



**Welcome to**



**Arizona Pioneers' Home  
Employee Handbook**

## **Arizona Pioneers' Home Employee Handbook**

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## ARIZONA PIONEERS' HOME MISSION STATEMENT



To provide a home for Arizona Pioneers and Disabled Miners that delivers the optimal physical, emotional, and spiritual care, in a homelike and compassionate environment.

Quality of care is provided in a professional manner, protecting the dignity and honoring the personal directive of each resident in life, as well as, death, while considering the uniqueness of each individual.

# *Arizona Pioneers' Home*

*Douglas A. Ducey*  
*Governor*

300 South McCormick Street  
Prescott, Arizona 86303

Ted Ihrman,  
*Superintendent*

(928) 445-2181 - FAX (928) 778-1148

## **Arizona Pioneers' Home Goals and Objectives**

Pursuant to the mission statement, The Arizona Pioneers' Home, and each department therein, has established the following goals and objectives to coincide with and conform to the mission statement.

### **Arizona Pioneers' Home:**

- As an Agency of the State of Arizona, Arizona Pioneers' Home, will hire qualified applicants from the State's job website (azstatejobs.gov).
- All eligible applicants for residency shall be interviewed to determine statutory compliance with admission criteria.
- The Arizona Department of Health Services will inspect the Home as part of our new licensing requirements and will continue to insure the highest standards for Assisted Living Centers are met.
- The Arizona Pioneers' Home will deliver care in nursing and health related services; attend to the physical, psychological and social needs of each individual resident, recognizing each individual resident's dignity and ability to participate in the decisions which affect him/her.

### **Activities:**

- The Activities department will provide recreation therapy, comprehensive leisure services and meaningful activities that enable each resident to maintain and/or develop physical, social, mental and spiritual abilities too enhance their quality of life.

**Business Office/Accounting:**

- The Business Office will review and update each individual's cost of care to insure that the procedure for the determination of payment is accurate and equitable to both the resident and the State of Arizona. Financial adjustments for the cost of care will be made pursuant to individual resident financial information provided to the business office annually – not to exceed the average monthly per capita cost of operating the Home.
- The Accounting office will process and pay for the resident room/board and medical expenses pursuant to the statute.

**Food Service:**

- The Food service department will meet established standards in the preparation, storage and handling of food, serving meals and snacks which are tasteful, dietetically correct and therapeutically accurate.

**Human Resources:**

- The Human Resources department will provide consultation to the management staff to ensure qualified applicants are hired; in addition, provide guidance to the management staff when an employee's job performance falls below standard and ensure proper disciplinary actions are taken in accordance with Federal, State laws and ADOA and APH policies, procedures and practices to maintain a fair and equitable environment for our employees to work within.

**Medical Records:**

- The Medical Records department will maintain each resident's medical records in accordance with health information management principles and practices, and protect each resident's health information pursuant to regulation and desire.

**Nursing:**


- The nursing department will attend to the needs of each individual resident as per their individualized service plan, provide assistance with scheduling and transportation to medical appointments within the Prescott area, and will track annual resident TB screenings, and offer influenza and pneumonia vaccines as recommended.

**Plant Operations:**

- The Plant Operations department will maintain the facility buildings and premises in safe and good repair, and to the highest standards of sanitation; including both housekeeping and laundry services.

**Resident Services:**

- Resident Services will assist in the coordination of laundry services, storage closets, private room lists, and advanced directives. Resident services will also help assist with any resident issues or behaviors, and be a liaison and advocate for residents and their representatives.

	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: General Provisions</p>	<p><b>CHAPTER 1</b> NUMBER: P6-1-101</p> <p>EFFECTIVE DATE: 10/10/12</p> <p>REVISED DATE:: 08/28/18</p>
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**1. POLICY:**

1.1 It is the policy of the Arizona Pioneers' Home to promulgate policies and procedures that are consistent with state personnel rules.

**2. PROVISIONS:**

- 2.1 Unless otherwise provided by law, the Arizona Pioneers' Home shall not execute an employment contract with any state employee.
- 2.2 Except as provided in A.R.S. Title 41, Chapter 4, Article 4 and 5, or otherwise stated in rule, these policies and procedures are applicable to covered and uncovered employees in the State Personnel System. An employee who violates or fails to comply with these rules may be disciplined or separated from state employment. Such actions involving a covered employee shall be in accordance with rules applying to covered employees.

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## *Residents' Bill of Rights*

### **R9-10-810** *Resident Rights*

Residents have a right to a dignified existence, self-determination and communication with an access to persons and services inside and outside the Facility. The Facility shall protect and promote the rights of each resident which shall include the following rights.

A. A resident has the following rights:

1. Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis;
2. To receive assisted living services that support and respect the resident's individuality, choices, strengths, and abilities;
3. To receive privacy in:
  - a. Care for personal needs;
  - b. Correspondence, communications, and visitation; and
  - c. Financial and personal affairs;
4. To maintain, use, and display personal items unless the personal items constitute a hazard.
5. To choose to participate or refuse to participate in social, recreational, rehabilitative, religious, political, or community activities;
6. To review, upon written request, the residents' own medical record;
7. To receive a referral to another health care institution if the assisted living facility is not authorized or not able to provide physical health services or behavioral health services needed by the resident;



## Arizona Pioneers' Home Employee Handbook

7. To receive a referral to another health care institution if the assisted living facility is not authorized or not able to provide physical health services or behavioral health services needed by the resident;
8. To choose to access services from a health care provider, health care institution, or pharmacy other than the assisted living facility where the resident is residing and receiving services or a health care provider, health care institution, or pharmacy recommended by the assisted living facility. Any additional costs associated with choosing care and/or services other than those of the assisted living facility will be the responsibility of the resident;
9. To participate or have the resident's representative participate in the development of, or decisions concerning, the resident's service plan; and
10. To receive assistance from a family member, the resident's representative, or other individual in understanding, protecting, or exercising the resident's rights.



ARIZONA PIONEERS' HOME  
POLICY & PROCEDURE MANUAL

TITLE: Consent to Photograph

NUMBER: P8-5-113

EFFECTIVE DATE:  
8/8/07


1. **POLICY:**

- 1.1 It is the policy of the Arizona Pioneers' Home to have new residents to the Home sign an Acknowledgements form that includes the following statement, explaining

"Photos are periodically taken of residents while involved in APH activities. These photos are then posted in the Home for all to enjoy. I realize that my picture may be posted from time to time without my permission. However, I will be given the opportunity to permit or deny use of any picture of myself that is selected for use outside of the Home."

2. **PROCEDURE:**

- 2.1 The Activities staff will periodically take pictures of residents involved in activities to enhance the resident's memories of leisure experiences.
- 2.2 The Activities staff will post or display within the facility pictures taken of residents involved in activities.
- 2.3 Residents may have pictures that have been on display after approximately one week.
- 2.4 The Activities staff will select some pictures to keep for facility scrapbooks.
- 2.5 The Activities staff will require a written consent by the resident or the responsible party for any display of a resident photograph outside of the facility.

	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Non-Discrimination</p>	<p>NUMBER: P6-1-105</p> <p>EFFECTIVE DATE: 11/3/16</p> <p>REVISED DATE: 08/28/18</p>
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**1. PURPOSE:**

- 1.1 The Arizona Pioneers' Home is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunity and prohibits discriminatory practices, including harassment. Therefore, Arizona Pioneers' Home commits itself to the following non-discriminatory policy.

**2. POLICY:**

- 2.1 It is the policy of the Arizona Pioneers' Home to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, age, disability, national origin, or any other characteristic protected by law. Arizona Pioneers' Home prohibits any such discrimination or harassment.

**2. PROCEDURE:**

2.1 Equal Opportunity


1. The agency shall ensure equal employment opportunity, without discrimination or harassment on the basis of race, color, religion, sex, age, disability, national origin, or any other characteristic protected by law.

