: April 2024
Location: L:\Hire Packets\CAP\Employee Handbook – 10-18-21, 8-31-22, 4-19-23

DREAMWEAVERS UNLIMITED, INC.
Personnel Policies and Procedures

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ABOUT THE OWNER

Dreamweavers Unlimited, Inc. started as a dream in response to a harsh reality. On July 23, 1997, I was told my 1-year-old son was "probably autistic, possibly mentally retarded, and definitely developmentally delayed."

My life changed that day, but my love and commitment to my child did not. After a few days of crying and feeling very desperate, I realized that my precious little boy had not changed at all. I could not have loved him any more or less no matter what his diagnosis had been. When I first heard the words autistic, mentally retarded, and developmentally delayed, all my dreams for my son were shattered. I was told my son would never do the things I had once dreamed about: saying mommy, hugging and kissing me, going to school, playing with friends, all the things little boys do.

Someday I believe my son will share his dreams with me and together we will reach for them. Robert Browning said it best, "A man's reach should exceed his grasp, or what's a heaven for?"

With God, all things are possible. What is your dream? We are anxious to hear it! You can reach Betsy Short, Executive Director of Dreamweavers Unlimited, Inc., at 704-460-5947 between 8:00am and 5:00pm Monday through Thursday.

OUR MISSION

Dreamweavers Unlimited, Inc. is dedicated to serving individuals and families with respect and kindness and is committed to helping people achieve their dreams.

OUR VISION

Dreamweavers Unlimited, Inc. will have a positive impact on the community of the people it serves. We will provide professional, quality services in the natural environments of the person's choice. We will influence our community's regard for people with physical and developmental challenges by highlighting the talents and uniqueness of people with different abilities. We will lead our industry in demonstrating that our clients actively and naturally participate in their community. We will see our clients' dreams transformed into reality.

COMPANY ACHIEVEMENTS & ADVOCACY EFFORTS

Dreamweavers Unlimited, Inc. received an initial 3-year CARF accreditation for its Innovations Waiver Services in August 2009. We most recently received an additional 3-year re-accreditation in 2019. CARF is an international accrediting organization that provides rigorous standards of practice to ensure best practices for companies and best services for clients. You can visit the CARF website at www.carf.org to learn more.

Dreamweavers has and is involved with many community events and organizations including Autism Awareness activities and participation in Autism Speaks' Walk Now for Autism. We have provided a Sib-Shop for siblings of children with Autism. We support the Rotary Community Garden, the Down Syndrome Society, Special Olympics, The Autism Society of North Carolina – Gaston County Chapter, Gastonia Civitan Club, and The ARC of Gaston County.

Dreamweavers Unlimited, Inc. is operated by the Owner, Betsy Short, under the monitoring contract with the NC Department of Health and Human Services, Division of MH/IDD/SU and the Division of Child and Family Well Being. Where responsibility is not otherwise noted, the Owner is directly responsible for all aspects of the agency programs.

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WORKING CONDITIONS:

Administrative Office Hours:

The main office located at 1010 E. Garrison Boulevard, Gastonia, NC 28054, is open Monday through Thursday from 8:00 a.m. to 5:00 p.m. The Owner of Dreamweavers Unlimited, Inc. is available by cell phone (704-460-5947) 24 hours a day, 7 days a week. Business conducted in the office will be scheduled during regular business hours unless other arrangements have been made. At least one staff member shall be available in the office at all times when a client is present. The staff member will be trained in basic first aid, currently certified to provide CPR, and trained in an approved first aid technique for relieving airway obstruction.

Scheduled Work Week:

Employee work schedules are determined by the client and family needs in conjunction with the therapist and the treatment team. The Clinical Director and program supervisors work with staff, family and treatment team to notify all direct care staff of required work schedule. Employees will be provided with a list of scheduled holidays for the year. Employees choosing to work on scheduled holidays will be compensated at the same rate of pay as a regular workday. The maximum number of hours worked per week shall not exceed 40 hours, unless the position is exempt from over-time pay.

Reimbursement for Expenses:

Travel:

Dreamweavers will reimburse direct-care "non-exempt" staff (staff paid by the hour) for mileage up to a maximum of 100 miles per month based on the Federal mileage reimbursement rate at that time. The reimbursement will be included on payroll checks but will not have taxes withheld. Consult your tax advisor regarding income tax implications.

In order to qualify for mileage reimbursement, staff must complete a Travel Log and submit it by the last day of the month. Travel Logs will not be accepted if they are not turned in ON TIME.

In order to be reimbursed, the forms must list each starting point where work begins and each destination. All destinations must have verifiable addresses. Forms are completed weekly. The form must record the number of miles driven from fist workplace to place. Total miles driven per day should be recorded.

Questions regarding the completion of the Travel Log should be directed to your immediate supervisor.

Administrative Pay:

Administrative Pay includes time spent waiting for clients to arrive if the client is not at home (or specific location) at the time the service is scheduled to begin. Employees may wait up to 15 minutes for the client to arrive. Wait-time exceeding 15 minutes is not allowed and will not be paid. If client contacts staff and will be at location of service within 15 minutes, 30 minutes maximum will be paid. You must notify your supervisor if the client is habitually late.

Administrative time includes required training, travel, filing, auditing charts, administrative paperwork, intake packets, correcting documentation, etc. Service specific administrative time may include:

- CBRS – documentation of monthly summaries and wait time for clients
- Innovations – wait-time only
- Speech– Documentation of evaluations in excess of 1.5 hours, monthly summaries

Transportation should not be provided to clients unless required by the client's treatment plan. In the event transportation must be provided, employees must provide proof of vehicle insurance coverage at the agency's required amounts. The client pays for the use of public transportation, unless other arrangements have been made.

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INCLEMENT WEATHER:

In situations involving inclement weather, heavy snow, or unusual circumstances, etc. the office of Dreamweavers Unlimited, Inc. may remain open for regular business hours. Individual services will be provided on a case-by-case basis. Employees should contact their supervisor, client or guardian to determine the best course of action. The Owner or supervisor may excuse administrative staff, direct care staff, and other employees unable to report to work with the assigned client due to circumstances beyond their control.

