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# EMPLOYEES

## INTRODUCTION TO POLICIES

Our Policies and Traditions are really about the well being of our Residents/core members<sup>1</sup>. Their welfare, (health and safety) is the number one priority of the community.

It is important that the essentials of the core members' lives are recorded in writing.<sup>2</sup> Our policies and procedures safeguard our core members. These policies are held by all of us, not just the Director. By giving structure to our community, they help provide the continuity that our core members need for a sense of security.

Important items to be attentive to:

- Resident Rights. We need to treat our core members with the same respect that we accord one another.
- Confidentiality. We can often breach confidentiality in small and subtle rather than in large ways. We need to recognize that we may pass on information via our body language so we need to be attentive to this and the Conflict Resolution Policy.
- House Routines: Do not change routines without asking. Church and prayer traditions: Support the needs and desires of our core members.
- Sexuality: Assistants are asked to not have sexual relations in the homes. We require that assistants keep their door open if they have guests in their rooms. If two assistants in one house become romantically involved, they should inform the director and one will be moved to another house.
- Celebrations: Birthdays and anniversaries are important event in the lives of our core members. Each house decides and gets cared for by their home.
- Instant Intimacy. We ask that you let intimacy develop over time. Be aware of boundary issues which just like for each of us, are different for each of our people.

Our community is Mission driven, not therapy driven. Our primary concern is for our core members and we seek to create community primarily with our core members.

## PROCESS OF HIRING NEW ASSISTANTS

The prospective assistant will fill out an application form and be interviewed by the Director or in his / her absence, the Acting Director.

Prior to any commitment being made, the prospective assistant will spend up to a week, (minimum 3 days) in a L'Arche home. If they are from out of town / country they will be encouraged to visit the L'Arche community which is closest to them. This visit will be at the discretion of the Director. References are checked prior to employment.

The Director or Support Coordinator in consultation with the House Responsible<sup>3</sup> will set the dates for the visit and be present on that day. A final interview follows the visit.

The Director or Support Coordinator in consultation with the House Responsible will also set the date the new assistant arrives. The House Responsible will be present on that day.

The Training for the new Assistant will be the responsibility of the House Responsible and the Support Coordinator.

The Formation Coordinator will arrange accompaniment for the New Assistant (all accompaniment must meet the approval of the Director or Community Council in their absence).

It is the policy of the L'Arche Noah Sealth Community that Assistants shall not be hired, "promoted" or discharged because of age, race, sex, sexual orientation, disability, marital status, ethnic or national origin, or membership in an organization. (Please see Administrative Policy #1 included in this document.)

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<sup>1</sup> The terms Resident and Core Member are used interchangeably.

<sup>2</sup> Always using ink.

<sup>3</sup> House Responsible (L'Arche term) and Residential Manager (State term) are used interchangeably.

## ADMISSIONS

### ASSISTANT APPLICATION FOR INTRODUCTORY MEMBERSHIP

Name:		Email	
-------	--	-------	--

First                      Middle                      Last

Address	
---------	--

Home Phone		Work Phone		Fax	
------------	--	------------	--	-----	--

Languages spoken or written		Social Security #	
-----------------------------	--	-------------------	--

Driver's License #		Years driving		Are you a U.S. citizen?	
--------------------	--	---------------	--	-------------------------	--

Are you at least 18 years old?		How did you hear of this opening?	
--------------------------------	--	-----------------------------------	--

Are you prevented from lawfully becoming employed in this country because of visa or Immigration status? (Proof of employment eligibility will be required upon employment)	Have you ever been convicted of a felony or been released from incarceration for a felony within the last 10 years? If yes please explain. (Please note that an affirmative response to the above question will not necessarily bar you from employment.)

Are you applying to any other L'Arche Communities? If yes, please list	
--	--

Education:

	Name and Address of School	Course of Study	Last year completed	Graduate?	List Diploma or Degree
High school					
College					
College					

Other training/Education skills:

Previous Experience

Please list name, address, and phone number of previous employment, military or volunteer experience with most recent experience first:

1. Name of Organization		From		To	
Status	<input type="checkbox"/> Volunteer paid	<input type="checkbox"/> Full Time paid		<input type="checkbox"/> Part Time	
Address					
Phone Number		Supervisor			
Job Title					
Duties and responsibilities of position					
Reason for leaving					

2. Name of Organization		From		To	
Status	<input type="checkbox"/> Volunteer paid	<input type="checkbox"/> Full Time paid		<input type="checkbox"/> Part Time	
Address					
Phone Number		Supervisor			
Job Title					
Duties and responsibilities of position					
Reason for leaving					

3. Name of Organization		From		To	
Status	<input type="checkbox"/> Volunteer paid	<input type="checkbox"/> Full Time paid		<input type="checkbox"/> Part Time	
Address					
Phone Number		Supervisor			
Job Title					
Duties and responsibilities of position					
Reason for leaving					

4. Name of Organization		From		To	
Status	<input type="checkbox"/> Volunteer paid	<input type="checkbox"/> Full Time paid		<input type="checkbox"/> Part Time	
Address					
Phone Number		Supervisor			
Job Title					
Duties and responsibilities of position					
Reason for leaving					

We may contact the employers listed above unless you indicate those you do not want us to contact:

Name of employer(s)	
Reason:	

References:

Give name, address and telephone number of 3 references who are not related to you and are not previous supervisors:

Name	Address	Phone and Fax

Please include a cover letter with your application that addresses the following:

What are your expectations, if any, about living in community with others, including adults with a developmental disability?

What calls you to service?

Is there any thing which would keep you from making a 1-2 year commitment?

Please include any additional information that you would like to provide, such as your religions affiliation/faith perspective, hobbies or interests, etc.

Preferred Start Date:	
-----------------------	--

I understand that any offer of a position is subject to existing L'Arche Noah Sealth policies & guidelines that cannot be superseded except by written offer from a qualified representative of L'Arche Noah Sealth. I hereby certify that the facts set forth In the Application of Employment are true and complete to the best of my knowledge. I understand that if I am employed false or misleading statements given on my application or during my Interview(s) may result in termination. I authorize the employer to contact and obtain Information about me from previous employers, educational institutions and references I provided, and any other party necessary to verify the accuracy of information I disclosed in this application, a related employment resume or a personal Interview. To assist in the processing of my application, I waive all rights and claims I may otherwise have against the employer or its representatives, for seeking, and using Information to evaluate my employment request and all other persons, corporations or organizations that provide Information for this purpose. I understand that L'Arche Noah Sealth will conduct a pre-employment screening, which conforms to EEOC and Fair Credit Reporting Act including an FBI criminal background check. If I am hired, my employment is conditional upon receipt of a satisfactory report from this screening.

DATE \_\_\_\_\_

Applicant's Signature: \_\_\_\_\_

## **ASSISTANT ORIENTATION**

Welcome to the L'Arche Noah Sealth Community!

Please take time to review our Orientation Booklet. The community wants you, the new assistant first to take time to get to know the people in your house. Thus, for a period of time you will not be asked to carry very much heavy responsibility. It is much more a time to listen, to watch and to become at home with the people with whom you live. This does not mean there isn't work to be done. Very quickly you will discover the community is busy and there is always a need for a helping hand. There are certain tasks that need to be done, but it is our hope that within those tasks you can deepen your new relationships with the people in the community.

To live in community is to be in relationship with one another. It is important to be open and expect to be taught by others in the house in the ways things are done. To have an attitude of respect not only of each person but also of routines and traditions of the house and community is fundamental. Again, at first, simply spend time with the people in the home and allow them to share with you who they are.

Do not expect to be an authority for the core members right away. It is important first to develop a basis of trust and friendship and mutual respect. The L'Arche assistant is not primarily a counselor, but more a friend and eventually a family member, like a brother or sister, though sometimes using guidance as an older brother or sister would.

The House Responsible is the reference person for the house. The House Responsible has been called by the community to carry a certain authority which enables him or her to be responsible for the life of the home. Let the House Responsible help you find a rhythm that serves your needs and the needs of the community. One of the primary responsibilities of the House Responsible is to coordinate the activity of the house and the community so it is important to check with him or her when you want to do something.

As a licensed Adult Family Homes receiving State funding, we are subject to regulations under the Washington Administrative Code, Chapters WAC 388-76 and as Group Homes, WAC 388-101 and following. You will become familiar with these over time.

Finally, we ask you to respect the relationships and the traditions of the house and the community. They have often been thoughtfully developed over a long period of time with the long term sustainable good of the community in mind.

See Assistant's Booklet for further information.