2.2 Retaliation is Prohibited

1. The agency encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of APH to investigate such reports. The agency prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of reports.
2. Definitions of Harassment:
- a. Harassment on the basis of any protected characteristic is strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility toward an individual because of his/her race, color, religion, sex, sexual orientation, national origin, age, disability, genetic information, sex, pregnancy, military or veteran status, or any other characteristic protected by law or that of his/her relatives, friends or associates, and that:
    - Has the purpose or effect of creating an intimidating, hostile or offensive work environment;
    - Has the purpose or effect of unreasonably interfering with an individual's work performance; or,
    - Otherwise adversely affects an individual's employment opportunities.
  - b. Harassment of a sexual nature or harassment based on race, color, national origin, religion, age, disability, genetic information, sex, pregnancy, military or veteran status, or any other status protected by federal law, state law, or regulation is prohibited. An agency shall prohibit the unlawful harassment of any employee in the course of the employee's work by supervisors, coworkers, or third parties, such as vendors or customers. Any employee who engages in unlawful harassment may be subject to disciplinary action, up to and including termination of employment.
  - c. Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group that is placed on walls or elsewhere on the employer's premises or circulated in the workplace.

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Non-Discrimination</p>	<p>NUMBER: P6-1-106</p> <p>EFFECTIVE DATE: 11/3/16</p> <p>REVISED DATE: 08/28/18</p>
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- d. Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example:
  - Submission to such conduct is made either explicitly or implicitly a term of condition of an individual's employment;
  - Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
  - Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.
- e. Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender.
- f. Sexually harassing conduct includes, but is not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendos; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; other physical, verbal or visual conduct of a sexual nature.

2.3 Individuals and Conduct Covered

1. This policy applies to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to the agency, such as an outside vendor, consultant or customer.
2. Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting such as outside business trips, business meetings and business-related social events.

2.4 Reporting an Incident of Harassment, Discrimination or Retaliation

1. The agency encourages reporting of all perceived incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe that they have been the victim of such conduct should discuss their concerns with their immediate supervisor, manager, agency human resources or employee relations staff and may file a complaint under the procedures under AZ Administrative Code R2-5A-308.
2. In addition, the agency encourages individuals who believe they are being subjected to such conduct promptly to advise the offender that his or her behavior is unwelcome and request that it be discontinued. APH recognizes, however, that an individual may prefer to pursue the matter through informal or formal complaint procedures.


2.5 Complaint Procedures

1. **Informal Procedure –**

If for any reason an individual does not wish to address the offender directly, or if such action does not successfully end the offensive conduct, the individual should promptly notify his/her immediate supervisor, manager, agency human resources or employee relations staff. An individual reporting harassment, discrimination or retaliation should be aware, however, that the Home may decide it is necessary to take action to address such conduct beyond an informal discussion. This decision will be discussed with the individual. The informal procedure is not a required first step for the reporting individual.

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2. **Formal Procedure –**


- a. As noted above, individuals who believe they have been the victims of conduct prohibited by this policy statement or believe they have witnessed such conduct should discuss their concerns with a member of management, agency human resources or employee relations staff.
- b. Any reported allegations of harassment, discrimination or retaliation will be promptly investigated. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.
- c. Confidentiality will be maintained throughout the investigatory process to the extent consistent with appropriate investigation and corrective action. Depending on the nature of the complaint, it may not be possible to preserve confidentiality.
- d. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.
- e. Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling and/or disciplinary action such as a reprimand, suspension without pay or termination, as the agency believes appropriate under the circumstances. Responsive action may also include a reassignment or transfer.
- f. If a party to a complaint does not agree with its resolution, that party may appeal to the Superintendent or designee in charge. Employees may also contact the Governor's Office of Equal Opportunity, the Arizona Attorney General's Civil Rights Division, and the Federal Equal Employment Opportunity Commission.
- g. False complaints of harassment, discrimination or retaliation as opposed to complaints that, even if erroneous are made in good faith, may be the subject of appropriate disciplinary action.

2.6 Awareness

- a. The agency will post the Non-Discriminatory policy throughout the agency. The policy is also accessible to employees on the agency website ([pioneershome.az.gov](http://pioneershome.az.gov)).
- b. All employment announcements shall include the phrase: "AN EQUAL EMPLOYMENT OPPORTUNITY AGENCY."

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Employee Standards of Conduct / At Work Behavior</p>	<p>NUMBER:- P6-4-103</p> <p>EFFECTIVE DATE: 11/27/13</p> <p>REVISED DATE: 09/05/18</p>
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1. **POLICY:**


- 1.1 It is the policy of the Arizona Pioneers' Home to provide a safe, wholesome and secure home for the residents. To insure that residents are given the highest level of professional care, it is required that employees maintain the highest level of personal conduct and professionalism while on the job.

2. **PROCEDURES:**

- 2.1 The following action or behavior by an employee (covered and uncovered) is prohibited. Such behavior that is observed or documented is subject to disciplinary action.
1. Non-compliance with APH dress code.
  2. Failure to respect resident rights. (See also subsection entitled ABUSE OF RESIDENTS)
  3. Using vulgar, obscene or other inappropriate language in front of other employees, residents or the public while on the job.
  4. Any behavior on the job that is disruptive or annoying to fellow employees or residents.
  5. Any unfounded or inappropriate gossiping, fault finding, criticizing or rumor mongering about the Pioneers' Home, its administration, employees or residents while on the job. The residents of the Pioneers' Home and their family members are the customers of the Pioneers' Home and as such, **must not** be subjected to employee complaints regarding employment issues, conflicts between employees, employee complaints against supervisors or management. Those issues should remain within the official Pioneers' Home channels.
  6. Any humiliating or demoralizing speech or innuendo that could be disruptive to the operation of the Pioneers' Home.
  7. Abuse of sick or leave policy.
  8. Making any threat of violence: Threats may be actual or insinuated threats made by employees or former employees to do harm or violence to any employee, employee's family member or the Pioneers' Home buildings and property and will not be tolerated. Any employee who receives a threat from another employee or who is made aware of a threat of violence to the Pioneers' Home or it's employees or residents, must report the threat to their immediate supervisor or the Superintendent.
  9. Sexual harassment: Sexual harassment includes, but is not limited to, improper touching, the use of sexual innuendos and/or inappropriate speech, making improper requests or threats, wearing provocative clothing, telling improper stories or bragging about one's personal virility. See Arizona Pioneers' Home Sexual Harassment policy.
  10. Personal phone calls are not permitted to be made on APH phones during work hours without a Supervisor's permission. The on- site pay phone may be used for making personal and long distance calls. Personal calls should be made during an employee's break time. Employees are requested to instruct those that might call them at work to keep the calls brief and only call if their message cannot wait until the employee ends their work shift.
  11. A personal cell phone should not be used by an employee while on duty, with the exception of emergency situations with prior approval of supervisor. It may be used during breaks, in areas away from residents. Using a cell phone (talking, texting, etc.) for personal communications while in the presence of residents is considered neglect of duty and may be subject to disciplinary action.
  12. To ensure compliance with privacy matters and to ensure open communication between residents, staff, family members and others, the Pioneers' Home prohibits any type of recording of audio or video information. **Any and all types of audio or video recordings of other persons while on-duty or within the grounds of the Arizona Pioneers' Home without written authorization from the Superintendent or designee is expressly forbidden and will be subject to disciplinary actions.**

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Employee Standards of Conduct / Abuse Prevention Program</p>	<p>NUMBER: P6-4-105</p> <p>EFFECTIVE DATE: 10/10/12</p> <p>REVISED DATE: 09/05/18</p>
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**1. POLICY:**

- 1.1 It is the policy of the Arizona Pioneers' Home to maintain a zero tolerance abuse policy/program that details a system of procedures and protocols for the identification, prevention, reporting and investigation of any incident witnessed or suspected as abuse, neglect, or mistreatment.

**2. PURPOSE:**

- 2.1 To have an environment in which residents and employees are comfortable reporting any indications or incidents of abuse (physical, verbal, sexual, emotional, and financial), neglect or mistreatment, without fear of retaliation.

**3. DEFINITIONS:**

- 3.1 **Elder Abuse** has been defined as intentional actions that cause harm or create a serious risk of harm (whether or not harm is intended), to a vulnerable elder by a caregiver or other person who stands in a trust relationship to the elder; or failure by a caregiver to satisfy the elder's basic needs or to protect the elder from harm.
- 3.2 **Physical Abuse** includes hitting, striking, pinching, slapping, shaking, pushing, grabbing, handling in a rough manner, or injuring someone in another way. It also includes prolonged, excessive, inappropriate, or unauthorized use of physical restraints or drugs used to control behavior.
- 3.3 **Verbal Abuse** includes name calling, yelling, swearing, frightening, belittling, intimidating, or threatening someone.
- 3.4 **Sexual Abuse** includes non-consensual sexual contact, sexual harassment, sexual coercion, and sexual assault. There should NEVER be sexual contact between a staff member and residents.
- 3.5 **Emotional Abuse** includes belittling, causing fear or shame, threatening to punish residents for their behavior, threat of eviction, or encouraging a resident to pay for favors or attention. It may also include encouraging a resident to purchase gifts that they do not want to buy.
- 3.6 **Financial Abuse** includes theft of property or money and misappropriation of personal funds, such as charging for items or services the resident did not request or authorize.
- 3.7 **Neglect** includes being ignored or being treated with indifference, not receiving basic medical or personal care (such as assistance with personal hygiene, adequate food, liquids, shelter, and clothing) and protection from health and safety hazards.
- 3.8 **Isolation** includes involuntary seclusion, being prevented from meeting with visitors, or not having privacy with regard to telephone calls or mail.