OUTSIDE EMPLOYMENT:

Prior approval of outside employment is required. Careful consideration and sound judgment are necessary for outside employment. The work should not conflict with regular working hours or with an emergency situation when called upon. Employment with Dreamweavers Unlimited, Inc. should take precedence over all other employment and should not conflict with the philosophy of Dreamweavers Unlimited Inc. or discredit the agency.

RECRUITMENT:

Dreamweavers Unlimited, Inc. is an equal opportunity employer. It will select and employ applicants without regard to race, gender, sexual orientation, age, spiritual belief, national origin, domestic/marital status, political affiliation or opinion, veteran's status, disability, socio-economic status or native language. All applicants must be able to complete tasks required in job description.

The Board of Directors is responsible for the employment of the Owner. The Owner is responsible for the employment of the staff.

Job standards, qualifications, and other essential requirements of employment positions must be in writing, and available to applicants. All applicants will be rated against the same set of standards and requirements.

A copy of the agency's Personnel Polices shall be made available to applicants for their review prior to hire date. Each new staff will be provided with a hyperlink to the Personnel Policies for their personal files via the Employee Handbook.

A sufficient number of applicants will be interviewed by the Owner and/ or staff representative, so that the most qualified and best suited applicant will be hired for the position available.

APPLICATION PROCEDURE:

Each applicant for employment will submit a completed application for employment. Each application will include the following information:

1. Biographical information and identification
2. Date of Application and date available to start work
3. Educational History
4. Employment History and verification*
5. Criminal and DMV background search *
6. Health Care Registry search *
7. National Sex Offender Registry *
8. Federal Exclusions List*
9. E-verify*
10. I-9

* Denotes Dreamweavers Unlimited, Inc. will conduct.

NOTE: Professional references will be checked prior to staff starting work when possible, or before the end of the staff's probationary period. All employees must complete training requirements. Identification will be verified by completion of I-9 form.

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MEDICAL STATEMENT:

Dreamweavers Unlimited, Inc. does not require medical statements. If required, staff shall submit a medical statement if staff misses work due to illness or injury. Staff must provide written medical statement of date released to work and list any restrictions to job duties. A licensed physician, nurse practitioner, or physician's assistant should sign the statement. The statement should indicate general physical and mental health of the individual, including communicable diseases, or any other condition that poses a threat to clients. COVID-19 vaccinations are not required, but are encouraged. Proof of vaccination may be requested. Testing may be required for staff who are not vaccinated. No medical information about staff is disclosed without prior written consent.

COMMUNICABLE DISEASE PREVENTION

Staff or clients should report illnesses in the following cases:

1. A temperature over 100 degrees
2. Diarrhea – 3 or more episodes within 24 hours
3. Vomiting
4. Unexplained rash
5. Conjunctivitis (pink eye)
6. Respiratory distress (coughing, shortness of breath) not related to a medical condition such as allergies or asthma
7. New muscle pains or aches (not related to a medical condition or exercise)
8. Loss of taste or smell
9. Body aches or chills
10. Any other condition that poses a threat to others

Staff must be free of all symptoms and/or on antibiotics for 24 hours before working directly with clients. Clients should also be free of all symptoms and/or on antibiotics for 24 hours before staff can work with client directly. Staff may be required to show supervisor their Covid Vaccination Card. Staff who have not provided proof of their card or who are not vaccinated may be required to take a Covid test as often as weekly in order to report to work. Exposures and positive test results are documented on an exposure form. Dreamweavers Unlimited follows the latest guidance from the Centers for Disease Control and Prevention (CDC).

BASIC TRAINING:

Basic training includes orientation to be provided by Dreamweavers Unlimited, Inc**.** All new employees will receive in-services on the company's philosophy, mission, vision, etc. All trainings and continuing education certificates will be recorded in personnel files. Basic training shall consist of:

1. General organizational orientation
2. Client rights, confidentiality, HIPAA regulations
3. Medication administration (if required by client's treatment plan)
4. Special populations served such as intellectually and developmentally disabled, substance misuse, or clients with dual diagnoses
5. Prevention of infectious diseases and blood-borne pathogens
6. Corporate Compliance Reporting
7. Incident Reporting
8. Health and Safety Practices
9. Service specific documentation
10. Client Specific Competencies for goal/ crisis planning
11. State-required core competencies and trainings.
12. Electronic Healthcare Record Training on software and documentation

The following trainings are at Dreamweavers Unlimited's expense: CPR, First Aid, state-approved de-escalation training, Core Competencies, Blood Borne Pathogens (BBP), Epi-pen, seizure management (if applicable), and Medication Administration. However, should you fail to maintain active employment with Dreamweavers Unlimited, Inc. for a period of six months following any paid training, the training expense will be deducted from your last two paychecks. Other trainings may include workshops, seminars, conferences, CEUs for licensure, etc. Ongoing training will be provided to all staff in the areas of health and safety, client rights, cultural competencies, specific disabilities and medical diagnoses. Copies of training certificates are not released to employees until after 6 months of active employment following hiring date.

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PART-TIME EMPLOYEES:

Dreamweavers Unlimited, Inc. offers part-time temporary work to hourly paid staff and full-time permanent work to salaried staff. Work assignments depend on referrals from contracted agencies. The number of hours and duration of each assignment is based on client need and varies from assignment to assignment, and may even vary within the current assignment. Dreamweavers does not guarantee any number of hours available to work each week.

LEAVE WITH OR WITHOUT PAY:

Staff may have paid time off per their written compensation agreement. Staff are expected to work the number of hours required to get the job done. Non-exempt staff may not exceed 40 hours of work per week unless approved in advance by the Executive Director.

PROBATIONARY STATUS/PERFORMANCE REVIEWS:

Each new employee will be required to satisfactorily meet Dreamweavers Unlimited, Inc. philosophies, employment policies and procedures, and agreed upon schedule (hours/units). Dreamweavers Unlimited, Inc. has an initial 90-day probationary period for each new job. Staff may become a regular status employee if the supervisor so recommends. The staff supervisor will conduct a performance review of each staff once a year. The staff supervisor will complete an performance review form, which is accessible by staff. The original will be filed in the personnel record. Each staff member has the right to include a letter of agreement or disagreement with the evaluation filed in the personnel file.