## **SPIRITUAL DIMENSION AT L'ARCHE NOAH SEALTH**

The aim of our community live together is to foster and support an environment where all the members will be helped to live in a spirit of peace and prayer, so that gradually all will become Beatitude people demonstrating the fruits of the spirit - love, joy, patience, gentleness, trustfulness, kindness, self-control, forgiving one another.

Special requirements for community members:

To help one another in maintaining an atmosphere of charity and acceptance in the homes.

To encourage prayer at all meal times with a sharing of scripture either after dinner or later in the evening.

To attend the annual Community retreat.

To pray for the household, each individual member and for the community as a whole.

To help ensure that each community member practices his/her own faith.

To participate in retreats, i.e. Faith and Sharing, workshops and other opportunities for spiritual enrichment.

## **INTRODUCTORY INFORMATION ON CARE OF RESIDENTS**

When you begin your work in the L'Arche Noah Sealth Community, it is crucial for you to be informed of the particular needs of each resident. A long-term assistant, the House Responsible, Support Coordinator or the Director, will review the residents' files with you. Topics to be reviewed will include past and present medical and dental issues, significant behavior or emotional challenges and family relationships.

Training programs to support improvements in behavior and independent living skills will be explained to you so there will be consistency in approaches used before and after your arrival. The information that is given to you is confidential and shouldn't be discussed outside the community.

The residents' files are taken to medical and dental appointments by the accompanying assistants. This allows you to find pertinent background information which is often requested by a physician or dentist.

If a medical emergency arises, the 911 emergency number should be called without delay. Familiarize yourself with your home's address and phone number. If there is time before an ambulance or medic unit arrives, the resident's file should be obtained and brought to the hospital but not be left there. In case of fire or other emergencies, the 911 number should be called without hesitation to receive necessary help. Notify the Director of all emergencies as soon as possible.

The House Responsible or Director will instruct you more fully in handling emergency situations.

## DOCUMENTATION REQUIRED FROM NEW ASSISTANTS / EMPLOYEES

1. **Abuse / Neglect Reporting Requirement Information included in Mandatory reporting (policy 6.12)**
2. **Criminal History / Background clearance**

Background checks with the Washington State Patrol to make sure that a person does not have a criminal record that will prohibit him/her from working with adults with developmental disabilities. Finger printing required for each employee. The application should be submit at <https://fortress.wa.gov/dshs/bcs/> The code should be send to administrator for processing Background check with DOB
3. **Criminal History Disclosure**

This form gives L'Arche Noah Sealth permission to use the Background check form. Once the DOB Background check processed the Interim BC should be printed and fingerprints should be scheduled at [www.identogo.com/FP/Washington](http://www.identogo.com/FP/Washington)
4. **Mandatory Reporting DSHS form 10-403**

The policy 6.12 should be read before signing the form and Mandated Reporter Quiz should be submitted
5. **Whistleblower Policy**
6. **Cell Phone and Internet Guidelines Policy**
7. **Confidentiality Policy**
8. **Dental and Medical Insurance – Christian Brothers Services**

Both Dental and Medical Insurance take effect on the first of the month AFTER a person's first day of work, and terminates on the last day of the month in the same month as a person's last day. For example, if a person arrives on July 15, his/her coverage will begin on August 1. If he/she departs on August 1, his/her coverage will terminate on August 31.
9. **Disability Insurance - UNUM**

This is insurance that will provide wages in the case of a long-term disability that prevents a person from working – and only applies to those who are U.S. citizens or have work visas.
10. **Reasonable Staffing Agreement**

The line between working and volunteering is hazy. This helps us with the Department of Labor and the Wage and Hour Division. This form applies only to Live-in assistants
11. **W-4** This is to collect information about payroll taxes. If not an American Citizen or do not have a working visa, this does not apply
12. **I-9 – Employment Eligibility form**

Required by the Federal Government – this is a form to make sure that a person has the paperwork necessary to earn wages
13. **Receive TB Test.** Double step TB test requires for any new employee. First step TB test should be done within 3 days of employment. Second TB test should be done one to three weeks after the first test. In case of positive result, the person should be follow up with X-Ray or blood test should be performed
14. **Sign off on having read the Policy and Procedure Manual.**
15. **Application for HCA certificate**

Submit completed application and fees to the state within 14 days of hiring (not required for temporary employee) 75 hours of training should be done within 120 calendar days and HCA certificate should be received within 200 calendar days
16. **Sign Orientation List on tasks related to a specific house /information on care of the individual residents.**
17. You will also need to attend the following trainings / courses and pass the exit exams:
  - Bloodborne Pathogens – video, test**
  - Driving test** – should be performed with the person assign by Director
  - CPR and 1<sup>st</sup> Aid** (required before you can be written into the schedule of the house.)
  - Food Handlers Class** Required before you can prepare meals.
  - Safety Orientation - 5 hours of training**
  - Person Centered Training – 12 hours training**
  - Core basic Training** 40 hours of training required by State
  - Specialty Training.** 16 hours of training
  - Nurse Delegation training** – 9 hours of training for performing ND tasks (only for who have HCA certificate)
  - CE training** – 12 Continue Education hours required for each person who has HCA certificate before his or her birthday



## PROCEDURE FOR REPORTING REPORTED OR SUSPECTED ABUSE

### Responsibilities of Assistant or Person Reporting:

Ensure the alleged victim is safe.

Contact the Director immediately before discussing with other people. If the Director is not available then contact the Formation Coordinator. If they are not available contact the AC Coordinator.

A. Gerry Scully Director: (206) 325-9434. (206) 324-4327 (hm)

B. Jennifer Kelly - Formation Coordinator: (206) 860-7416. (206) 499-8284 (cell)

C. Jessica Liu, AC Coordinator (206) 329 9320 wk (206) 365.4268.

Refer to the current Emergency Contact List posted in each of the Homes and follow its directions.

In the event the Director is suspected of being in violation of this policy the person reporting should contact a Board Co-Chair or any Executive committee member.

The person suspecting the abuse or the person to whom abuse has been reported will complete an Incident Report to be given to the Director.

### Responsibility of Director or Coordinator:

1. The Director will contact the core member's DDA case manager within 24 hours. If it is not clear who the case manager is or if the incident occurs after working hours then call: Susan Butler - Resource Manager Supervisor - (206) 568 6666.

2. The Director will receive a completed Critical Incident Report from the person suspecting abuse.

3. After the person's health and safety are assured the victim and perpetrator will be questioned by the Director and one Coordinator. Questioning will take place separately. If violent, sexual or extremely negligent abusive behavior has been suspected the appropriate authorities will be contacted immediately. This includes the following:

A. Seattle Police (206) 684-4300

C. Adult Protective Services (206) 341-7660

B. Aging and Adult Services (206)341 7815

D. Complaint Hotline 1-800-562-6078

4. The person suspected of abuse may be suspended or moved pending the outcome of investigation.

5. The victim is to be protected from the alleged perpetrator until the investigation is completed and appropriate action has been taken to ensure the core member's safety.

6. An examining physician must be informed if the person has been suspected of having been raped or sexually abused.

7. Do not question the victim in detail or at length since improper questioning can jeopardize a case.

8. Any evidence which is pertinent to the suspected incident should be preserved by placing it in a sealed container. (For example in the case of suspected sexual abuse clothing which has been soiled should not be washed but placed in a sealed plastic bag).

9. Evaluate the situation and initiate an external investigation if the situation warrants it.

## ABUSE / INCIDENT MANAGEMENT AND REPORTING

### **PURPOSE**

### **Policy 6.12**

This policy establishes uniform reporting requirements and procedures for community residential service providers regarding incidents that involve clients enrolled with the Developmental Disabilities Administration (DDA). This policy also addresses reporting allegations of suspected abuse, improper use of restraint, neglect, self-neglect, personal or financial exploitation, abandonment, and mistreatment.

### **SCOPE**

This policy applies to the following DDA community residential service providers, their employees, contractors, and volunteers:

For adults:

- Community intermediate care facility for individuals with intellectual disabilities (ICF-IID)
- Group homes (GH)
- Group training homes (GTH)
- Overnight planned respite services for adults

### **DEFINITIONS**

See Attachment A for a list of terms that apply to this policy.