**4. PREVENTION:**

- 4.1 Residents and Responsible Parties: APH will assure that all residents and responsible parties understand that there is zero tolerance of abuse (physical, verbal, sexual, emotional, and financial), neglect or mistreatment by an employee or any other person known or unknown to the resident. Further, each resident and responsible party will be told and encouraged to immediately report any indication of abuse, mistreatment or neglect.
1. Residents and responsible parties will be informed of resident's rights and APH's zero tolerance abuse policy at the time of admission, including expectation to immediately report any indication of abuse, neglect or mistreatment.
  2. Resident Rights will be posted in the Home at all times.
  3. The zero tolerance policy of abuse, neglect and mistreatment will be posted in APH with reporting directives.

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POLICY & PROCEDURE MANUAL

TITLE: Employee Standards of Conduct / Abuse Prevention Program

NUMBER: P6-4-106


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4. Each Resident Council meeting will include the reading of one or more Resident's Rights. Periodically residents will be reminded of the zero tolerance abuse policy and reporting expectations.
  5. APH will promote an atmosphere of information sharing between residents and employees without fear of retaliation. This is most effectively accomplished with good communications between administration and residents so that there are readily available avenues for exchange of information between residents and employees to administration, and from administration to residents and employees. The Superintendent and Director of Nursing shall be well known to the residents, and the residents well known to the Superintendent and Director of Nursing, which will serve to establish the model of communication throughout the Home.
- 4.2 Methods Used to Prevent Abuse Situations:
1. All Direct Care (Nursing), Resident Services and Activity personnel must possess a valid fingerprint clearance card. New hires must apply for a card to work at the Pioneers' Home within the first 20 days of hire. Inability to obtain a valid fingerprint clearance card shall result in termination.
  2. The nurse aide registry will be checked in each state a nurse aide has noted to have previously worked or been certified. A nurse aide who is discovered to have been found guilty of abuse, neglect or mistreatment of a resident will be terminated.
  3. The Nursing Licensing Board will be checked for each state a nurse has noted to have previously worked or been licensed. A nurse who is discovered to have been found guilty of abuse, neglect or mistreatment of a resident will be terminated.
  4. Reference checks will be performed with previous employers to determine if there are any known abusive or neglectful findings or disciplinary actions not recorded on nurse aide registries or nurse license records, as well as to inquire as to the skill and dependability level of the potential employee.
  5. Training on Resident Rights and APH's zero tolerance abuse policy/program (including what constitutes abuse, neglect or mistreatment, and the requirement to immediately report any witnessed or suspected abuse, neglect or mistreatment of a resident – as well as signs or symptoms thereof, such as bruising, skin tears, etc.)
    - a. All employees will be trained in APH's Abuse Prevention Program as part of new hire orientation.
    - b. Retraining shall occur annually on ways to identify potential environmental and other factors that could trigger resident behaviors, how to intervene with abuse situations and/or deal with difficult residents (including confused or agitated residents), how to develop caring relationships with residents where residents will feel comfortable confiding and reporting any incidents of mistreatment, and to be aware of their conduct that could be misconstrued or misinterpreted as threatening, however unintentional.
  6. All employees will be routinely trained in ways to handle stress, job complacency/burnout, and situations that could lead to an employee reaction that could be perceived as abuse.
  7. The zero tolerance policy of abuse, neglect and mistreatment will be posted in APH with reporting directives.

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## 5. REPORTING


- 5.1 The following system is in place to allow for the effective and timely reporting of witnessed or suspected abuse, neglect or mistreatment of a resident.
1. **Reportable incidents**
    - a. Witnessed events, which include, but are not limited to slapping, hitting, pinching, yelling at, cursing, threatening, harassing, etc.
    - b. Un-witnessed events, which include, but are not limited to reports of abuse, neglect or mistreatment made by a resident, resident representative, visitor, or employee.
    - c. Indicators of potential abuse as in finding un-witnessed injuries such as skin tears, bruising, swelling, etc.
  2. **Who should make a report**
    - a. A resident or resident representative.
    - b. An employee, volunteer, visitor, or anyone with knowledge of the incident, or suspected incident.
  3. **How reports are made**
    - a. Verbally to the Charge Nurse, Superintendent, Director of Nursing, or Resident Services Supervisor.
    - b. In writing to the Charge Nurse, Superintendent, Director of Nursing, or Resident Services Supervisor.
    - c. The person receiving said report will complete Section I of the **Resident Abuse/Neglect/Mistreatment Investigation Report**.
    - d. The **Resident Abuse/Neglect/Mistreatment Investigation Report** will then be forwarded to the Director of Nursing, or designee, who will report to the Superintendent (if the Director of Nursing or Superintendent was not the person taking said report).
    - e. The Superintendent, Director of Nursing and Resident Services Supervisor shall have an open door policy for reports, which may always be made directly.
  4. **When a report should be made**
    - a. Reports are made as soon as the incident, or suspected incident, is made known.
    - b. Section I of the **Resident Abuse/Neglect/Mistreatment Investigation Report** is to be completed as soon as possible subsequent to notification, and before the end of the assigned work shift.
    - c. The Director of Nursing, or designee, is to be informed prior to the end of a Charge Nurse's shift (when a Charge Nurse receives the report).
    - d. The Superintendent is to be informed as soon as is practical, but within 24 hours.

## 6. INVESTIGATION:

- 6.1 If an abuse, neglect or mistreatment incident occurs, or there is reason to suspect that such an incident might have occurred, the Superintendent, or designee will investigate.
- 6.2 As soon as possible subsequent to a witnessed or suspected abuse, neglect or mistreatment event, the following information should be reported and completed in Section I of the **Resident Abuse/Neglect/Mistreatment Investigation Report**:
1. Name of resident, birth date, social security number.
  2. Date and time of occurrence.
  3. Location of occurrence.
  4. Name(s) of person alleged to have caused the occurrence, if known.

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5. Name of any witnesses.
  6. Nature of occurrence.
  7. All known relevant information.
- 6.3 A nurse will immediately assess the resident to determine and provide for any care needs. Any findings of injury or bruising are to be recorded in nurse's notes and on an incident form (said form is to be attached to the **Resident Abuse/Neglect/Mistreatment Investigation Report** when forwarded to the Director of Nursing or designee for investigation). Statements (signed and dated) from the person reporting the incident and any witnesses should be obtained at the time of the report if possible.
  - 6.4 The investigator will complete Section II of the **Resident Abuse/Neglect/Mistreatment Investigation Report** (an incident report detailing any injury should accompany the report).
  - 6.5 As part of an investigation, the investigator will report to the following, as applicable:
    1. Resident Responsible Party
    2. Physician
    3. Adult Protective Services (877-767-2385)
    4. Ombudsman (928-649-6868)
    5. Police (778-1444/for known or suspected physical abuse)
    6. Arizona Department of Health Services (602) 542-1025
  - 6.6 While the investigation is being conducted, accused or suspected individuals who are employees of APH will be placed on Administrative Leave pending the results of the investigation. The Administrative Leave will be with pay unless the results of the investigation find said employee guilty of said abuse, neglect or mistreatment. Any employee who knowingly files a false report shall be subject to disciplinary action.
  - 6.7 When the accused or suspected individual is not an employee, said individual will not be allowed to remain alone with the resident, while the investigation is being conducted. It will be the responsibility of the Superintendent, or designee, to inform the individual of any limitation on visitation. If the accused individual is another resident, immediate interventions will occur to prevent another incident.
  - 6.8 All individuals participating in the investigation shall report their findings to the Superintendent, and complete the information in writing on the **Resident Abuse/Neglect/Mistreatment Investigation Report** form within 5 working days subsequent to the report (a decision will be made as to the result of the investigation within the 5 working days).
  - 6.9 The Superintendent, or designee, will keep the resident and his/her responsible party informed of the progress and results of the investigation.
  - 6.10 The Superintendent will involve the Resident Services Supervisor in the investigative process to provide the necessary medically-related social services appropriate for the resident.
  - 6.11 Should an investigation reveal that abuse occurred, or there is reasonable cause to believe that an employee failed to follow APH's policy and/or current standards of practice in resident management that resulted in abuse, neglect, or mistreatment, the employee is subject to termination and will not be eligible for rehire.
  - 6.12 A finding of neglect will not be made if an employee is able to demonstrate that neglect was caused by factors beyond their control. In such instances, the Superintendent will be considering the causative factors and action will be taken to resolve.
  - 6.13 A finding of abuse, neglect or mistreatment by someone other than an employee will result in a follow-up report made to APS, the Ombudsman and the Police (a volunteer will be dismissed).
  - 6.14 The Superintendent will sign and maintain all completed **Resident Neglect/Mistreatment Investigation Reports** and all investigations will remain confidential, except that the findings and actions will be reported to the appropriate authorities.