GRIEVANCES:

An employee, who believes that an agency policy has been violated to one's detriment, has the right to file a formal grievance. The grievance should be submitted in writing to the Owner. If you file a grievance with Dreamweavers Unlimited, Inc., the Executive Director will meet with you and attempt to resolve the issue collaboratively. Upon completion of the meeting and any necessary investigation the Executive Director will issue a written response within 5 working days. If you are dissatisfied with the response, you can appeal the decision within 5 working days to the Dreamweavers Unlimited, Inc. Corporate Compliance Officer, Sarah Hobbs, at 704-868-8551. Upon completion of an investigation, the Corporate Compliance Officer will issue written findings and recommendations within 5 working days of the appeal. If you are still dissatisfied, further action can be taken by contacting the Partners Complaint Line (800-646-4518) or NC Disability Rights (877-235-4210). Grievances can be reported by requesting an Employee Grievance Form from the Corporate Compliance Officer, or by visiting the Dreamweavers website, www.dreamweaversnc.com, and completing the form online. You may also leave a verbal grievance/complaint by calling 704-868-8551 and leaving a message. You will be contacted by the next business day.

CORPORATE COMPLIANCE AND REPORTING:

Dreamweavers Unlimited, Inc. is committed to legal, ethical, and professional business practices. The Corporate Compliance Program provides guidance to employees and business associates in following all Federal, State, and Local laws and regulations. All employees are required to report any suspicion of fraud, abuse, or other compliance issues through established reporting protocols. All reports should be made in writing to the Corporate Compliance Officer, Sarah Hobbs, who can be reached at 704-868-8551 or by email at dwusarah108@gmail.com. Employees receive training on Corporate Compliance Reporting policies and procedures during initial orientation and annually

CLIENT RIGHTS & RESPONSIBILITIES

As a provider of services to clients receiving treatment for developmental disabilities, Dreamweavers Unlimited, Inc. is required by law (NC General Statutes Chapter 122C and NC Administrative Code Title 10) to train employees of rights. The Client Handbook is one way we will inform you of client rights. Other ways include discussing client rights with you before services begin and answering questions you may have about client rights at any time thereafter. Dreamweavers Unlimited, Inc. has a client rights policy in place to insure that all clients are treated fairly, with dignity and respect, free from abuse, neglect, and exploitation.

The following are client rights, which will be adhered to by Dreamweavers Unlimited, Inc. staff at all times:

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As a provider of services to clients receiving treatment for developmental disabilities, Dreamweavers Unlimited, Inc. is required by law (NC General Statutes Chapter 122C and NC Administrative Code Title 10) to inform you of your rights as a client. The Client Handbook is one way we will inform you of your rights. Other ways include discussing your rights with you before your services begin and answering questions you may have about your rights at any time thereafter. Dreamweavers Unlimited, Inc. has a client rights policy in place to ensure that all clients are treated fairly, with dignity and respect, free from abuse, neglect, and exploitation.

The following are client rights, which will be adhered to by Dreamweavers Unlimited, Inc. staff at all times:

CLIENT RIGHTS:
Clients are informed of their rights, rules to follow, and possible penalties for not following rules, at the time of admission and annually thereafter. Dreamweavers explains how clients may access their treatment plan and their right to participate in the development of the plan.

1. All people receiving services from Dreamweavers Unlimited, Inc. shall retain all rights, benefits and privileges guaranteed by Federal, State, and local law, except those specifically lost through the due process of law.
2. Clients have the right to live in the community of their choice without restraints on their independence, except those restraints to which all citizens are subject.
3. Clients have the right to be treated with courtesy and dignity and are at all times entitled to respect for their individuality, and the recognition that their strengths, abilities, needs, and preferences are not determinable on the basis of a psychiatric diagnosis.
4. Clients have the right to be notified of all rights accorded them as recipients of services at time of admission or intake, and in terms that he or she understands.
5. Clients have the right to be treated in the least restrictive setting to meet their needs. Dreamweavers Unlimited, Inc shall employ only behavior management techniques, which are in accordance with Dreamweavers Unlimited, Inc.'s procedure and therapeutic approach.
6. Clients have the right to receive services conducted in a manner reflecting quality professional and ethical standards of practice and shall be apprised of the organization's code of ethics/conduct.
7. Clients have the right to receive services, including medical care and habilitation without discrimination based on race, sex, sexual orientation, age, religion, national origin, domestic/marital status, political affiliation or opinion, veteran's status, physical/mental/ developmental/ substance use disability.
8. Clients have the right to be treated in an environment free from physical abuse, sexual abuse, physical punishment, or psychological abuse by threatening, intimidating, harassing, or humiliating actions on the part of staff.
9. Clients have the right to be fully informed of the services to be provided, the right to consent to services, and the right to refuse services (with the exception of legally mandated services) and the right to withdraw consent for services without fear of retribution or loss of rights.
10. Clients have the right to privacy and unwanted invasion of privacy.
11. Clients have the right to confidentiality. Information may not be released without the client's written permission, except as law permits or requires.
12. Clients, or the client's legal guardians, have the right to review the client's record at any reasonable time upon written request, including prior to an authorized release, and shall be afforded the assistance of an appropriate clinical employee in cases where a reasonable concern exists of a possible harmful effect to the client through the misinterpretation of information in the record.
13. Clients, along with family or significant other(s), when appropriate, have the right to participate in their treatment and treatment planning. Clients have a right to a full and complete explanation of the nature of treatment and any known or potential risks involved therein.
14. Clients have the right to medical care and an individualized, written treatment plan to maximize development or restore capabilities. It is to be developed promptly following admission, treatment based on the plan, periodic review and reassessment of needs, and appropriate revisions of the plan including a description of services that may be needed following discharge from services.
15. Clients have the right to request and receive outside (other than Dreamweavers Unlimited, Inc. employees) professional consultation regarding their treatment at their own expense.