### **POLICY**

- A. Service provider administrators, owners, employees, contractors, and volunteers who have *reasonable cause to believe* there has been abuse, improper use of restraint, neglect, personal or financial exploitation, or abandonment of a client must follow the requirements of Chapters [26.44 RCW](#) and [74.34 RCW](#) and make a report to the Department of Social and Health Services (DSHS).
- B. An allegation or suspicion of sexual or physical assault as outlined in this policy must also be reported to law enforcement.
- C. Client injuries of unknown origin and allegations of self-neglect must also be reported according to this policy.
- D. Mandated reporters do not have to witness or have proof that an incident occurred. As long as there is reasonable cause to suspect that a child or a vulnerable adult has been abused, improperly restrained, neglected, personally or financially exploited, or abandoned, a mandated reporter must make a report.
- E. Failure to report can result in disciplinary action. Failure to report such incidents may result in termination of the service provider's contract. Furthermore, failure to report is a gross misdemeanor under [RCW 74.34.053](#). Any service provider employee,

contractor, or volunteer found to have knowingly failed to fulfill their mandatory reporting obligation will be reported to the appropriate law enforcement agency and may be prosecuted. F. If a service provider, an employee, contractor, or volunteer of a service provider is being investigated by Adult Protective Services (APS), Child Protective Services (CPS), Division of Licensed Resources (DLR), Residential Care Services (RCS), or law enforcement, the service provider must:

1. Take appropriate action to ensure the health and safety of DDA clients; and
  2. Take appropriate administrative action upon receipt of the investigation findings.
- G. Agencies must have a designated person responsible for communication in each DSHS region in which they hold a contract. Agencies must cooperate with DDA staff regarding inquiries about incidents, incident follow up, and closure.
- H. Residential services providers must develop a system that provides for administrative review of reportable incidents to implement proper safeguards for all persons supported by the service provider as well as employees of the service provider. Refer to Procedures Section (C)(3) for more details. See Attachment C, *Incident Reporting Timelines*, for a list of reportable incidents.

## **PROCEDURES**

### **A. Mandatory Reporting of Abuse, Improper use of Restraint, Neglect, Self-Neglect, Personal or Financial Exploitation, Abandonment**

A person does not have to witness an incident to report it. A service provider, employee, contractor, or volunteer who witnesses or has reasonable cause to suspect an incident must make a report themselves.

1. A mandated reporter must report to APS, CPS, or the Complaint Resolution Unit (CRU) if they witness any of the following or suspect that any of the following have occurred:
  - a. Abuse, improper use of restraint, neglect, self-neglect, personal or financial exploitation, or abandonment;
  - b. Any physical or sexual assault;
  - c. Physical or sexual abuse, neglect, or exploitation of a child; or
  - d. An act that causes fear of imminent harm.
2. Report to law enforcement if there is reason to suspect that any of the following has occurred against a DDA client:
  - a. Sexual assault;
  - b. Physical assault (non-client to client);
  - c. Any act that causes fear of imminent harm; or
  - d. Physical assault (client-to-client): Any alleged or suspected physical assault that causes bodily injury requiring more than first aid, or in the event of:
    - 1) Injuries, such as bruises or scratches, that appear on the back, face, head, neck, chest, breasts, groin, inner thigh, buttock, genital, or anal areas;
    - 2) Fractures;
    - 3) Choking attempts;
    - 4) Patterns of physical assault between the same vulnerable adults or involving the same vulnerable adults; or
    - 5) Any client-to-client assault, regardless of injury, if requested by the client, the client's legal representative, or family member.
3. Report to the coroner or medical examiner if there is reason to suspect that the death of a vulnerable adult was caused by abuse, neglect, or abandonment. See [RCW 74.34.035\(5\)](#).
4. Report to the Department of Health if a person with a certification or license through the Department of Health:
  - a. Is the alleged perpetrator in an incident involving suspected abuse, neglect, or exploitation; or
  - b. Has some other issue relating to their license or certification.

## B. Incident Reporting Timelines

1. Incidents must be reported to DDA within the required timelines.
2. One-hour protocol incidents must be reported to the client's CRM by phone no more than one hour after the provider becomes aware of the incident, or as soon as client safety has been established. If the client's CRM cannot be reached, contact the regional designee. For after-hour incidents, use the emergency contact protocol. (The region shares the protocol annually, or more frequently if there are changes.)
3. All incidents under the scope of this policy require written notification or an incident report to the client's CRM no more than one business day after the provider becomes aware of the incident. The written notification is based on the provider's immediate knowledge of the incident and must include:
  - a. Who was involved in the incident;
  - b. Where the incident occurred;
  - c. The time and date of the incident;
  - d. A description of the incident; and
  - e. Initial actions taken to keep the client safe.
4. If a written notification was provided instead of an incident report, an incident report must be submitted no more than three business days after the provider becomes aware of the incident.
5. One-hour protocol incidents include:
  - a. Alleged or suspected sexual abuse of a client.
  - b. A missing client. A client is considered "missing" if:
    - 1) The client's assessed support level in their person-centered service plan (PCSP) is 4, 5, or 6, their whereabouts are unknown, and the client cannot be contacted for two hours, unless the client's DDA CARE assessment or PCSP indicates a different time period;
    - 2) The client's assessed support level in their PCSP is 1, 2, 3a, or 3b and the client is out of contact with staff for more time than is expected based on their typical routine, DDA CARE assessment, or PCSP; or
    - 3) The client is located by a first responder, police officer, or community member and the provider was unaware that the client was gone.
  - c. Any event involving known media interest or litigation.

- d. Choking – client chokes on food, liquid, or object, and requires physical intervention regardless of outcome. Physical intervention includes abdominal thrusts, suctioning, and finger sweeps.
  - e. Client is arrested.
  - f. Death of a client supported by the SOLA or CCSS program.
  - g. Death of any client when suspicious or unusual. In addition, submit [DSHS 10-331](#), *DDA Mortality Review Provider Report*, and all required documentation as identified in the report, no more than seven calendar days after the client’s death.
  - h. Injuries requiring hospital admission resulting from:
    - 1) Suspected abuse or neglect; or
    - 2) An unknown origin.
  - i. Life-threatening, medically-emergent condition.
  - j. Natural disaster or environmental condition threatening client safety or program operation.
  - k. Suicide.
    - l. A suicide attempt, which means a non-fatal, self-directed, potentially injurious behavior with an intent to die as a result of the behavior and which requires medical or psychiatric attention.
6. One-day protocol incidents include:
- a. Alleged or suspected abuse, improper use of restraint, neglect, self-neglect, personal or financial exploitation, or abandonment of a client.
  - b. Alleged or suspected criminal activity by a client resulting in a case number being assigned by law enforcement, being taken into custody by law enforcement or, for juveniles, detainment in a juvenile correctional facility.
  - c. Alleged or suspected criminal activity perpetrated against a client.
  - d. Awareness that a client or the client’s legal representative are contemplating permanent sterilization procedures.
  - e. Client-to-client abuse as defined in [RCW 74.34.035](#):
    - 1) Injuries (e.g. bruising, such as bruises or scratches, etc.) that appear on the back, face, head, neck, chest, breasts, groin, inner thigh, buttock, genital, or anal areas;
    - 2) Fractures;
    - 3) Choking attempts;

- 4) Patterns of physical assault between the same vulnerable adults or involving the same vulnerable adults; or
  - 5) If there is reasonable cause to believe that an act has caused fear of imminent harm.
- f. Death of a client not reported under one-hour protocol incidents procedure. In addition, the provider must submit [DSHS 10-331](#), *DDA Mortality Review Provider Report*, and all other required documentation as identified in the report no more than seven calendar days after the client's death.
- g. Hospital or nursing facility admission not otherwise defined.
- h. Injuries:
- 1) Resulting from the use of restrictive procedures or physical intervention techniques;
  - 2) When there is reason to suspect the injury is the result of abuse or neglect;
  - 3) That are serious and require professional medical attention; or
  - 4) Injuries of unknown origin when the injury raises suspicions of possible abuse or neglect due to:
    - a) The extent of the injury;
    - b) The location of the injury (e.g., the injury is located in an area not generally vulnerable to trauma);
    - c) The presence of multiple injuries;
    - d) Repeated injuries of unknown origin; or
    - e) Injuries inconsistent with client's condition, pattern of behavior, or routine.
- i. Medication or nurse delegation error that:
- 1) Causes, or is likely to cause, injury or harm as assessed by a pharmacist, or medical or nursing professional; or

- 2) A pattern of medication errors involving the same client or the same staff.
- j. Mental health crisis resulting in inpatient admission to a state or local psychiatric hospital or evaluation and treatment center.
- k. Property damage caused by a client estimated at over \$250 and any damage that may result in the submission of a Residential Allowance Request under [DDA Policy 6.11](#), *Residential Allowance Requests*;
- l. Restrictive procedures implemented under emergency guidelines that are not described in an approved positive behavior support plan, as described in [DDA Policy 5.15](#), *Use of Restrictive Procedures*, [DDA Policy 5.17](#), *Physical Intervention Techniques*, [DDA Policy 5.19](#), *Positive Behavior Support for Children and Youth*, and [DDA Policy 5.20](#), *Restrictive Procedures and Physical Interventions for Children and Youth*.
- m. Serious treatment or court order violations including:
  - 1) Court-ordered conditions of release; and
  - 2) Community Protection Program treatment violations.