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Employee Standards of Conduct / Violence in the Workplace</p>	<p>NUMBER: P6-4-115</p> <p>EFFECTIVE DATE: 10/10/12</p> <p>REVISED DATE: 9/19/18</p>
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1. **POLICY:**
  - 1.1 The Arizona Pioneers' Home maintains zero-tolerance toward workplace violence
  
2. **DEFINITION:**
  - 2.1 **Workplace violence** is defined as any altercation with an employee with intent, or threat of intent, to harm, or when harm occurs to an employee or their property, caused by another person within the workplace setting—this shall include verbal and non-verbal threats of such harm.
  
3. **PROCEDURE:**
  - 3.1 External doors of APH are locked between evening and early morning hours. (Times may vary due to season and resident request.) Employees have the right to question anyone requesting admittance during hours the doors are locked, and may deny entrance to anyone unwelcome. Allowing entrance may be contingent on being known to staff and/or approval by the resident they wish to visit. Identification may be requested to support the request for admittance. Staff may not have visitors except in situations approved by their supervisor.
  - 3.2 Employees are not permitted to have a weapon on the premises of the Arizona Pioneers' Home. Per this policy, a weapon is defined as any instrument that could be used to threaten harm, or used with the intent to harm. Any employee with knowledge of a weapon on the premises shall report this knowledge to their supervisor or the Superintendent. An employee with a weapon on the premises is subject to disciplinary action up to and including discharge.
  - 3.3 The Pioneers' Home will not allow any organized gang activity, or evidence thereof, in the workplace. This policy defines gang activity as any group of employees or individuals organized for the purpose of differentiating themselves from other employees or individuals, for the purpose of acting out an agenda separate from that of the work of APH. This would include wearing any type of distinguishing emblem, insignia, symbol or style of clothing for the purpose of identifying gang membership, i.e. arm bands, headbands, patches, etc.
  - 3.4 The facility will not allow employee drug or alcohol use while in the workplace setting. Any employee demonstrating behavior that they are under the influence of drugs or alcohol (creating reasonable suspicion) will be immediately screened. If the results are positive, the employee is subject to disciplinary action up to and including termination. If the employee refuses a screen, disciplinary action up to and including termination will be immediate.
  - 3.5 APH Personnel will be provided training at the time of hire and periodically throughout employment to recognize and manage hostile and/or threatening behavior. Residents identified as demonstrating behaviors that may put employees at risk will be identified to employees so that precautions can be taken against resident outbursts. Residents who have not previously demonstrated combative or threatening behavior, and do so, will be thoroughly assessed via a psychological assessment and staff will be provided information to deter future outbursts. APH will maintain a commitment to worker safety and the safety of each resident.
  - 3.6 Sufficient lighting in and around the parking areas and external grounds will be provided to deter violence on the facility grounds. The lighting will be checked and maintained by maintenance on a regular basis.
  - 3.7 At the time of hire, each employee will be oriented to this policy.
  - 3.8 If a workplace incident occurs, the employee being threatened or attacked shall immediately report the situation to his/her supervisor or a charge nurse in the building.

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Employee Standards of Conduct / Violence in the Workplace</p>	<p>NUMBER: P6-4-116</p> <p>EFFECTIVE DATE: 10/10/12</p> <p>REVISED DATE: 9/19/18</p>
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- 3.9 An incident report shall be completed in any situation of workplace violence. The incident report will be forwarded to the Safety Committee for discussion of corrective/preventative action.
- 3.10 If a workplace situation occurs, a charge nurse or supervisor shall initiate the “**CODE BLACK**” disaster response, and call 911 for police support. The Superintendent should be notified as soon as possible.
- 3.11 APH will offer resources for counseling to any employee who should experience or witness a violent incident associated with workplace violence through the State of Arizona Employee Assistance Program.
- 3.12 There will be no reprisal against any employee who reports or experiences workplace violence. Reports can be made anonymously when an employee is fearful of their well-being.
- 3.13 This policy shall be posted in an area accessible to all personnel.
- 3.14 The following is a list of Hospital Emergency Codes based on the emergency type of Combative person/assault:
  - A. Code Grey – Angry/Violent patient of visitor with no weapon.
  - B. Code Silver – Angry/Violent patient or visitor with a weapon.
  - C. **Code Black – Personal Attack.**
  - D. Code Red – Fire.

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Employee Standards of Conduct / Children and Visitors in the Workplace</p>	<p>NUMBER: P6-4-120</p> <p>EFFECTIVE DATE: 10/10/12</p> <p>REVISED DATE: 9/19/19</p>
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**1. POLICY:**


- 1.1 It is the policy of the Arizona Pioneers' Home that employees (covered and uncovered) are paid to work rather than visit with family members, friends, etc., who might come to visit during the work day.

**2. PROCEDURE:**

- 2.1 Children of employees, other family members, friends, etc., shall be permitted to briefly and infrequently contact employees in work areas. If the employee's supervisor determines that visits are extended and too frequent, so that the employee is taken away from their work duties, disciplinary action will be taken.
- 2.2 A child may, with supervisor approval, accompany their parent to work if within a brief period of time (such as ½ hour) they proceed to school or elsewhere. While on site, a child must not create a disturbance or prohibit their parent from performing work duties or the approval may be withdrawn.
- 2.3 All non-staff visitors should not enter resident care areas or other areas containing Protected Health Information.

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Employee Standards of Conduct / Purchase from Residents</p>	<p>NUMBER: P6-4-112</p> <p>EFFECTIVE DATE: 10/10/12</p> <p>REVISED DATE: 9/19/18</p>
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**1. PURPOSE:**

- 1.1 To supplement ADOA Personnel Rules regarding Standards of Conduct and specify conduct and procedures relating to the sale, purchase or receipt as a gift of certain items from residents.

**2. POLICY:**

- 2.1 It is the policy of the Arizona Pioneers' Home that all employees (covered and uncovered) conduct themselves in conformance with ADOA Personnel Rules regarding standards of conduct.

**3. PROCEDURE:**

During the course of employment at the Arizona Pioneers' Home, employees may be offered tips, gratuities, gifts, loans or other items of value. The following procedure shall be followed to insure that employees do not violate the law or personnel rules regarding standards of conduct.

3.1 Purchase or Sale of Items Between Employees and Residents:


1. Employee and resident purchases or sale of any items is **PROHIBITED**.
2. If there is an item or items that the resident wishes to no longer keep in possession, the resident can donate the item or items to the Arizona Pioneers' Home Foundation, a 501(c)(3) organization.
3. Failure to comply with this policy will subject the employee to disciplinary action, which could include suspension without pay, demotion or dismissal, depending upon the situation involved.

3.2 Tips, Gifts, Loans or Gratuities:

1. Employees may not accept tips or gifts from a resident or an associate of a resident (i.e. relative, close friend), unless it is a gift of nominal value (i.e. food, refreshments, unsolicited advertising or promotional material).
2. Employees may not borrow money or items of value from residents or associates of resident.
3. Employees may not knowingly be included in a resident's will or receive benefit from the estate of a deceased resident.