16. Legally competent clients have the right to refuse or withdraw from treatment, except in emergency situations or other circumstances required by law. Clients shall not be denied treatment, services, or referral as a form of reprisal, excepting that no individual provider shall be obligated to administer treatment or use methods contrary to his or her clinical judgment.
17. Clients shall have access to written information about fees for services and their rights regarding fees for services.
18. Clients have the right to an explanation if services are refused to them for any reason including admission ineligibility or continued care ineligibility and have the right to appeal such decisions.
19. Clients have the right to informal complaints and/or formal grievance regarding practices or decisions that impact their treatment or status without fear or concern for reprisal by the organization or its staff and have the right to have this process clearly communicated to them upon entry to services and throughout participation in services.
20. Clients have the right to refuse to participate in or withdraw from research without loss of services and participate in research on a voluntary basis only with fully informed written consent.
21. Clients have the right to access guardians, self-help groups, advocacy services and legal services at any time. Access will be facilitated through the person responsible for the client's service coordination.
22. Clients have the right to be treated in the least restrictive environment, be provided evidence-based information about alternative treatments, have access to their records, and have equal access to treatment regardless of race, color, sex, sexual orientation, age, religion, national origin, domestic/marital status, political affiliation or opinion, veteran's status, physical/mental/ developmental/ substance use disability.
23. Clients have the right to be informed of appeal procedures, initiate appeals, have access to grievance procedures (including timeframes), receive a grievance appeal decision in writing, and appeal a grievance decision to an unbiased source.
24. Clients have the right to use an advocate to assist with the filing of a grievance. Clients will be given information on how to locate and contact an advocate, agency, or attorney to help with filing a grievance, if assistance is requested.
25. Goods and services shall not be sold to or purchased from clients.
26. Clients have the right to be protected from the behavioral disruptions of other persons served.
27. Clients have the right to be protected from financial exploitation and any other exploitation including personal fundraising by staff.
28. Clients have the right to request that we communicate with them by alternative means or at an alternative location. Such requests are honored if they are reasonable. We will not request an explanation from them. For example, clients may want us to call them at a different telephone number.
29. Clients have the right to be notified of a breach of any of their unsecured protected health information.

Certain rights may be limited or restricted, for no more than 30 days, by the qualified professional responsible for the client's treatment plan. If the client's treatment plan specifies a limitation or restriction of rights for therapeutic reasons, a detailed statement must be recorded in the client record. An evaluation of each restriction will be documented in the client's record as well. Restrictions on rights will be renewed only by a written statement by the qualified professional at least every seven days, at which time the restriction may be removed. The parent/legal guardian will be notified of each instance of an initial restriction or renewal of a restriction of rights and the reason for it. This notification will be documented in the client's record.

If at any time you are not satisfied with the services you are receiving or feel your rights have been violated, please contact Betsy Short, Executive Director, Dreamweavers Unlimited, Inc. or any staff member. If you are not satisfied with the resolution to your complaint, you will be encouraged to file a grievance using the procedure explained in this handbook.

Complaints: If you believe your HIPAA privacy rights have been violated, you may file a complaint with Dreamweavers Unlimited, Inc., Partners BHM, or with the Secretary of the Department of Health and Human Services. If you file a complaint, it will not change the way you are treated.

To file a complaint with Partners BHM, please visit: https://www.partnersbhm.org/grievances-complaints-and-appeals/, or mail your written complaint to Partners Behavioral Health Management, Attn: Privacy Officer, 901 S. New Hope Rd., Gastonia, NC 28054.

To file a complaint with Dreamweavers, please visit: https://www.dreamweaversnc.com/grievances.html, fax complaint form to Corporate Compliance Officer at 704-868-8552, call the office at 704-868-8551, or mail written complaint to Attn: Corporate Compliance Officer, 1010 E. Garrison Blvd., Gastonia, NC 28054

NC Disability Rights: https://www.disabilityrightsnc.org/contactus
Secretary of the Department of Health & Human Services: 919-855-4800

North Carolina Board of Examiners for Speech Language-Pathologists and Audiologists: 336-272-1828 or https://www.ncboeslpa.org.

Client Responsibilities: For treatment to be effective, we must operate as a team. As a member of the team, you, the client, are expected to comply with any program rules that have been established. If applicable, these rules will be explained to you and you will be given a written copy or directed to the website to retrieve online. You will be expected to participate in the treatment and services outlined in your treatment service plan. Dreamweavers Unlimited, Inc. does not allow any client to engage in illegal activities. If you are dissatisfied with our services at any time, please discuss issues with the primary staff or staff supervisor, and follow the grievance procedure if warranted. A grievance/ complaint form is provided at the end of this handbook. Should you need to file a grievance or complaint, please complete this form and return it to the address on the front of this handbook. The form is also on our website.

A. Clients have the responsibility to treat other persons served and employees with courtesy.
B. Clients have the responsibility to behave in such a way as to protect themselves and others from exposure to or transmission of any infectious or communicable disease, including diseases that are sexually transmitted.
C. Clients have the responsibility to make their concerns known to Dreamweavers Unlimited, Inc. staff and to ask questions when they require information from staff.
D. Clients have the responsibility to follow all Dreamweavers Unlimited, Inc.'s safety rules and posted signs.
E. Clients have the responsibility to keep scheduled appointments.
F. Clients have the responsibility to attend services without the use of alcohol or illegal drugs.
G. Clients have the responsibility to participate with therapists and Client Support Specialists.

FALSE CLAIMS ACT

Staff cannot bill or be paid for services that are not provided.

Each person can be held liable under the FCA if he/she:

- Knowingly presents the government with a false claim payment or approval
- Knowingly makes a false statement to get a fraudulent claim paid by the government
- Conspires to defraud the government by getting a false claim paid
- Knowingly makes a false record or statement to conceal, avoid or decrease an obligation to pay the government, or
- Causes a false claim to be submitted

"Knowing" is defined under the FCA to include the submission of a claim in "reckless disregard" of the truth or falsity of the claim or "deliberate ignorance" of its propriety. Managerial staff can be held accountable in situations where they refuse to explore a credible concern about compliance requirements for a particular bill, claim, or practice.