**C. Documenting Incident Details, Initial Actions, and Follow Up**

- 1. The residential services provider must provide an incident reporting form or tool that staff can use to document incident details. [DSHS 20-330](#), *Incident Reporting*, may be used for this purpose but is not required.
- 2. The residential services provider must document any action taken, including specific actions intended to promote client health and welfare.
- 3. The residential service provider's review of the incident must include, as necessary:
  - a. Interviews with clients, staff, and other relevant parties;
  - b. Review of related documentation such as service plans;
  - c. Collaboration with outside agencies or entities; and
  - d. Identification of relevant regulations, procedures, and service provider practices.



**D. Requirements to Protect Clients Following an Allegation**

1. Service providers must:
  - a. Support client health and welfare at all times; and
  - b. Take steps to ensure that an accused staff member does not work unsupervised with clients until an investigation has been completed.
2. In some instances, DDA may restrict the accused staff member's access to any client.
  - a. The DDA resource manager administrator or Children's Residential Services Program Manager must make this request in writing. The service provider must respond in writing to DDA to verify that the accused staff will not have any access to clients under the service provider's contract.
  - b. If the service provider has completed an internal investigation, a report of the findings from the internal investigation must be sent to the DDA regional administrator or designee.
  - c. The prohibition on access to clients is in effect until DDA communicates otherwise to the residential provider in writing.
  - d. If DDA is aware of a disqualifying background check result or substantiated finding by the department against a service provider's staff member, DDA will work with the DSHS Background Check Central Unit to determine if any other DSHS service providers have run background checks on the person. When notified in writing, other residential agencies must not allow this staff member to work with any DDA client.

**E. Service Provider Policies.** (See: PROCEDURE FOR REPORTING REPORTED OR SUSPECTED ABUSE.)

## F. **Mandatory Reporting Requirements Form**

1. The service provider must have each administrator, owner, operator, employee, contractor, and volunteer read and sign [DSHS 10-403](#), *DDA Residential Services Providers: Mandatory Reporting of Abandonment, Abuse, Neglect, Exploitation or Financial Exploitation of a Child or Vulnerable Adult*, upon hire and annually thereafter.
2. The signed forms must be maintained by the provider.
3. The service provider owner or operator and administrator must review, sign and submit to the resource manager [DSHS 10-403](#), *DDA Residential Services Providers: Mandatory Reporting of Abandonment, Abuse, Neglect, Exploitation or Financial Exploitation of a Child or Vulnerable Adult*, with the initial contract and then annually thereafter. The resource manager maintains the signed forms in the contract file.

## G. **Department Reporting Units**

1. Reporting to DDA:  
  
“Reporting to DDA” is defined as reporting to the assigned case manager or social worker, unless specifically noted otherwise.
2. Reports of abuse, neglect, or mistreatment involving children and youth receiving services in a licensed staffed residential program:  
  
DSHS Child Protective Services statewide number: 1-866-363-4276 (1-866-ENDHARM).
3. Reports involving adults receiving DDA supported living, group home, and group training home services:  
  
Residential Care Services Complaint Resolution Unit: 1-800-562-6078; TTY 1-800-737-7931.  
  
Online reporting tool: [Residential Care Services Online Incident Reporting webpage](#)
4. Reports involving adults living in companion homes, receiving alternative living services, or in their own homes without supported living services:  
  
Adult Protective Services: Call 1-877-734-6277  
  
ALTSA online reporting tool: [Report Concerns Involving Vulnerable Adults webpage](#)

## ATTACHMENT A

### DEFINITIONS - GENERAL

**AL TSA** means the Aging and Long-Term Support Administration.

**Adult Protective Services (APS)** means the AL TSA Division that conducts investigations of reported incidents and may offer protective services to the alleged adult victim.

**CRM** means the Developmental Disabilities Administration case resource manager, social worker, or social service specialist.

**Child Protective Services (CPS)** means the Department of Children, Youth, and Families unit that takes a report of abuse, neglect, abandonment or exploitation, conducts the investigation, and may offer protective services if the alleged victim is under 18 years of age.

**Client** means a person determined eligible for DDA and receiving services from the service provider.

**Complaint Resolution Unit (CRU)** means the Residential Care Services (RCS) Division unit that takes a report of abandonment, abuse, neglect, exploitation or financial exploitation when the alleged victim is in Supported Living, Group Home, Group Training Home services or resides in a licensed facility.

**Division of Licensed Resources (DLR)** means the Department of Children, Youth, and Families division that licenses out-of-home settings. DLR staff is also responsible to investigate reported licensing concerns when there has been a violation or allegation of violation of minimum licensing requirements. This includes group home providers, licensed staffed residential settings, and staff working at these facilities.

**Good Faith** means a state of mind indicating honesty and lawfulness of purpose.

**Injury of Unknown Origin** means an injury that was not observed directly by the staff person and the injury is not reasonably determined to be related to the client's condition, diagnosis, known and predictable interaction with surroundings, or related to a known sequence of prior events.

**Instruction and Support Services (ISS)** means long-term care workers of the service provider whose primary job function is the provision of instruction and support services to clients. Instruction and support services staff must also include employees of the service provider whose primary job function is the supervision of instruction and support services staff. In addition, both applicants, prior to initial certification, and administrators, prior to assuming duties, who may provide instruction and support services to clients must be considered instruction and support services staff for the purposes of the applicable training requirements.

**Mandated Reporter** means: an employee of the department; law enforcement officer; social worker; professional school personnel; individual provider; an employee of a facility; an operator or an employee of a social service, welfare, mental health, adult day health, adult day care, home

health, home care, or hospice agency; county coroner or medical examiner; employees of domestic violence programs; Christian Science practitioner; or healthcare provider subject to [Chapter 18.130 RCW \[RCW 74.34.020\]](#). Refer to [RCW 26.44.030](#) for a list of people with a duty to report child abuse or neglect.

**Professional Medical Attention** means care beyond first aid provided by a medical professional, including primary care providers, paramedics, fire fighters, urgent care, or emergency room personnel.

**Reasonable Cause to Believe** means that the reporter, in making the report of abuse or neglect, acts with good faith intent, judged in light of all the circumstances then present.

**Residential Care Services (RCS)** means the AL TSA division responsible for the licensing and oversight of adult family homes, assisted living facilities, nursing facilities, intermediate care facilities for individuals with intellectual disabilities, and certified community residential services and supports.

#### **DEFINITIONS - VULNERABLE ADULTS (RCW 74.34.020)**

**Abandonment** means action or inaction by a person or entity with a duty of care for a vulnerable adult that leaves the vulnerable person without the means or ability to obtain necessary food, clothing, shelter, or health care.

**Abuse** means the willful action or inaction that inflicts injury, unreasonable confinement, intimidation, or punishment on a vulnerable adult. In instances of abuse of a vulnerable adult who is unable to express or demonstrate physical harm, pain, or mental anguish, the abuse is presumed to cause physical harm, pain, or mental anguish. Abuse includes sexual abuse, mental abuse, physical abuse, personal exploitation of a vulnerable adult, and improper use of restraint which have the following meanings:

- **Sexual abuse** means any form of nonconsensual sexual conduct including, but not limited to, unwanted or inappropriate touching, rape, sodomy, sexual coercion, sexually explicit photographing, and sexual harassment. Sexual abuse includes any sexual conduct between a staff person, who is not also a resident or client, of a facility or a staff person of a program authorized under [Chapter 71A.12 RCW](#), and a vulnerable adult living in that facility or receiving service from a program authorized under [Chapter 71A.12 RCW](#), whether or not it is consensual.
- **Physical abuse** means the willful action of inflicting bodily injury or physical mistreatment. Physical abuse includes, but is not limited to, striking with or without an object, slapping, pinching, choking, kicking, shoving, or prodding.
- **Mental abuse** means any willful verbal or nonverbal action that threatens, humiliates, harasses, coerces, intimidates, isolates, unreasonably confines, or punishes a vulnerable adult. Mental abuse may include ridiculing, intimidating, yelling, or swearing.

- **Personal Exploitation** means an act of forcing, compelling, or exerting undue influence over a vulnerable adult causing the vulnerable adult to act in a way that is inconsistent with relevant past behavior, or causing the vulnerable adult to perform services for the benefit of another.
- **Improper use of Restraint** means or the inappropriate use of chemical, physical, or mechanical restraints for convenience or discipline or in a manner that: (i) Is inconsistent with federal or state licensing or certification requirements for facilities, hospitals, or programs authorized under chapter 71A.12 RCW; (ii) is not medically authorized; or (iii) otherwise constitutes abuse under this section.