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Employee Dress Code</p>	<p>NUMBER: P6-4-158</p> <p>EFFECTIVE DATE: 6/6/13</p>
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**1. POLICY:**

- 1.1 It is the policy of the Arizona Pioneers' Home that the personal appearance and dress of its employees (covered and uncovered) will reflect the highest levels of professionalism in care for its residents. Employees are required to be clean, neat, well groomed and wear clothing appropriate to their job classification.

**2. PROCEDURE:**

2.1 Physical Appearance/Grooming/Hygiene:

1. All employees shall dress and groom themselves to be appropriate representatives to the Arizona Pioneers' Home residents, the public, vendors, resident families and other employees.
2. Employees shall have good personal hygiene, including hair, teeth and nails, with none of these making an attitude statement.
  - a. Hair styles and beards should be neat, clean and trimmed, and appropriate for the job classification of the employee.
  - b. Food Service employees must secure hair. Hair that is long enough to pull back must be fastened back away from face. Employees must use one of the following: heavy hair spray or mousse, hairnet or ball cap.
  - c. Fingernails are to be cleaned and trimmed, appropriate to the job assignment. Food Service employees may not wear artificial nails or polish.
3. In the workplace, all employees shall avoid any fragranced product strong enough to be perceived by others --- including perfumes, colognes, after-shave products, deodorants, shampoos, soaps, body sprays/washes, hair sprays, lotions, powders, clothing detergents, fabric softeners or any other fragranced product that may irritate other peoples' allergies or sensitivities. Any employee coming to work wearing a scent strong enough to be perceived by others will be subject to discipline and is subject to being sent home to correct the situation.
4. All employees must take precautionary measures to avoid strong body odor.
5. Tattoos and piercings are examples of self-expression and generally are not recognized as indications of religious or racial expression. Therefore, they are not protected under federal discrimination laws.
  - a. Tattoos: If a tattoo is deemed to be offensive to residents or staff it must be kept covered in some way while the employee is on duty.
  - b. Piercings: If piercings are deemed to be offensive to residents or staff, the employee shall be required to either remove them or cover them while on duty. (Tongue piercings are considered unprofessional and are not allowed.)
6. Each Pioneers' Home department head may decide on a case by case basis on infractions of the dress code for employees in their own department. Any employee whose attire is inappropriate will be instructed to clock out, return home to correct the offense and return to work in a timely manner as determined by the supervisor.


2.2 Appropriate Attire:

1. Wear name identification tags
2. Matching, neat, clean and appropriate clothing without holes and without offensive logos, pictures or statements. This may include the following, with consideration and observations of stipulations indicated. Any dress with language or signs that could be taken with a negative effect of Residents or staff is NOT allowed and will be subject to discipline.
3. Dresses, suits, slacks/pants or skirts (knee length) with coordinated jackets, sweaters, shirts (including T-shirts), blouses, polo shirts, uniforms, scrubs, knee length shorts.
4. Pants may include jeans for positions involving food handling, maintenance, housekeeping, or any other position where dress or casual pants could be ruined due to the nature of the job.

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	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL  TITLE: Employee Dress Code	NUMBER: P6-4-159  EFFECTIVE DATE: 6/6/13
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5. Other than for administratively approved seasonal exceptions shorts and skirts are acceptable only on days designated as "Casual." Employees accompanying residents on outings may wear shorts. Other days may be approved by the Superintendent. Capri pants fall under the category of shorts. Shorts and skirts must be knee length.
  6. Tight fitting pants and shirts/blouses that define a person's body, or revealing items of clothing are *not* acceptable.
  7. Sleeveless shirts/tops are *not* acceptable in positions involving food handling or any other position where it might be deemed offensive.
  8. T-shirts are only appropriate for office/clerical on days designated as "Casual."
  9. Shoes appropriate to the job assignment and coordinated with other attire.
    - a. Sandals or any open-toe shoe are *not* acceptable in positions involving food handling, maintenance, housekeeping, nursing care, or any other position where exposed feet/toes present a health concern or excessive potential for injury. Flip-flops are not acceptable in any position.
    - b. Non-skid or rubber sole shoes are suggested for all positions other than office/clerical. Heels are only appropriate for those in office/clerical positions.
  10. Wait persons in the Dining Room must wear aprons while serving.
  11. Jewelry that is not considered excessive and does not get in the way of an employee performing job duties is acceptable. Dangling or large earrings are *not* acceptable for those in nursing or other positions where a resident might be apt to reach and pull.
  12. Extreme dress, makeup or fashions that would detract from an employee's ability to perform duties or interfere with the lifestyle of Arizona Pioneers' Home residents are *not* permitted.
  13. Each Friday is designated as "Casual Day," in which more casual attire is permitted for those who normally must wear more formal/professional attire.
- 2.3 For any other specific department dress requirements, refer to departmental policies and procedures.

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Hours of Work</p>	<p>NUMBER: P6-4-125</p> <p>EFFECTIVE DATE: 10/10/12</p> <p>REVISED DATE: 9/19/18</p>
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**1. POLICY:**


- 1.1 It is the policy of the Arizona Pioneers' Home to establish and maintain work schedules and staffing that best provide for the care and needs of the Home's residents, visitors and general public.

**2. PROCEDURE:**

- 2.1 The Pioneers' Home follows the state work week.
- 2.2 Each department head at the Arizona Pioneers' Home shall determine and assign the most suitable work hours for staffing in order to most fully and best provide service to the residents, visitors and general public with regard to the mission of the Home.
1. Consideration should be given to the need of the department to be open and available to residents, visitors and the general public.
  2. Departments that have offices that may be closed are required to schedule work times that provide as much accessibility to residents and visitors as possible during the majority of APH's normal business hours of 7 a.m. to 4 p.m., Monday through Friday.
  3. An employee's unwillingness or inability to work requested hours may result in disciplinary action.
- 2.3 An employee does not have the authority to vary his/her work hours or flex their work schedule without the approval of their Department Head or direct supervisor.
- 2.4 Varied Work Hours:
1. Upon approval of a Department Head/Supervisor, an employee may work varied work hours throughout the work week to complete 40-hours. Approval shall be based on whether the hours being worked cause a detriment or compromised service to residents and visitors. If there is lack of service due to an employee's flexed work schedule, the schedule shall be revised in order that such lack is remedied.
  2. A request by an employee to work varied hours for a period of time (such as to accommodate a semester of school attendance), should be put in writing by a Department Head and signed by the employee. The time period should be recorded. At the end of the time period, the employee should go back to their normal work schedule unless a new varied work hour request is submitted.
- 2.5 Flex Time:
1. A flexible 40-hour work week option may be approved for an employee if APH's services can be maintained by the altered schedule.
  2. Upon approval of a Department Head/Supervisor, an employee that reports to work late, or must leave work early on any given day, may report to work early or stay late on another day within the same work week as "flex time" in which to make up for the missed time on a previous day if desired, rather than utilizing annual or sick time. Approval should be based on whether there are tasks the employee can accomplish by coming in early or staying late to make up previously missed work time.
  3. If there are only normal tasks to be completed that can be completed during normal shift hours, there would be no need for an employee to arrive early or stay late and therefore a request to flex time by arriving early or staying late should be denied, requiring the employee to use appropriate leave time available or LWOP for the time missed.
  4. When time on the front of the card is deemed to be flex time that is also included in the total hours being compensated, the signature of a Department Head or supervisor on the back of an employee's time card shall constitute acknowledgement and approval of such flex time.

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Employee Attendance</p>	<p>NUMBER: P6-4-127</p> <p>EFFECTIVE DATE: 6/28/17</p> <p>REVISED DATE: 9/19/18</p>
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**1. POLICY:**

- 1.1 It is the policy of the Arizona Pioneers' Home that employees (covered and uncovered) will adhere to State Personnel Rules and regulations in all matters, including attendance.

**2. PROCEDURE:**

2.1 Absence:

- 1. In order to secure necessary coverage for duties and readjust work assignments, employees are required to telephone and speak to their supervisor at the Arizona Pioneers' Home at least two hours before the beginning of their assigned work time if they are going to be unable to report for work due to illness or other circumstances. If the supervisor is not available, a message must be left. Each department may adjust policy depending on the need of the department.
- 2. **Adverse Weather is NOT necessarily considered an acceptable excuse for not reporting to work or being tardy for work. Absences or late call-ins due to such may result in Leave Without Pay (LWOP). Employees are expected to be prepared in the event of adverse weather conditions and be on the job site in a timely manner, adhering to safety factors.**
- 3. An employee will personally report such anticipated absences or they will request another person to telephone the message for them if incapacitated. An employee must call in daily unless the Home is in possession of a doctor's excuse for a specific time to return to work.
- 4. Failure to report an anticipated absence within guidelines will be documented by the Supervisor and taken into consideration in any rating procedures or disciplinary action.
- 5. Three unexcused absences in a quarter will be considered for disciplinary action. Three consecutive no call/no shows is cause for termination.