CODE OF CONDUCT/ETHICS SUMMARY

The code of conduct policy is to ensure that all employees' actions reflect a competent, respectful and professional approach when serving our customers, their families, and when working with other providers/agencies.

Dreamweavers prohibits discrimination on the basis of race, gender, sexual orientation, age, spiritual belief, national

origin, domestic/marital status, political affiliation or opinion, veteran's status, disability, socio-economic status or native language.

Staff members will follow all state, federal and local guidelines.

Violations of the code of conduct can lead to disciplinary actions including termination of employment.

Ways of displaying Professional Ethical Conduct

- Respect the rights of clients.
- Respect confidentially of clients.
- Never exploit or mislead clients.
- Be faithful to your contractual agreement and your word.
- Disclose prior personal relationships with clients to you supervisor.
- Do not establish ongoing business or personal relationships with clients.
- Never engage in a sexual relationship of any type with clients.
- Do not except gifts from clients or their family members.

Dreamweavers Business Practice

- Dreamweavers will utilize a Corporate Compliance Officer to ensure business is conducted in an ethical manner.
- Dreamweavers will follow ethical marketing and clinical practices.
- Dreamweavers employees will cooperate with authorized governmental investigations and audits.

Conflict of Interest

- A conflict of interest at Dreamweavers can arise when a situation that benefits a DWU employee also affects the company. Employees should act in the interests of Dreamweavers and not for their own personal gain.
    - Dreamweavers employees will not accept anything of value in exchange for referrals of business or customers

Quality of care

- Staff will provide quality care in a manner that is appropriate and has been determined to be clinically necessary, efficient and effective. Dreamweavers Unlimited, Inc. uses evidenced-based practices to provide services.

DISCIPLINARY ACTION:

Following an unsatisfactory evaluation of an employee's performance against written job criteria, or at any time an employee's performance fails to meet written job standards, agency polices, or owner's/ supervisor's expectations, disciplinary action may be taken against the employee in the following manner. The Executive Director/supervisor will prepare a written summary of the performance and present it to the employee. The summary includes:

1. A specific description of the performance problems including date of incidents, and previous documentation actuated.
2. Specific actions the employee needs to take to improve performances to a satisfactory level
3. Specific time frame for the improvement of performance, no longer than three months
4. Notice that continuation of performance problems will result in more severe discipline action up to and including dismissal.

The Executive Director must receive and approve a copy of all disciplinary statements. At the end of the period established for improvement to take place in the employee's performance, the Executive Director or supervisor shall prepare a written report with a recommendation of future action against the employee. The employee shall receive a copy of the recommendation. The recommendation shall include:

1. A copy of the discipline statement originally sent to the employee
2. A statement of whether or not the employee has met satisfactory performance established in the statement
3. A recommendation of whether the employee should be (a) terminated, (b) reviewed again within a period of three months (c) reinstated and disciplinary action ceased.

THE EMPLOYEE SHALL BE NOTIFIED IN WRITING FROM THE EXECUTIVE DIRECTOR/SUPERVISOR OF THE RESULTS OF HIS/HER DISCIPLINARY ACTIONS:

All Documentation of disciplinary actions shall be filed in employee's personnel file. An Employee may appeal disciplinary

action taken against them through the agency's grievance procedure.

SEPARATION:

Prior to separating from Dreamweavers Unlimited, Inc., all employees must meet with their supervisor for an exit interview. During the interview, the supervisor will collect any and all keys, confidential data, passwords, SALS, folders, files, notes, and any other materials containing client information pertaining to services provided. Employees should not store confidential client data, including telephone numbers, addresses, etc. in personal cell phones, computer, storing devices, etc. All cell phones and electronics must be password protected. All passwords must be shared at exit interview.

CLASSIFICATION OF SEPARATIONS:

1. Resignation, which is a voluntary separation from the agency by the employee
2. Termination, which is designated two types of separation
    a. Termination initiated by the agency in the instance where an employee fails to fulfill the requirements of the position or the probationary period.
    b. Termination as a necessary reduction in force due to budgetary changes, or changes within the position requirement of the agency.

NOTICE OF SEPARATION:

1. Resignation: Written notice of resignation will be given to the Owner at least two weeks in advance of the anticipated date of resignation. Professional level or Licensed/Certified Staff must give four weeks notice.
2. Termination: Two weeks notice of termination shall be given at the discretion of the Owner.
3. Dismissal: The Owner may dismiss employees without notice following their misconduct of substantial fault such as a policy violation. In all cases of dismissal without notice, the Owner must document the reason for dismissal to the personnel file.

Failure to give required notice will result in a not re-hirable status documented in personnel file.

If you have not provided any service for 3 consecutive months, you will be considered inactive and will need to reapply in order to be considered for future assignments. If you do not reapply, you will be considered terminated.

COMPULSORY SUSPENSION:

Compulsory Suspension is initiated by the agency when an employee's conduct is detrimental to the agency's functioning. Compulsory suspension is without pay and may extend for a period of thirty days. If a suspended employee is later proved not at fault they are to be reinstated to the same duties, classification, and rate of pay. They may receive pay at the regular rate for the time lost at the Owner's discretion.

ALL COMPULSORY SUSPENSION MUST BE BROUGHT IN WRITING BY THE OWNER.

REDUCTION IN FORCE:

Dreamweavers Unlimited, Inc. may separate an employee whenever it is necessary due to shortage of funds or work, abolishment of a position, or other material change in duties or organization as determined by the Owner. In determining those employees to be retained in a reduction in force analysis, primary emphasis will be placed on the needs of the organization, the type of appointment length of services and relative job performance.

Employees whose positions are eliminated may be placed in other positions provided they possess the necessary qualifications. Pay for such employees must not exceed the maximum range set for the position.

STAFF ATTIRE:

Professional but casual dress is appropriate, but there are limitations. The Owner will make decisions regarding attire. Staff providing community based services should not wear scrubs. Clothing should cover the body appropriately with no offensive language or pictures displayed. Supervisor will address issues regarding attire should they arise.

PHONE CALLS:

Telephone numbers of staff members are not to be given to anyone inside or outside of the agency without permission. Employees may be contacted to inform them that someone is trying to reach them. Cell phone usage should be limited to business or emergency calls only. No personal calls should be made during work hours. Staff should not use phone when driving under any circumstances.