**Chemical restraint** means the administration of any drug to manage a vulnerable adult’s behavior in a way that reduces the safety risk to the vulnerable adult or others, has the temporary effect of restricting the vulnerable adult’s freedom of movement, and is not standard treatment for the vulnerable adult’s medical or psychiatric condition.

**Facility** means a residence licensed or required to be licensed under Chapter 18.20 RCW, assisted living facilities; Chapter 18.51 RCW, nursing homes; Chapter 70.128 RCW, adult family homes; Chapter 72.36 RCW, soldiers' homes; or Chapter 71A.20 RCW, residential habilitation centers; or any other facility licensed or certified by the department.

**Financial exploitation** means the illegal or improper use, control over, or withholding of the property, income, resources, or trust funds of the vulnerable adult by another person or entity for any person’s or entity’s profit or advantage other than the vulnerable adult’s profit or advantage. Financial exploitation includes, but is not limited to:

- (a) The use of deception, intimidation, or undue influence by a person or entity in a position of trust and confidence with a vulnerable adult to obtain or use the property, income, resources, or trust funds of the vulnerable adult for the benefit of a person or entity other than the vulnerable adult;
- (b) The breach of a fiduciary duty, including, but not limited to, the misuse of a power of attorney, trust, or a guardianship appointment, that results in the unauthorized appropriation, sale, or transfer of the property, income, resources, or trust funds of the vulnerable adult for the benefit of a person or entity other than the vulnerable adult; or
- (c) Obtaining or using a vulnerable adult’s property, income, resources, or trust funds without lawful authority, by a person or entity who knows or clearly should know that the vulnerable adult lacks the capacity to consent to the release or use of his or her property, income, resources, or trust funds.

**Mechanical restraint** means any device attached or adjacent to the vulnerable adult’s body that he or she cannot easily remove that restricts freedom of movement or normal access to his or her body. “Mechanical restraint” does not include the use of devices, materials, or equipment that are

(a) medically authorized, as required, and (b) used in a manner that is consistent with federal or state licensing or certification requirements for facilities, hospitals, or programs authorized under chapter 71A.12 RCW.

**Neglect** means (a) a pattern of conduct or inaction by a person or entity with a duty of care that fails to provide the goods and services that maintain physical or mental health of a vulnerable adult, or that fails to avoid or prevent physical or mental harm or pain to a vulnerable adult; **or** (b) an act or omission that demonstrates a serious disregard of consequences of such a magnitude as to constitute a clear and present danger to the vulnerable adult's health, welfare, or safety, including but not limited to conduct prohibited under [RCW 9A.42.100](#).

**Physical restraint** means the application of physical force without the use of any device, for the purpose of restraining the free movement of a vulnerable adult's body. "Physical restraint" does not include (a) briefly holding without undue force a vulnerable adult in order to calm or comfort him or her, or (b) holding a vulnerable adult's hand to safely escort him or her from one area to another.

**Self-neglect** means the failure of a vulnerable adult, not living in a facility, to provide for himself or herself the goods and services necessary for the vulnerable adult's physical or mental health, and the absence of which impairs or threatens the vulnerable adult's well-being. This definition may include a vulnerable adult who is receiving services through home health, hospice, or a home care agency, or an individual provider when the neglect is not a result of inaction by that agency or individual provider.

**Vulnerable adult** means a person 18 years of age or older who:

- (a) Is sixty years of age or older who has the functional, mental, or physical inability to care for himself or herself;
- (b) Is found incapacitated under [Chapter 11.88 RCW](#);
- (c) Has a developmental disability as defined under [RCW 71A.10.020](#);
- (d) Is admitted to a licensed facility (i.e., boarding home, nursing home, adult family home, soldiers' home, residential habilitation center, or any other facility licensed by DSHS);
- (e) Is receiving services from home health, hospice or home care agencies licensed or required to be licensed under [Chapter 70.127 RCW](#);
- (f) Is receiving services from an individual provider; or
- (g) Self-directs his or her own care and receives services from a personal aide under [Chapter 74.39](#)

## ATTACHMENT B

### CLARIFYING EXAMPLES OF ABUSE, NEGLECT, FINANCIAL EXPLOITATION, AND SELF-NEGLECT

The following examples, which are not all-inclusive, are provided to assist staff in identifying suspected or actual abuse, neglect, exploitation, and self-neglect. **While many examples are straightforward, others may be less obvious and need to be considered in a larger context.**

#### A. Physical Abuse

- Biting
- Choking
- Kicking
- Pinching
- Pushing
- Shaking
- Shoving
- Prodding
- Slapping
- Striking or hitting with or without an object
- Twisting limbs (joint torsion)
- Causing or willfully allowing the person to do bodily harm to themselves or
- Causing or willfully allowing another client to physically harm them
- Corporal punishment
- Not allowing the client to eat, drink, or care for physical needs such as elimination
- Retaliation following a physical attack, verbal abuse or other unwelcome action by a client
- Using excessive force when restraining an agitated client
- Improper use of restraint

#### B. Sexual Abuse

- Any sexual contact between staff or volunteer of a facility and a client, whether or not it is consensual
  - Inappropriate or unwanted sexual touching including but not limited to:
    - Fondling
    - Intercourse
    - Oral sex
    - Rape
    - Sodomy
  - Sexual coercion
  - Sexual harassment
  - Sexually explicit photographing, filming, or videotaping
1. Unsolicited showing, selling, or otherwise distributing pornographic materials. An adult client has the right to purchase or access legal pornography.

#### C. Mental Abuse

- Coercion
- Harassment
- Inappropriately isolating a vulnerable adult from family, friends, or regular activity
- Making derogatory or disparaging remarks about a person and the person's family in front of the person or within hearing distance of any client
- Oral, written or gestural language threatening harm or intended to frighten clients
- Verbal assault such as ridicule, intimidation, yelling, or swearing

## ATTACHMENT B

### D. Neglect

- A pattern of conduct or inaction by a person or entity with a duty of care that fails to provide the goods and services that maintain physical or mental health of a vulnerable adult, or that fails to avoid or prevent physical or mental harm or pain to a vulnerable adult; or
- An act or omission by a person or entity with a duty of care that demonstrates a serious disregard of consequences of such a magnitude as to constitute a clear and present danger to the vulnerable adult's health, welfare, or safety, which may include but not limited to:
  - Abandoning a client in situations where other persons, objects or the environment may injure the client
  - Failing to report to DDA or take action when the physical environment deteriorates to the point that a client is subject to hazardous situations, such as electrical, water, and structural hazards
  - Failure to promptly respond to known or identified medical emergencies or requests for medical treatment
  - Failure to follow prescribed treatments
  - Failure to respond to, or seek assistance for clients in hostile or dangerous situations
  - Failure to supervise which results in a client wandering, missing or running away
  - Willful failure to protect the client from physical abuse by another client or staff
  - Willful failure to protect a child from sexual contact with another child

### E. Exploitation (Including Personal and Financial)

- An act of forcing, compelling, or exerting undue influence over a vulnerable adult causing the vulnerable adult to act in a way that is inconsistent with relevant past behavior
- Using clients to perform work that should be done by paid employees
- Using client financial resources for personal gain or for activities not related to client care

### F. Self-neglect

Vulnerable adults who neglect themselves are unwilling or unable to do needed self-care.