2.2 Tardiness:

- 1. Employees without a reasonable explanation or approval by their supervisor, who have three incidents of tardiness in a bi-weekly pay period, may be subject to disciplinary action.
- 2. Employees without a reasonable explanation or approval from their supervisor, who have five or more incidents of tardiness in one-quarter, and/or continue with problems of tardiness are subject to disciplinary action.
- 3. Tardiness shall be documented in an employee's file and will be taken into consideration in any rating procedures and consideration for merit increases.

2.3 Presence at Work Station:

- 1. Employees are to clock in at the beginning of their scheduled shift and be at their workstations no later than five minutes after their shift starts. For example, a work shift that starts at 6:30 am, the employee is expected to be at their workstation no later than 6:35 am. Employees who do not follow this guideline may be subject to the disciplinary action.
- 2. Employees may not leave prior to their scheduled ending time.
- 3. Not being at the work station, or leaving early may result in disciplinary action.

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ARIZONA PIONEERS' HOME  
POLICY & PROCEDURE MANUAL

TITLE: Meal Breaks and Other Breaks

NUMBER: P6-4-133

EFFECTIVE DATE:  
10/10/12

**1. POLICY:**

- 1.1 It is the policy of the Arizona Pioneers' Home that employees (covered and uncovered) be allowed to take meal breaks and other breaks so they may be refreshed mentally and physically, having spent time away from work duties.

**2. PROCEDURE:**

**2.1 MEAL BREAKS**

1. Meal breaks are *unpaid* periods of time employees are permitted to take during work shifts.
2. Supervisors shall schedule employees that work a shift of 6 or more hours, for at least a ½ hour meal break. An employee may request a longer or shorter meal break. Approval by the supervisor depends on workload and how many hours the employee is expected to work within the work week.
3. A Department Head or supervisor may approve an employee's request not to take a meal break. The employee should record "NL" for No Lunch on the timecard. Not taking meal breaks should be infrequent occurrences as they allow an employee time away from the demands of work.
4. Supervisors must require an employee that works 16 straight hours to take a second meal break of at least ½ hour for their own well being.
5. Employees must coordinate changes in scheduled meal breaks with their immediate supervisor.
6. Employees choosing to leave the Pioneers' Home property for a meal break **MUST** punch their timecard in the time clock and punch back in upon returning. A supervisor may also require their employees to notify them if they plan to leave the building during a meal break.
7. Employees are expected to leave as promptly as possible for scheduled meal breaks so others in the department are not delayed in taking their scheduled meal time.

**2.2 OTHER BREAKS**

1. The following statement reflects the policy of the Arizona Pioneers' Home regarding breaks in general: *"No where in the statutes, rules or regulations of this State or Federal law, is there a provision that allows an employee to take a coffee break. A supervisor may determine to grant or allow a coffee break in order to improve employee efficiency or morale, but such is a privilege, not a right. Most important, common sense indicates that an employee does not stop work that needs to be done and should be completed when his/her "scheduled" coffee break time or lunch hour arrives if there is a pressing assignment or member of the public that deserves the immediate attention of the employee. As with annual leave, the mission of the agency comes first."*
2. The reason that breaks are not a "Right" is that they are not earned, nor are they accrued. Break time is paid work time, therefore, it is the employer's time and as such it is discretionary on the part of the employer on it's use.
3. Employees may take one 15 minute break during each 4 hour period they are scheduled to work, if the workload allows.
4. Breaks may be taken at a time approved by the employee's immediate supervisor. Breaks are generally authorized if the demands of work allow. The work of the Pioneers' Home is more important than any break time.
5. Breaks cannot be accrued, meaning they cannot be saved up in order to take a longer break at a later time or used to leave work early because an earlier break was not taken, nor can break time be used as an excuse for arriving to work tardy, or extending a lunch break.
6. Employees choosing to leave the Home's property for break time **MUST** punch their timecard in the time clock and punch back in upon returning. The employee should also write on the timecard, "Break taken off premises." (Note: It is not necessary for an employee to punch out on the time clock if they are leaving the property to do business for the Home.)

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ARIZONA PIONEERS' HOME  
POLICY & PROCEDURE MANUAL

TITLE: Time Clocks and Time Cards

NUMBER: P6-4-135

EFFECTIVE DATE:  
1/31/18

1. **POLICY:**

- 1.1 It is the policy of the Arizona Pioneers' Home to have employees that are eligible for overtime (non-exempt), use a time clock for the recording of hours worked on a time card.
- 1.2 AZ Pioneers' Home employees classified as "exempt" by FLSA, are required to use a time clock for documentation purposes.

2. **LOCATION and ASSIGNMENT:**


- 2.1 Three time clocks are located in the building. They are found at the North Nursing Station, in the Laundry Room on the first floor, and on the second floor of the Stair Tower.
- 2.2 A new employee will be instructed on which time clock to use by the Human Resource Department.
- 2.3 Employees must use the time clock to which they are assigned.

3. **PROCEDURE:**

- 3.1 Each employee is required to insert the time card bearing their name into the time clock at the beginning and end of their assigned shift. Only the employee whose name appears on the time card is allowed to insert the card into the time clock. ***An employee intentionally inserting any other time card but their own will be subject to disciplinary action, with the exception of a supervisor that has reason to clock out an employee.***
- 3.2 Employees are not required to clock out for a meal break. If an employee is leaving the building and/or property for a meal break, they should inform their supervisor before leaving so in the event they do not return when expected, the supervisor has an indication of their whereabouts, and also so the appropriate amount of time can be deducted as meal break time.
- 3.3 For each two week time period, every employee is required to sign the back of the time card and record on it hours worked, leave time used, etc. with a total number of hours to be compensated. At the conclusion of the pay period, the card should be either placed in a locked timecard box by the time clock, or left in a time slot for a supervisor to retrieve.  
***It is the responsibility of each employee to sign the back of their card and turn in any leave slips and documentation for overtime worked with it.***
- 3.4 Instructions Specific to "Non-Exempt" Employees:
  1. Time card calculations shall be determined by rounding the "Hours Worked" column at the final punch of the day to the nearest quarter hour. A 30-minute meal time should be subtracted daily unless the employee clocked out for the meal, or unless a supervisor approved skipping a meal break for a particular day. Rounding Minutes to Nearest Quarter Hour
    - 1, 2, 3, 4, 5, 6, 7 } round back to even hour
    - 8, 9, 10, 11, 12, 13, 14 } round forward to ¼ hour
    - 16, 17, 18, 19, 20, 21, 22 } round back to ¼ hour
    - 23, 24, 25, 26, 27, 28, 29 } round forward to ½ hour
    - 31, 32, 33, 34, 35, 36, 37 } round back to ½ hour
    - 38, 39, 40, 41, 42, 43, 44 } round forward to ¾ hour
    - 46, 47, 48, 49, 50, 51, 52 } round back to ¾ hour
    - 53, 54, 55, 56, 57, 58, 59 } round forward to even hourRounding is not necessary for :00 (even hour), :15 (quarter hour), :30 (1/2 hour), :45 (3/4 hour)
  2. An employee who fails to clock in and/or out on their time card must write the time they arrived or left on their time card and have this initialed by their supervisor. An employee who repeatedly forgets to clock in and/or out on their time card may be subject to disciplinary action.

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	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL  TITLE: Time Clocks and Time Cards	NUMBER: P6-4-136  EFFECTIVE DATE: 1/31/18
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- 3.5 Instructions Specific to "Exempt" Employees:
1. Exempt employees are salaried for a 40-hour work week. The schedule of days and hours to be worked shall be approved by the employee's supervisor.
  2. Leave slips shall be completed for the supervisor to approve time off from the normal schedule of work days/hours.