PUBLIC STATEMENTS:

No public statements about Dreamweavers Unlimited, Inc. may be made to any members of the media without the specific approval of the Owner. If the media is questioning agency policy or requesting information about Dreamweavers Unlimited, Inc., the Owner should be informed.

STAFF PROPERTY:

Employees are asked to take steps to remove or reduce the number of valuables on their person or car while on the job in order to reduce the possibility of loss through theft. Dreamweavers Unlimited, Inc. is not responsible for staff property.

STAFF ABSENCES:

Staff may leave work before their shift is over after getting permission from the Owner or supervisor on duty. Employees that need to be absent, arrive late, or leave early should first get permission from the Owner or their supervisor by completing a "Request for Time Off form." Requests for Time Off that are not an emergency should be submitted at least one week in advance. In case of emergencies, employees should contact the Owner or their direct supervisor. Direct care staff should inform the client or parent/guardian in addition to their supervisor. The supervisor will contact the family to arrange for back-up staff if needed and desired. All missed appointments are req1uired to be rescheduled and made up. Staff will only be granted permission if all hours and required units have been billed.

EMERGENCY COVERAGE FOR CLIENTS:

Dreamweavers Unlimited, Inc. provides emergency coverage for its clients 24 hours a day, 7 days a week, including holidays. If an emergency arises, employees are advised to contact the office during office hours or, after hours, contact Betsy Short at 704-460-5947 and leave a message. The staff's call will be returned as soon as possible.

SMOKING:

Dreamweavers Unlimited, Inc. operates smoke-free offices. This policy extends to client's homes and when transporting clients. Employees should not smoke during work hours.

CONFIDENTIALITY:

All information regarding clients of Dreamweavers Unlimited, Inc. is confidential and governed by HIPAA regulations. All employees are trained in HIPAA regulations and are required to indicate their understanding of the rules governing confidentiality by signing a statement at the time their employment and annually thereafter. Re-disclosure of any information about clients in care is strictly prohibited. No client information may be released without a written authorization signed by the legal guardian giving permission to release specific medical information. Releases to disclose information are time-limited and must be updated at least annually. Privileged employees are authorized to disclose specific client information with properly completed and signed consents to release or exchange information. Any release of written client information must be documented in the client Accounting of Disclosure Log.

AGENCY PROPERTY, EQUIPMENT, AND ASSETS:

Agency equipment (telephones, computers, laptops, test kits, etc.), property, policies, manuals, or assets are not intended for the private use of employees. A violation of this policy by individuals employed by Dreamweavers Unlimited Inc. may result in disciplinary action and or dismissal.

DREAMWEAVERS UNLIMITED, INC.
Personnel Policies and Procedures

PERSONNEL RECORD:

A Confidential personnel record shall be maintained for all employees. The record will include the following documents:

1. Application for employment
2. Reference checks
3. Criminal record and DMV check
4. Sex Offender Registry
5. Federal Exclusions Registry check
6. Statement of understanding of client rights and confidentiality
7. Training record
8. Copies of all certification, licenses and credential data applicable to training area
9. Annual evaluations and credential and privileging documents
10. Documents pertaining to discipline or grievance
11. Hire date/termination date/change of status
12. Proof of Drivers License and Social Security Card or Birth Certificate
13. Proof of adequate in force automobile insurance
14. Waiver of release of information regarding references and job performance
15. Original transcripts
16. NC Health Care Registry results
17. Copy of signed job description(s)
18. Most recent copy of medical statement, if required.
19. Health/ Supplemental Insurance Authorization to deduct premiums from paycheck, if applicable

PERSONNEL POLICIES-REQUIREMENTS FOR ALL STAFF:

Dreamweavers Unlimited, Inc. staff shall be currently licensed, registered or certified in accordance with applicable state laws, as appropriate, to the services that are provided by their respective positions. All employees must be at least 18 years of age, able to read and write or type, or use alternate communication devices, and understand and follow directions.

ABUSE AND NEGLECT

Dreamweavers Unlimited, Inc. does not tolerate abuse, neglect, or exploitation of its clients. Dreamweavers Unlimited, Inc. recognizes and accepts the legal, ethical, and professional responsibility to report suspicion of physical, mental, or financial abuse, neglect, or exploitation to the proper authorities (e.g., Department of Social Services, Law Enforcement) in an expedient manner. Dreamweavers Unlimited, Inc. staff suspected of committing abuse, neglect, or exploitation are placed on administrative leave until a final determination is rendered by involved investigative agencies.

RESTRICTIVE INTERVENTIONS

Dreamweavers Unlimited, Inc. guarantees clients that it will employ fair and consistent behavior management practices which respect and maintain the basic dignity of all people. No philosophies or practices shall be employed which encourage or promote humiliation, degradation, verbal abuse, intimidation, physical abuse, the threat or infliction of pain or the denial or basic client rights.

Dreamweavers Unlimited, Inc shall employ only behavior management techniques, which are in accordance with Dreamweavers Unlimited, Inc.'s procedure and therapeutic approach. Dreamweavers provides services using the least restrictive, most appropriate and effective positive treatment. Behavior problems that staff cannot effectively handle will be referred to the supervisor.

Restrictive Interventions, including therapeutic holds, may not be used by Dreamweavers Unlimited staff. Dreamweavers employees are trained to recognize signs of distress in people with developmental disabilities. Employees de-escalate situations using the techniques they learn in state-approved de-escalation training. If a client requires restrictive interventions, and that need is written into the Person Centered Plan, then a different provider should be considered. Dreamweavers Unlimited, Inc. does not use planned restrictive interventions.

INCIDENT REPORTING

DREAMWEAVERS UNLIMITED, INC.
Personnel Policies and Procedures

Dreamweavers Unlimited, Inc. provides prompt and complete responses to clients, staff, and visitors needs in situations containing risk of injury; calls attention to physical situations that need to be investigated or resolved to ensure a safe environment for clients, staff members, and visitors; determines issues that can be addressed for enhancement or improvement through management and planning; and manages risk of situations with potential liability for the organization. Incidents will be documented and reviewed for the purpose of decreasing the likelihood of similar future incidents.