This can include such things as:

- Not eating enough food to the point of malnourishment
- Living in filthy, unsanitary, or hazardous conditions
- Refusing urgent medical care or a pattern of declining necessary medical care
- Refusing to pay for necessary or essential expenses, such as rent or utilities, resulting in the loss of these services



## ATTACHMENT C

### INCIDENT REPORTING TIMELINES

One-Hour Protocol*	One-Day Protocol*
<p>Phone call to regional office within one hour followed by written notification within one business day and incident report within three business days</p>	<p>Written notification within one business day and incident report within three business days</p>
<ol style="list-style-type: none"> <li>1. <b>Alleged or suspected sexual abuse of a client</b></li> <li>2. <b>Missing client</b></li> <li>3. <b>Known media interest or litigation</b> must be reported to the regional administrator within one hour. If issue also meets other incident reporting criteria, follow with written IR within one business day</li> <li>1. <b>Choking – client chokes on food, liquid, or object</b> and requires intervention regardless of outcome</li> <li>5. <b>Client arrested</b></li> <li>6. <b>Death of a client</b> served by the SOLA or CCSS program</li> <li>7. <b>Suspicious or unusual death</b> of a client</li> <li>8. <b>Injuries requiring hospital admission</b> resulting from: suspected abuse or neglect, or an unknown origin</li> <li>9. <b>Life-threatening, medically emergent condition</b> that cannot be classified as injuries and that require treatment by emergency personnel or inpatient admission</li> <li>2. <b>Natural disaster</b> or environmental condition threatening client safety or program operation</li> <li>11. <b>Suicide</b></li> <li>12. <b>Suicide attempt</b> that requires medical or psychiatric attention</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>Alleged or suspected abuse, improper use of restraint, neglect, self-neglect, personal or financial exploitation, or abandonment of a client</b></li> <li>2. <b>Alleged or suspected criminal activity by a client</b></li> <li>0. <b>Alleged or suspected criminal activity perpetrated against a client</b></li> <li>4. <b>Awareness that a client or the client’s legal representative is contemplating permanent sterilization procedures</b></li> <li>5. <b>Client-to-client abuse</b></li> <li>6. <b>Death</b> of a client not reported under one-hour protocol</li> <li>7. <b>Hospital or nursing facility admission</b></li> <li>8. <b>Injuries to a client:</b> resulting from the use of restrictive procedures or physical intervention techniques; when there is reason to suspect abuse or neglect; that  <div style="margin-left: 40px;">are serious and require professional medical attention; or that are of an unknown origin and cause suspicion of abuse or neglect</div> </li> <li>9. <b>Medication or nurse delegation errors</b></li> <li>10. <b>Mental health crisis</b> resulting in inpatient admission to a psychiatric facility or evaluation and treatment center</li> <li>11. <b>Property damage</b> by a supported living client</li> <li>12. <b>Restrictive procedure</b> implemented under emergency guidelines</li> <li>13. <b>Serious treatment or court order violations</b></li> </ol>

\* See Procedures Sections “One-Hour Protocol” and “One-Day Protocol” for more detailed descriptions.



## COMPENSATION

It is the policy of L'Arche Noah Sealth to provide salary and benefits based on the principles of just wages. Salary and benefits are to be consistently and equitably administered based upon position and length of employment.

Salaries are determined by a scale approved by the Board of Directors.

Benefits are provided as follows for all employees working a minimum of 20 hours per week:

- Medical insurance

- Dental insurance

Effective date for these benefits is the first day of the month following qualifying employment.

Employees working a minimum of 20 hours per week are also eligible to participate in the SEP retirement program after completing 3 consecutive years of employment.

### Assistants

#### PAID TIME OFF:

Applies to assistants who work a minimum of 20 hours per week. For part time assistants (more than 20 hours but less than 40 hours per week), the benefit will be prorated according to the average hours worked. For example, a 20-hour/week assistants would earn .5 sick days per month, with the ability to accrue up to 240 hours. For purposes of tracking leave, a full time assistant is considered to be a 40 hour/week employee.

#### SICK LEAVE:

Assistants are entitled to 12 days per year of sick leave. Each assistant earns one day at the completion of each full month worked. Sick leave accrues to a maximum of 480 hours. Sick leave may be used for the assistant's illness or to provide care during the illness of the assistant's child, parent or spouse. Sick leave is not paid when the assistant terminates employment.

#### VACATION LEAVE:

Assistants are entitled to one month paid vacation after 12 months working in the community. With the approval of the director and house responsible, assistants may choose two paid 2 week vacations, one after six months and the other after completing one year. Vacations must be scheduled in advance and approved by the director, taking into account the needs of the community.

#### BEREAVEMENT LEAVE:

Assistants are entitled to up to five days paid bereavement leave in the event of the death of a family member or close friend.

#### RETREATS:

Assistants are entitled to up to one paid week off per year for a personal retreat. The cost of the retreat is borne by the assistant. Community retreats are considered work time and are not included in this.

#### PAID TIME OFF: Jesuit Volunteer Corps/Lutheran Volunteer Corps employees

Paid time off will be provided for these employees consistent with the policies of the sponsoring organization (JVC or LVC).

#### Other Employees

##### PAID TIME OFF:

Applies to employees who work a minimum of 20 hours per week. For part time employees (more than 20 hours per week but less than 40 hours per week), the benefit will be prorated according to the average hours

worked. For example, a 20-hour/week employee would earn .5 sick days per month, with the ability to accrue up to 240 hours.

**SICK LEAVE:**

Employees are entitled to 12 days per year of sick leave. Each employee earns one day at the completion of each full month worked. Sick leave accrues to a maximum of 480 hours. Sick leave may be used for the employee's illness or to provide care during the illness of the employee's child, parent or spouse. Sick leave is not paid when the employee terminates employment.

**BEREAVEMENT LEAVE**

Employees are entitled to up to five days paid bereavement leave in the event of the death of a family member or close friend.

**VACATION LEAVE:**

Employees are entitled to paid vacation according to the following schedule.

0-3 years: 2 weeks | 3-6 years: 3 weeks | 6 + years: 4 weeks

Employees accrue vacation beginning with the date of hire, and are eligible to take vacation after completing 6 months of employment, with the permission of the director and supervisor. Vacation earned but not taken is paid when the employee terminates. A maximum 4 weeks vacation may be carried over at the end of the year. Vacations must be scheduled in advance and approved by the director, taking into account the needs of the community.

**RETREATS:**

Employees are entitled to up to one paid week off per year for a personal retreat. The cost of the retreat is borne by the employee except for the director. The cost of the director's retreat (retreat, travel, lodging and meals) is paid by the community following approval of the Board of Directors.

**HOLIDAYS:**

The following holidays are observed by L'Arche Noah Sealth and are paid holidays for non-assistant employees.

New Year's Day	Memorial Day	Friday after Thanksgiving
Martin Luther King Jr. Day	Independence Day	Christmas Day
Presidents' Day	Labor Day	
Good Friday	Thanksgiving Day	

**UNPAID TIME OFF**

Assistants and other employees may request unpaid leave from one week to one year, following one year of employment with L'Arche. The request will be considered by the director in light of the needs of the community, the reason for the request, the length of employment with L'Arche, and performance issues.

**Assistants And Employees**

**RETIREMENT / PENSION**

All full time assistants and employees are eligible upon hire to have elective deferrals made on their behalf from their gross pay (pre-tax) go towards their 403b Tax Shelter Annuity.

All employees over 21 yrs are eligible for our SEP program after three years of employment during the immediately preceding 5 years. The schedule to be determined by the Board of Directors.

**Vacation request form**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Location (Circle one) Angeline, Noah, Shuinota, Workshop, Administration

Vacation Dates Requested:

Beginning: \_\_\_\_\_

Ending: \_\_\_\_\_

Last day of work: \_\_\_\_\_

Day returning to work: \_\_\_\_\_

Comments: \_\_\_\_\_

Employee Signature and Date: \_\_\_\_\_

Supervisor Signature and Date: \_\_\_\_\_

Director Signature and Date: \_\_\_\_\_

**POLICY AND PROCEDURE FOR RESOLVING CONFLICTS**

**POLICY AND PROCEDURE FOR RESOLVING DISAGREEMENTS OR CONFLICTS  
(AND THE PREVENTION OF GOSSIP)**

*We experience good only by doing it.  
We experience evil only by refusing to allow ourselves to do it, or, if we do it, by repenting of it.  
When we do evil we do not know it, because evil flies from the light.*  
Simon Veil

*To bear with patience wrongs done to oneself is a mark of perfection,  
but to bear with patience wrongs done to someone else is a mark of imperfection and even of actual sin.*  
Thomas Aquinas

We have learned that it is inevitable that conflicts will arise in community. We strive to resolve them in an open, honest and mature manner. To do this we will try to abide by Jesus' words in Matthew 18:15-17.

*If your brother or sister sins against you, go to them and show them their fault, just between the two of you. If s/he listens to you, you have won your brother/sister over. But if s/he will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses. If s/he refuses to listen to you, tell it to the church, and if s/he refuses to listen even to the church, treat him/her as you would a pagan or a tax collector.*

To prevent a minor disagreement from becoming a major conflict, the following is expected: When a person with a complaint comes to talk to a third party without having gone first to the party involved, the third party must:

1. Avoid passing on the story to yet another party without taking some responsibility.
2. Suggest that the person with the complaint speak to the party involved.  
(Offer suggestions on how to address the issue.)
3. Where this is not feasible, offer to go together to the party involved.
4. Where this is not feasible, go alone to the party involved.

This will help prevent gossip and the formation of divisions in the community.

The matter is confidential and will remain with these people.