ARIZONA PIONEERS' HOME  
POLICY & PROCEDURE MANUAL

TITLE: Smoking

NUMBER: P2-1-401

EFFECTIVE DATE:  
2/12/18

**1. PURPOSE:**

1.1 To enable State employees to work in a smoke-free environment.

**2. POLICY:**

2.1 It is the policy of the Arizona Pioneers' Home to prohibit smoking in any building on the premises, or within 20 feet of doors, windows or air handling units pursuant to A.R.S. 36-601.01 (Smoke-Free Arizona Act).

2.2 Smoking includes any item ignited with a match as well as E-cigarette "vaping" .

**3. GENERAL:**

3.1 Smoking is a privilege, not a right. If a supervisor allows a break during the workday, an employee may go outside to smoke in designated areas.

3.2 Smoking is not permitted in state vehicles.

3.3 Employees who violate this policy, and supervisors who fail to enforce this policy, will be subject to disciplinary action.

**4. PROCEDURES:**

4.1 Complaints about non-compliance with this smoking policy shall be directed to the Superintendent.

4.2 Complaints regarding non-compliance with this policy shall include the physical location of the problem, a description of the nature of the problem, persons involved, if known, the date of the incident, and the date that the complaint was written. The Superintendent shall assign the complaint for investigation, the results of which shall then be put into written form.

4.3 Grievances about smoking shall be made using the standard grievance procedure, and shall be submitted to the Superintendent.

**5. PROCEDURES SPECIFIC TO THE ARIZONA PIONEERS' HOME:**

5.1 Employees:

1. May smoke in a private vehicle on the premises or at least 20 feet away from any building on the property.

2. May leave the property to smoke, however must notify a supervisor so they know of the employee's whereabouts and can project a return time.

5.2 Residents:

1. May smoke in designated smoking areas outside of the Home's buildings.

2. Smoking is not permitted anywhere in the building, or within 20 feet of doors, windows or air handling units. Violation will be grounds for being asked to leave the Home.



## Loss Control Program

- The administration of the AZ Pioneers' Home supports a loss control program that is committed to preventing and/or minimizing worker's compensation, property and liability losses.
- Concerns about the safety of employees and protection of property should be brought to the attention of the Superintendent.
- Accident and incident reports for residents and industrial injury reports for employees are read at staff meetings in order to address causes that are preventable. Anything that can be corrected to ensure the future safety of residents and/or staff is assigned to the appropriate department and is expected to be immediately remedied.
- The Arizona Pioneers' Home Loss Control Program policy can be found in APH Policy & Procedure Manual number P2-1-201.





ARIZONA PIONEERS' HOME  
POLICY & PROCEDURE MANUAL

TITLE: Employee Acknowledgement Form / Drug Free Workplace

NUMBER: P6-4-155

EFFECTIVE DATE:  
10/10/12

**EMPLOYEE ACKNOWLEDGEMENT FORM  
DRUG-FREE WORKPLACE POLICY**

The Arizona Pioneers' Home prohibits the manufacture, distribution, dispensing, possession or use of alcohol, illegal drugs, unauthorized drugs, inhalants, or other unauthorized controlled substances during an employee's working hours or while on state premises or worksites, including state vehicles and property leased to the state. A state employee shall not be impaired by alcohol or drugs while on duty. Should such prohibited activity occur by the employee, disciplinary action will be taken against the employee or employees involved. Disciplinary action may be up to and including termination from employment for the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance by an employee outside of the workplace whether or not the employee is convicted.

As a condition of employment by the Arizona Pioneers' Home, each employee (covered and uncovered) is required to abide by the terms of this policy and notify the employee's immediate supervisor of any criminal drug statute conviction of the employee for a violation occurring in the workplace, and shall do so within five (5) working days after such conviction.

Any supervisor receiving notification from an employee of a criminal drug statute violation occurring in the workplace, or otherwise receiving notice of a conviction, shall, within one (1) working day, notify the Arizona Pioneers' Home's Human Resources representative of such conviction. Within 30 calendar days of receiving a substantiated notice of a criminal drug statute conviction, the supervisor, after consultation with the Arizona Pioneers' Home's Human Resources representative shall take appropriate disciplinary action against the employee. Disciplinary action may be up to and including termination from employment, consistent with the requirements of the Rehabilitation Act of 1973, as amended. Disciplinary action may also require the employee to participate successfully in a drug abuse assistance or rehabilitation program approved by federal, state, or local health, law enforcement or other appropriate agencies.

Each employee shall become familiar with the Home's policy, abide by its terms, and refer to it when any situation occurs requiring action.

I acknowledge that I have read and understand the contents of this Drug-Free Workplace Policy.

Employee's Signature: \_\_\_\_\_

Employee's Name Printed: \_\_\_\_\_

Today's Date: \_\_\_\_\_

(Rev. 10/10/2012)

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: HIPAA Employee Training</p>	<p>NUMBER: P6-2-124</p> <p>EFFECTIVE DATE: 7/11/2019</p>
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**1. POLICY:**

- 1.1 It is the policy of the Arizona Pioneers' Home to adhere to Federal Legislation regarding Protected Health Information (PHI).

**2. PROCEDURE:**

- 2.1 Arizona Pioneers' Home will assign the HIPAA training CBT (PIHIPAA001) to all new hires within a week of their hire date. The CBT is found through the employee's "YES" website by clicking the "employee training" tab. This tab will connect to "Tra Corp," our current training software program. The employee can find their completed CBT's retained within Tra Corp and can be accessed by clicking on the "Archive" tab on the left side of the selection bar.
- 2.2 All employees are expected to complete this CBT within a month of the employee's hire date.
- 2.3 Arizona Pioneers' Home will provide additional HIPAA training during General Orientation Class within the first several months of employment. Employees' must sign in on the attendance roster provided during class. All rosters are retained in the HR department, and housed within a General Orientation file, kept by month.
- 2.4 Use of any type of voice recorder, used for the purposes of verbally recording someone's health information, is not permitted to be used by an employee of the Arizona Pioneers' Home without authorization from the Superintendent, with the exception of nursing reports used expressly for recording resident health information for the next shift to hear.

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Prepared by Youssif Gabouze, Isam Faik & Hajar Bessgher

## **Mandatory Training**

**The following computer bases trainings are mandatory as an employee of the Arizona Pioneers' Home.**


**Please complete these trainings within the first month of your employment. Contact your supervisor to arrange time for training throughout your work week. Supervisors and HR can help you get started on the training website. Just let us know when you have availability.**

- **Welcome to State Government (ADORI100)**
- **Preventing Inappropriate Behavior (LAW1006EMP)**
- **Standards of Conduct for State Employees (LAW1000)**
- **Diversity (LAW 1005)**
- **SPS Employee Handbook (SPSORI100)**
- **MAP Employee Participation (MAPEMPPART\_1)**
- **Kevin Mitnick's Security Awareness Training (CIS001) Due yearly**
  
- **Authorized State Driving CBT (RM29) (only if required for business)**

	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Initial and On-Going Training Requirements for Direct Care Team Members</p>	<p>NUMBER: P</p> <p>EFFECTIVE DATE: 07/10/2019</p> <p>REVISED DATE: 07/10/2019</p>
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Purpose: To define the initial and on-going training requirements for Direct Care team members.

1. Policy:
  - 1.1 It shall be the policy of APH that all Direct Care team members shall be CPR and First aid certified (Licensed RN and LPN are exempt from First Aid training). All caregivers must possess the skills necessary to provide services to the directed level of care for our residents. These skills are verified by the following procedures.
  
2. Procedures:
  - 2.1 The employed, as caregivers or managers, will meet or exceed the minimum number of 10 hours of on-going training annually.
  - 2.2 The 12-month period for this purpose for on-going training will begin on the date of hire and renew on the anniversary date annually.
  - 2.3 Caregivers, prior to providing services to our residents, will possess valid certifications showing their completion of a caregiver training program approved by ADHS or the Board of Examiners for Nursing Care Institution, Administrators and Assisted Living Facility Managers (NCIA Board). All other unique skills or requirements needed for the care of our specific residents, will then, conducted through our on-site orientation period and/or in on-gong education as the needs arise or are identified. APH does not provide Behavioral Health Services.
  - 2.4 The training may include, but not limited to:
    - a. Promoting resident dignity, independence, self-determination, privacy, choice, and resident rights.
    - b. Fire, safety, and emergency procedures
    - c. Infection control
    - d. Medication Training
    - e. Abuse, neglect and exploitation prevention and reporting requirements
    - f. Training about and dealing with residents afflicted with dementia
    - g. Importance of hydration in the elderly


	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Initial and On-Going Training Requirements for Direct Care Team Members</p>	<p>NUMBER: P</p> <p>EFFECTIVE DATE: 07/10/2019</p> <p>REVISED DATE: 07/10/2019</p>
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2.5 CPR and First Aid Training:

- a. Training requires hands on demonstration of skills such as chest compressions, and will be conducted through an agency accredited to teach such as “The American Safety and Health Institute (ASHI-CPR and First Aid)” or “The American Heart Association (CPR),” or “The American Red Cross (CPR).”
- b. Certifications will be renewed every two years, or before the expiration date as noted on the cards.