Incidents include any situation, action, or result of an action that is not consistent with the routine care of a client, routine services provided by Dreamweavers, the routine operation of Dreamweavers, or the safety and security of environments in which services are provided. Incidents may include the following: medication errors, use of seclusion, use of restraint, incidents involving injury, communicable disease, infection control, aggression or violence, use and unauthorized possession of weapons, wandering, elopement, vehicular accidents, unauthorized use and possession of legal or illegal substances, abuse, neglect, suicide and attempted suicide, sexual assault, overdose, or any other event that is out of the normal routine.

Incidents should be reported to your supervisor and/or the Executive Director within 24 hours of the incident taking place. All incidents should be recorded on an Incident Report Form. A copy of this form can be provided, or staff can access it any time on our website here: https://www.dreamweaversnc.com/dwu-portal.html

PROVIDER REQUIREMENT AND SUPERVISION:

Professional Level:

Persons who meet the requirements specified for Professional status for the appropriate disability population or Qualified Professional according to 10 NCAC 14V or the NC Infant-Toddler Program Guidance for Personnel Certification (APSM 120-1) may deliver Professional Services within the requirements of the staff definition specified in the above rule. Supervision is provided according to supervision requirements specified in 10 NCAC 14V and according to licensure/certification requirements of the appropriate discipline.

Qualified professionals shall be deemed fully privileged to perform those duties contained in the job description. Qualified professionals who are providing professional supervision shall receive specific professional supervision skills training within 6 months of employment unless documentation of previous supervisory training exists.

Paraprofessional Level:

Persons who meet the requirements specified for Paraprofessional status for the appropriate disability population according to 10 NCAC 14V may deliver Paraprofessional Services within the requirements of the staff definition specified in the above rule. Supervision is provided according to supervision requirements specified in 10 NCAC 14V and according to licensure/certification requirements of the appropriate discipline.

There are no privileging requirements for paraprofessionals. Paraprofessionals shall be supervised directly by a Qualified Professional. All supervisory personnel must complete a supervisory training program unless documentation of previous supervisory training exists. Paraprofessionals shall demonstrate knowledge, skills, and abilities required to serve the client based on the client's individual treatment or habilitation plan.

DOCUMENTATION REQUIRMENTS:

The minimal standard of documentation is a daily full service note that includes the purpose of contact including goal number and goal written out, interventions specified in the treatment plan used to meet the goal, and the effectiveness or assessment of the intervention. In addition, a monthly summary is required for all CDSA services. All documentation should adhere to the following guidelines:

1. All entries must be entered electronically, typed or written legibly in black ink.
2. If documenting on papers, errors should be corrected with one single line drawn through the incorrect entry, "err" written beside the incorrect entry, the employee initials, and the date. No white out or correction tape!
3. All entries must include the month/day/year
4. All documentation pages must include the client's first and last name, record number, date of birth, and Medicaid number, if applicable
5. The first page of the note must state the service provided and the duration of the service

6. Abbreviations or slang should not be used unless on the Dreamweavers' approved list of abbreviations
7. Notes should address specific goals in the client's treatment plan and should be concise, factual, and objective. No opinions should be interjected
8. For paper notes with multiple pages, the last page of the note must include staff's hand-written first and last name printed and signed with working title, including degree, credentials (if applicable), and date. Electronic notes are time stamped and uniquely signed electronically with the staff's name and credentials.
9. Monthly Summaries for Early Intervention/ CBRS and Speech should be documented on a timesheet with the child's initials and record # in the comments section. Up to 15 minutes per child may be documented. Monthly Summaries are due the first Monday of every month. Submitting Monthly Summaries late will result in late payment, as referenced in this section.

All service notes and related documentation should be written the same day of providing the service, per Medicaid requirements. Documentation written later than 24 hours after service delivery should be noted as a late entry of documentation, with the reason why it is late, on the Service Activity Log and the service note. Documentation should be dated the date it is written and signed.

All service notes are due the same day service was provided. Service Activity Logs (SAL's), monthly summaries, and mileage forms are due at Dreamweavers Unlimited, Inc. on Mondays, no later than 9am, for the services delivered the prior week, and also on the first day of each month for any remaining days of the prior month. If Monday is a holiday, paperwork is still due by 9am. Monthly summaries are due the 1st day of the month by 9am.

To encourage staff to document notes according to Medicaid requirements, Dreamweavers Unlimited, Inc. has adopted a stringent Late Documentation Policy as follows:

Documentation received after the date of service, is considered late and will not be paid in the current pay period. A minimum of 25 days must be allowed for documentation to be billed before it will be paid to staff. Late documentation will be paid in the next pay period after which it was due. (Example: Documentation due on Monday, June 7, 2021, is not turned in until Wednesday, June 9, 2021. Staff would not be paid in the current pay period on the normal payday of July 12, 2021, but would be paid in the next pay period on the next payday which would be July 26, 2021).

Similarly, corrections to notes are due within 24 hours after being returned to staff. Supervisors will notify staff if corrections need to be made to notes.

TIMESHEET DOCUMENTATION:

All staff shall be paid two times per month based on actual hours reported with supporting documentation. Timesheets are legal documents which state a specific number of hours staff has worked with a client on specific goals identified in the treatment plan, including administrative time, if any. Timesheets must be complete and accurate before paychecks will be issued. For each entry on the timesheet there must be corresponding documentation. A timesheet for each client is required. Timesheets are generated when documentation of service is completed. Timesheets should include the following:

1. Employee full name
2. Client's name and record number
3. Service provided
4. Beginning and ending dates of work period
5. Time in/out (am or pm)
6. Total number of hours for the service provided on that date
7. Total hours for pay period
8. Employee signature and date

ELETRONIC SIGNATURES

In accordance with our Electronic Signature Policy, Dreamweavers staff and persons served may sign documents electronically. A statement regarding consent to sign electronically will be on each document. Additionally, all persons being asked to sign electronically will have the option to refuse and request the ability to sign a physical document by hand.