\*\*\*\*\*

In order for a community to be healthy, there has to be trust. Trust is one of the most precious gifts a community can have. Trust can only exist where there is a sense of safety. If there is not an overall sense of safety in the group, it is created artificially through the formation of cliques. Cliques seek to dissipate the anxieties that are produced by the lack of safety. “In crowds” produce “out crowds” who serve as agreed upon scapegoats. When all this happens, the potential for building community is undermined and we all suffer.

One of the arguments put forward against the Conflict Resolution Policy is that sometimes the gravity of the content of an accusation is such that there is concern about the capacity of a person to withstand its revelation.

We need to acknowledge the fallacy of this position – one that would support the generation of more outlandish accusations to better ensure that they are not followed up on. Furthermore, this argument fails to recognize the many problems that are generated by secrets as outlined in Edwin Goldwin’s reflection on their impact on systems.

Just as no member of the community is exempt from the call to growth, no community member is exempt from this policy and procedure.

### **GRIEVANCE PROCEDURE**

The following procedure is meant to deal with serious matters, i.e. grievances. It is not to be used for minor disagreements (see Procedure for Resolving Conflicts). A grievance shall be defined in the following manner: A concern or belief by any member of the community that the Director's or Support Coordinator's actions and/or attitudes are detrimental to the growth and well being of the residents or the relationships between community members.

If an assistant has a grievance against the Director or Support Coordinator, she/he should take the following steps:

Meet with the Director or Support Coordinator to express concern.

Allow time for the Director or Support Coordinator to think about the issues that were raised and act accordingly.

If still unsatisfied, request that a mutually agreeable consultant be named to listen to the grievance.

If issues are not resolved in an appropriate amount of time, the consultant will take the matter to the Board of Directors. Only the Board President has the right to decide on the probation or dismissal of the Director or Support Coordinator.

## REASONABLE STAFFING AGREEMENT

### L'Arche Noah Sealth of Seattle

You are employed as a full time live in assistant at L'Arche Noah Sealth of Seattle (Noah, Angeline, Shuinota).

Ordinarily, you may engage in normal private pursuits and thus have enough time for eating, sleeping, entertaining, and other periods of complete freedom from duty, when you may leave the premises for purposes of your own. As a live-in member of the community, there may be times when you are not on duty, but you choose to participate in community life and activities. Such hours, "family time", shall not be considered work time and are not reimbursable hours under terms of this agreement. It is, of course difficult to determine the exact hours worked under these circumstances.

It is agreed that 40 hours would be a reasonable estimate of the numbers of hours that you perform work for us each week (173.3 per month), taking into consideration your normal weeks as well as emergency situations. If conditions change and this agreement no longer reflects a reasonable estimate of the hours worked, again taking into consideration both normal weeks as well as emergency situations, it is imperative that this fact be brought to our attention immediately in order that we may negotiate a new agreement.

As compensation for the above services we will pay you a salary of at least the minimum wage for 40 hours per week, including room and board. Room and board are valued at \$1195.00 per month.

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

Director's Signature \_\_\_\_\_ Date \_\_\_\_\_

### FINANCIAL RESPONSIBILITY

Within budget, the Community will pay for L'Arche Regional and National meetings, and the Community Retreat. Assistants are expected to pay for personal retreats. When accompanying Residents on retreats, Assistants will pay; however, in exceptional circumstances, the Assistant can approach the Director.

When accompanying a resident on vacation, Assistants are expected to pay. However, under exceptional circumstances, alternative sources of funding will be sought.

When a Resident and Assistant decide mutually to attend a recreational outing, the Assistant will pay. his or her own way.

### EXPECTATIONS OF COMMUNITY MEMBERS

The guiding philosophy of L'Arche Noah Sealth stresses that each member of the community, both core members and assistants, will achieve the maximum independence that s/he is capable of in as "normal" an environment as possible. In order to achieve maximum independence, the member must learn to be responsible for his/her behavior and belongings. In addition, the member must be aware that living in community requires a sense of duty that goes beyond responsibility only to him or herself. Responsibility to others and to the larger community is also necessary.

Below are some of the responsibilities expected of each community member.

## Care of clothing

Independent decision making in various day to day situations

Informing the House Responsible or proxy of illness, needed items and repairs, needs for personal clothing and possessions

Upkeep of personal areas such as bedrooms, personal hygiene and laundry.

Perform assigned tasks

Resolve personal problems and complaints with those involved.

Cooperating with other community members, assistants and residents.

Involvement in resident house meetings.

Planning and involvement in home, community and recreational activities.

Involvement in planning and preparation of meals.

Behavior is expected to be adult-like regarding interactions with those in and out of the community.

For core members, participation in the planning and deciding of goals necessary for their further independence.



## **L'ARCHE SEATTLE MEMBERSHIP CODE OF CONDUCT**

(Principles and foundation of our Community Life.)

**Purpose:** To establish a set of values and expectations which safeguard the mission of the L'Arche Noah Sealth Community and defines membership.

**Preamble:** L'Arche Noah Sealth is a community of persons with a developmental disability, assistants, staff, associate members, board members and volunteers. All share a mutual responsibility and the active concern for the good of all in a common pursuit of growing in the spirit of loving and serving one another well. This mutual responsibility includes regard for the safety, security, health and well-being of others. It so includes respect and care for what we share in common and hold in trust for the mission of the organization: tangible goods like the physical facilities of the homes and workshop and intangible goods like traditions of mutual respect and civil behavior. Finally, it includes fostering an atmosphere inspired by our Charter, of openness in which growth may occur, an atmosphere of freedom and safety, yet also an environment characterized by the values of respect, integrity, kindness and cooperation which are necessary for good working relationships.

### **Values and Expectations:**

#### **1. Respect for the Dignity of the Person**

Respect and reverence for each person are fundamental values of L'Arche Noah Sealth. It is particularly necessary that this respect encompass diversity and differences of opinion. The dignity of the individual may not be violated in any way, and the community views with utmost seriousness offenses against the person. Individuals deserve to be free from the threat, or actuality, of physical violence, verbal abuse or gossip.

#### **2. Personal Integrity and openness to personal growth.**

The communal experience offered by L'Arche Noah Sealth involves an education in values and a commitment to personal growth. Especially appropriate in our community are values of truthfulness, honesty, integrity and personal honor. Assistants commit to personal accompaniment to foster their understanding and growth in community.

#### **3. The Presumption of Goodwill**

We presume that all members of our community want to see the community thrive. The intense commitment required of members precludes the likelihood of casual involvement or intentional sabotage. Therefore, when someone appears to be acting in a counterproductive manner, we must believe that they are doing the best they can under the circumstances and are not intentionally trying to hurt other people, or the community. We believe that if we all can remember this, that we will be able to address difficult situations in a compassionate yet forthright manner.

#### **4. The Value of Divergent Opinions**

Experience shows us that differing opinion is an ongoing part of community life. We are a group of attentive, involved and committed people. We give a lot and we care deeply about what happens in and to the community. While we share a commitment to one another and to the mission and philosophy of the community, we also differ in many other ways. We accept that when a high level of caring combines with divergent opinions that disagreement occurs and we strive to use this to our advantage. We believe that by exploring disagreements that we end up considering a wider range of options, continually rejuvenate the culture of our community and grow closer as a community.

### **Those seeking membership in L'Arche Noah Sealth,**

**Art. 1.** Dedicates himself/herself to the well being and dignity of the human being, and to the common good. He/she always acts with respect for the fundamental rights of all people. He/she does not impose his/her own moral values.

**Art. 2.** Respects the people he/she comes into contact with, without distinction of disability, age, sex, race, religion, nationality, ideology or societal status.

**Art. 3.** Acts freely and pursues the commitments and the tasks he/she has undertaken or been assigned.

**Art. 4.** Operates when and where he/she is most needed, doing what is required and not necessarily what is most gratifying.

**Art. 5.** Cooperates with other members / volunteers and takes a full part in the activities of L'Arche Noah Sealth. He/she attends and participates in appropriate meetings in order to sustain or rejuvenate his/her motivation and grow in a communal spirit of mutual cooperation and reciprocity.

**Art. 6.** Is bound to observe professional confidentiality with all information given to him/her and on what he / she finds out in the course of his/her activity.

**Art. 7.** Honors the policies and the regulations of L'Arche Noah Sealth.

**Art. 8.** He/she undertakes to attract other people to the Community to help support the continuation of the mission.

**Art. 9.** Fosters his /her commitment, recognizing the necessity for annual formations (retreats) and ongoing education carried out within or outside the organization.