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Tests for TB (Tuberculosis)</p>	<p>NUMBER: P6-2-110</p> <p>EFFECTIVE DATE: 2/7/14</p> <p>REVISED DATE: 08/28/18</p>
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**1. POLICY:**

1.1 It is the policy of the Arizona Pioneers' Home to ensure that all employees are free from tuberculosis.

**2. AUTHORITY:**

2.1 AR R9-10-806; requires each employee of a Residential Care Home to provide the administration a certificate attesting to the freedom from having tuberculosis (TB). Proof of freedom from tuberculosis is required yearly for each employee.

**3. PROCEDURE:**

*New Employees –*

- 3.1 The Human Resource Manager is responsible to ensure that all new employees either have a TB test, or produce documentation from a doctor or medical facility which states that they are free of TB.
- 3.2 TB testing and/or providing documentation must be completed before a new employee may start their first shift at APH.
- 3.3 All applicants not having documentation that they are free from active TB may receive a TB skin test at APH. Applicants who provide proof of a negative Mantoux skin test or other tuberculosis screening test recommended by the U.S. center for Disease Control and Prevention (CDC) must be dated as administered within 12 months of the applicant's date of hire date. If the applicant test is positive, they may be referred to Yavapai County Health Department (YCHD), at the applicant's expense, for mandatory testing.

*Current Employees –*


- 3.4 TB testing is mandatory for all employees on an annual basis during the month of their hire anniversary.
  - 1. Each employee is responsible to complete a TB skin test (for past negatives), or a "Review of Symptom" questionnaire (for past positives) during their month of hire.
  - 2. Completed TB skin test results are given to Human Resources for tracking by nursing staff.
  - 3. **An employee who does not complete the required annual TB clearance during their anniversary hire month will be removed from the work schedule the following month until clearance is completed.**
- 3.5 Past positive reactors are reviewed on an annual basis or sooner if symptoms are evident and may require medical follow-up.
- 3.6 At the time of annual General Orientation employees receive education regarding TB infection, disease transmission, signs and symptoms.

*Volunteers –*

- 4.1 Documentation of freedom from pulmonary tuberculosis is required for all volunteers, before their first day of service and records are maintained by the Activity Director

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Team Member Fingerprinting</p>	<p>NUMBER: P6-2-115</p> <p>EFFECTIVE DATE: 7/10/13</p> <p>REVISED DATE: 07/02/2019</p>
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**1. POLICY:**

- 1.1 It is the policy of the Arizona Pioneers' Home to require fingerprint and background checks for every team member who meets the ADHS definition of a caregiver or assistant caregiver and actually provides direct care to APH residents has an acceptable, and provide proof of valid fingerprint clearance through Arizona Department of Public Safety.
- 1.2 Copies of all documents pertaining to background checks will be kept in the employee's personnel file in the HR office.

**2. AUTHORITY:**

- 2.1 A.R.S. §36-4-411 Residential care institutions; home health agencies; fingerprinting; definitions A.R.S. §41-12-3.1-1758.03 Fingerprint Clearance Cards: Issuance

**3. DEFINITIONS:**

- 3.1 A.A.C. R9-10-901 (24) defines direct care as medical services, or medically-related social services as defined in A.A.C. R9-10-901 (49) provided to a resident in a nursing care institution. The Department of Health Services views direct care as requiring hands-on contact with a resident for the purposes of providing medical, nursing, or health-related services in a residential care institution, or providing medical, nursing, or medically-related social services in a nursing care institution.
- 3.2 Arizona Pioneers' Home shall include all nursing staff as direct-care workers. This shall include Nursing Services and Ward Clerks.

**4. PROCEDURE:**


4.1 Requirement To Provide Card:

All direct-care employees, as defined above, and are offered a position at APH are required to provide the facility with a Level 1 Fingerprint Clearance Card from the State of Arizona Department of Public Safety.

1. Direct care team member, hired with a fingerprint card that has not expired, may work until their card expires, at which time, new fingerprints must be submitted to the Department of Public Safety and the new fingerprint card presented to HR for copy and retention.
2. If the direct care team member does not provide proof or their fingerprint card is expired, then, the employee must submit fingerprints to the Department of Public Safety within 20 days of date of hire. **Failure to do so will result in termination.**
3. An employee that has been denied a Level 1 Fingerprint Clearance Card, or has not received interim approval from the Board of Fingerprinting, **will not be allowed** to continue employment.
4. Fingerprint card must be presented to HR for copy and retention purposes.
5. The fingerprint card remains the personal property of the individual and will not be withheld by the employer.

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Team Member Fingerprinting</p>	<p>NUMBER: P6-2-116</p> <p>EFFECTIVE DATE: 7/10/13</p> <p>REVISED DATE: 07/02/2019</p>
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- 4.2 Renewal of Fingerprint Card:  
Once a person who provides direct care or supportive services at the AZ Pioneers' Home meets the fingerprinting and criminal records check requirements, they are not required to meet the fingerprint and criminal records check requirements again if employment or volunteering continues at APH.
- 4.3 Payment for Fingerprint Card:  
Cost for clearance cards shall be paid by the Pioneers' Home as long as the employee remains employed at APH for 2 years or more. Repayment, "in full," will be required for those who terminate with less than 2 years.

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	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Food Handlers' Card Verification and Retention</p>	<p>NUMBER: P</p> <p>EFFECTIVE DATE: 07/26/2019</p> <p>REVISED DATE: 07/26/2019</p>
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**Policy:**

All Food Service personnel and direct care team members will maintain a current Food Handler card issued by the County Health Department for the State of Arizona or ANSI accredited institution.

The original card is retained by the Human Resource Department within the employee's personnel file and a copy kept by the office of the Food Manager for all employees within the Food Department.


**Purpose:**

To ensure that all APH Food Service personnel and Nursing Department Care Givers will maintain a current, valid, Food Handler card, and renew on or before the expiration date of the card as required by the County and State, and Agency rules and guidelines.

**Procedure:**

1. All new and/or re-hired Food Service personnel and Care Givers are required to provide a valid, non-expired, food handlers card at the date of hire.
2. Or, obtain a valid Food Handlers' Card from the County Health Department, or accredited ANSI institution within the first day of employment at the Arizona Pioneers' Home.
3. If the employee decides to obtain their Food Handlers' Card from E Foodcard, an accredited ANSI institution, APH will pay for the cost at completion of the course.
4. APH HR will retain the original Food Handlers' Card within the employee's personnel file and provide reports to the individual department heads on their employees, Food Handlers' Card expiration dates.



	<p>ARIZONA PIONEERS' HOME POLICY &amp; PROCEDURE MANUAL</p> <p>TITLE: Food Handlers' Card Verification and Retention</p>	<p>NUMBER: P</p> <p>EFFECTIVE DATE: 07/26/2019</p> <p>REVISED DATE: 07/26/2019</p>
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5. The department heads are responsible for the notifying the employee when they are about to expire and ensure that employees with expired cards do not return to work before providing a new valid Food Handlers' Card.
6. Food Manager will also maintain a copy of all Food Service personnel, Food Handlers' Cards to provide Food Inspectors.
7. All Food Handlers' Cards will be retained per State of Arizona records and retention rules regarding employee personnel files.

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## *Arizona Pioneers' Home Employee Handbook*



### Arizona Pioneers' Home Business Office

#### SIGN UP FOR LUNCH

- Anyone wanting to sign up for a meal ticket punch card, can do so at the Business office, Monday - Friday, 8:00am to 3pm.
- Meals are available for \$2.50 each. A punch card can be purchased for \$25.00, receiving 10 meals, or for \$12.50, 5 meals.
- There is a payment receptacle in the kitchen to pay for your meals or a hand held hole-punch available for your use, when you order or pick up your meal.

**EFFECTIVE JULY 1,2020**