DREAMWEAVERS UNLIMITED, INC.
Personnel Policies and Procedures

PAY DAY:

Employees are paid on the 1st and 3rd Monday of each month for the prior month. Employees will be paid for time worked during the 1st – 15th on the first Monday of the following month. Employees will be paid for time worked during the 16th – 31st on the third Monday of the following month. Employees are paid for time recorded on timesheets and supported with documentation (see Late Documentation Policy). Pay is evaluated annually at the employee's performance evaluation. Pay is based on bill rates of services provided by class of qualifications such as Licensed Professional, Early Intervention Professional, Qualified Professional, Administrative, etc. Pay rate is subject to change at any time. Staff will be given advance notice if pay rate changes.

DRUG TESTING/ CRIMINAL RECORD DISCLOSURE POLICY:

Dreamweavers Unlimited, Inc. is committed to providing a drug-free/crime-free workplace. If reasonable cause exists or an accident occurs, a drug/ alcohol test, DMV, and/or criminal background check will be required. Confidentiality will be maintained during all testing. Any employee required to have a drug/ alcohol test administered shall sign the Chemical Screen Consent and Release form. Refusal to sign the form is grounds for termination of employment. Disciplinary action will follow positive test results and may include termination. Any employee with criminal charges pending or convictions, or ticketed with Driving While Impaired (DWI) must report the charge/ conviction to the owner within 3 days. Failure to do so may result in suspension or termination. Random drug/DMV/criminal background checks may be required. Additionally, any employee who raises suspicions may be required to test.

WEAPONS POLICY:

It is the policy of Dreamweavers Unlimited, Inc. to ensure the safety of persons served, staff members, and visitors through the prohibition of weapons within any of the organization's facilities by anyone other than law enforcement acting in an official capacity. In addition, employees and clients of Dreamweavers Unlimited, Inc. are prohibited from possessing weapons during times when services are provided. Concealed carry is not permitted.

SEXUAL HARASSMENT POLICY

Dreamweavers Unlimited, Inc. does not condone any form of harassment to employees or clients. All sexual harassment complaints should be made verbally, but also in writing to the Owner. The complaint should consist of the name of the person making the harassment, date of harassment, any other relevant information. An investigation of the harassment will be conducted in accordance with the Corporate Compliance plan, and a written report will be generated. If harassment is substantiated, the responsible party will be terminated immediately if employed by Dreamweavers Unlimited, Inc. If a family member of a client is responsible for the harassment, the employee will be removed from the assignment and reassigned to another client if possible.

MEDICATION ADMINISTRATION POLICY:

Staff should not administer medications of any kind. It is preferable that the client's legal guardian administers all medications. Clients requiring medication while staff is on duty must have a signed medical doctor's order giving exact instructions regarding frequency, dosage, and route. All medications must be stored in containers as originally dispensed by the pharmacist and must be locked in a safe place. Staff must be trained and certified for medication administration prior to administering any medications. In-services for specialized medical activities or procedures (tube feeding, nebulizer treatments, etc.) will be provided as needed by a trained medical professional.

Staff administering medications must document on a Medication Administration Record (MAR) the time of day, name of medication, date ordered, dosage ordered, route ordered, and the exact amount of medication that was administered along with any client reaction to the medication. Electronic MAR is completed at the time medication is given. Missed or late medication administration is a medication error and should be reported on Incident Report Form.

HOLIDAY SCHEDULE:

Dreamweavers Unlimited, Inc. administrative offices will be closed on the following holidays:
New Year's Day, Independence Day, Thanksgiving Day, Christmas Eve Day, and Christmas Day. Employee work schedule is based on client need and staff availability.

SOCIAL MEDIA POLICY

Dreamweavers Unlimited, Inc. does not encourage or discourage its employees from using social media platforms to express their personal opinions. However, if an employee engages publically on social media sites, that employee is expected to follow these guidelines:

1. Remember that everything on the internet could be made public. Therefore, use good judgment and common sense about what you share. Think before you write or post unprofessional pictures. Consider whether you would post the same material on a bulletin board in our office before you post it on social media sites.
2. If you are commenting or sharing opinions on Dreamweavers' sites, please identify yourself as an employee and clarify that the opinions expressed are yours and do not represent the company.
3. Please consider that you are a representative of Dreamweavers and everything you say and do is a reflection on the company. Please refrain from using language, pictures, etc. that might reflect poorly on Dreamweavers.
4. Dreamweavers encourages free speech and freedom to have your own opinions. We also ask that employees respect the opinion of others and their right to that opinion. Please do not demean others. Remember our mission statement to treat everyone with respect and kindness. In other words, "if you can't say something nice, don't say anything at all."
5. No personal or health information or pictures of clients we serve should be posted without their explicit consent in writing. The consent should be signed and dated by the client or legally responsible party/ guardian with an expiration date, no less than annually.
6. Employees should not engage in social media during work hours unless their job description permits it.
7. Dreamweavers may use social media sites to vet perspective employees.
8. Dreamweavers will monitor social media usage of its employees as needed and if a complaint is made. Disciplinary measures may be required if the employee fails to follow this policy and/ or HIPAA policies regarding privacy and confidentiality of clients.

TECHNOLOGY

It is the policy of Dreamweavers Unlimited (DWU) to ensure the safe and confidential use of technology available to Dreamweavers personnel. Organization-issued technology may include computers, laptops, chrome books, cell phones, tablets, iPads, etc.

Authorizations must be signed by any staff receiving technology issued by DWU. All DWU technology is to be used for Dreamweavers work only, unless an exception is granted in writing by Owner. Specific questions regarding DWU-issued technology should be directed to your direct supervisor or the Owner.

Upon hire, all employees are instructed in DWU Confidentiality policies. This includes the use of technology when communicating with or working on items directly related to clients.

Upon termination from DWU, all employees complete an exit interview with their direct supervisor. This includes a review of confidentially policies, termination of professional relationships, submitting passwords, and turning in all consumer records - electronic and paper. Additionally, DWU-issued email accounts are deactivated upon termination. Any technology issued must be turned in prior to the last day worked and in good working condition. Failure to do so may result in deduction from last check.