As a member of the L'Arche Noah Sealth Community, I understand and agree to abide by these values, expectations and articles:

Signature: \_\_\_\_\_

Role: \_\_\_\_\_

Date: \_\_\_\_\_

For Board Members, Associate Members and Volunteers, the following are added:

**Art. 10.** Board Members, Associate Members and Volunteers avoid all semblance of conflict of interest. \_\_\_\_\_ (Initials)

**Art. 11.** Board Members, Associate Members and Volunteers seek no material compensation from his/her activity. He/she does not accept presents or favors unless of nominal value. \_\_\_\_\_ (Initials)

## DISMISSAL OR SUSPENSION OF EMPLOYEE

### I. Reasons for immediate discharge, or suspension, include, but are not limited to:

- Abuse or inconsiderate treatment of residents.
- Violations of resident's privacy by unauthorized release of confidential information.
- Being under the influence of alcohol or other drugs while on duty.
- Falsifying employment application.
- Theft from employees, residents, or the community
- Unauthorized handling, possession or use of narcotics or drugs.
- Immoral or indecent conduct.

### II. Reasons for putting an assistant on probation include, but are not limited to:

- Disregard for authority and management policies.
  - Repeated failure to carry satisfactory workload.
- If the Director or Support Coordinator thinks that an Assistant is not performing adequately it is their responsibility to meet with the Assistant and directly address the relevant issues. If no change occurs, the Director or Support Coordinator will meet again and document the issues with specific guidelines and time frames for the Assistant to work on. At this point, the Assistant is on probation and the Executive Committee should be notified. If the conditions of probation are not met, the Director will dismiss the Assistant. If the Assistant thinks that the issues addressed are unfair, he or she has the right to use the grievance procedure.

### L'Arche Noah Sealth – Payroll Status Change

Name: \_\_\_\_\_ Effective Date: \_\_\_\_\_

#### REASONS FOR CHANGE:

New Hire \_\_\_\_\_  
Stipend/Salary Change \_\_\_\_\_  
Sabbatical \_\_\_\_\_  
Leaving Community \_\_\_\_\_  
Other, \_\_\_\_\_

#### PAYROLL CHANGES:

Hourly Rate:	Old _____	New: _____
# of Hours:	Old _____	New _____
Disability:	Old _____	New _____
Pension Plan:	Old _____	New: _____

#### PAYROLL DEDUCTIONS:

\_\_\_\_\_ 403b TSA | \_\_\_\_\_ Loan

#### EXIT INTERVIEW:

Outstanding phone bills: _____	Last day in Community _____
Outstanding loan: _____	Date of last paycheck: _____
Last Day worked: _____	Paycheck Amount: _____

Comments: \_\_\_\_\_  
\_\_\_\_\_

AUTHORIZED BY: \_\_\_\_\_

EMPLOYEE SIGNATURE \_\_\_\_\_

**CONFIDENTIALITY POLICY**

Purpose: L'Arche Noah Sealth wishes to respect the rights and reputation of all persons with regard to personal and clinical information. The purpose of this statement is to outline confidentiality expectations when handling all information received and/or stored at L'Arche Noah Sealth in compliance with WAC 388-101-3780 and the Health Insurance Portability and Accountability Act (Hippa) Requirements.

Policy:

All clinical and personal information concerning L'Arche Noah Sealth core members, assistants and staff, whether written or verbal, shall be considered confidential and will not be released without prior written consent from that person or their legal guardian, if applicable. In general, only those who need to see information in order to promote the welfare of the community may have access to files. All community members are expected to be mindful of keeping all personal and clinical records confidential and adhere to the following procedures.

Procedure: 1) A written release of information shall be completed for each party requesting information regarding any core member prior to the release of any information. However, information may be released without a completed form by the Director or designee to the following individuals/agencies: Social Security Administration (only for those core members for which L'Arche Noah Sealth is the Representative Payee), and involved parties employed by the Department of Social and Human Services, such as the Department of Developmental Disabilities Case Management staff. The release will be in effect for one year from the date it is signed.

2) Discussion of core member issues must be in private, away from other core members and uninvolved parties.

3) Personal files of Assistants are accessible to the executive director, direct supervisor, clerical staff (for payroll purposes, etc.) The President of the board, individual assistant with reasonable notice may review their own file with supervision.

4) Files of the core members may be used by assistants when they state a valid reason for needing the file to the House Leader, Director and/or Coordinators. In the event of an emergency situation, they may consult the files, informing the appropriate person afterwards.

5) Confidential information on the community's computers is to be located in the secured House Files account. The transportation of electronic information is to be secured by use of password protected encrypted files and marked Confidential on the subject line.

In general, information about the person's history, medical circumstances, investigations, application information and correspondence are regarded as confidential, unless the party him/herself reveals it freely. Evaluations and other information are privileged information and therefore confidential. Assistants and core members and other files marked "Confidential" are to be treated so.

Failure to respect this policy will result in actions deemed appropriate by the Director in consultation with the Board of Directors. The most severe action would be the Director asking the person to leave the community.

CONFIDENTIALITY AGREEMENT

I, \_\_\_\_\_, agree not to share any confidential information pertaining to L'Arche Noah Sealth to anyone outside the immediate operation of this program without the prior written consent of client/parent/guardian or approval of the Director.

Employee Signature \_\_\_\_\_ Date: \_\_\_\_\_

Director Signature: \_\_\_\_\_

## EVALUATIONS

### PRE-EVALUATION FORM

Questions to be given to assistants before evaluation.

- |  |   |
|--|---|
| <ol style="list-style-type: none"><li>1. What gifts do you bring to our community?</li><li>2. What are your hopes for yourself in the community?</li><li>3. How do you see yourself growing in the community?</li><li>4. What are your personal needs that must be met in order for you to continue living in L'Arche?</li><li>5. What do you receive from the community?</li><li>6. Where do you see yourself in the next few years</li></ol> | <ol style="list-style-type: none"><li>7. What do you enjoy in the community?</li><li>8. What do you find difficult?</li><li>9. How do you respond to authority?</li><li>10. In relationships in the community, who nourishes you?</li><li>11. In relationships in the community, who calls you to growth?</li><li>12. How do you deal with the challenges of community?</li><li>13. What are your personal goals for the next year?</li></ol> |
|--|---|

**PERFORMANCE EVALUATION FOR NEW ASSISTANTS (Introductory)**

Name\_\_Date\_\_\_\_\_

Circle One:      3 Month 1 Year

Key:    1-Exceeds Expectations    2-Meets Requirements    3-Needs Some Improvement    4-Deficient (Needs Considerable Improvement)  
 1        2        3        4

**Relating to Community Development:**

A.	Knowledge and desire to carry out the Charter of L'Arche.				
B.	Is aware of the basic orientation and teaching of L'Arche and is respectful of house/community traditions				
C.	Understands and implements normalization in home.				
D.	Provides a warm and caring atmosphere in home				
E.	Extends a warm welcome to visitors.				
F.	Attends and actively participates in required meetings and community nights				
G.	Comes prepared for meetings and is punctual.				
H.	Plans celebrations for birthdays, holidays, and other days of special importance with follow through.				
I.	Addresses individual involved first, when conflict arises.				
J.	Handles frustration and anxiety appropriately.				
K.	Organizes time efficiently.				
L.	Teaches and models a cooperative living.				
M.	Communicates and shares information well.				
N.	Plays an active role in developing supportive relationships with families, neighbors and local merchants.				
O.	Basic attitude.				

**Relating to Individual Members:**

A.	Plays an active role in developing supportive relationships with professional human service providers, i.e. directors, case managers, supervisors, psychologists.				
B.	Develops caring and healthy interpersonal relationships with core members.				
C.	Carries out program goals and objectives.				
D.	Carries out resident training programs where applicable and teaches skills needed to be learned				
	Areas:				
	1.      Personal Hygiene (washing, brushing teeth)				
	2.      Personal appearance:				
	Adequate, stylish clothing which is appropriate for his/her age, seasonally correct, and is well maintained				
	3.      Laundry				
	4.      Room management				
	5.      Household Cleaning				
	6.      Cooking				
	7.      Budgeting				
	8.      Cooking				
	9.      Job skills				
	10.    Appropriate behavior				
E.	Expects appropriate behavior from Core Members and asks for such in a manner consistent with L'Arche Noah Sealth policies.				

F.	Shows knowledge of each Core Members individual needs and respect for personal rights while also helping Core Members to look at alternatives, anticipate consequences, make decisions and accept responsibility.				
G.	Respects confidentiality policy and exhibits professionalism regarding Core Members and community affairs.				
H.	Schedules documents and keeps appointments in implementation of policies.				
I.	Is supportive of team members and the House Responsible.				
J.	Encourages household members to develop friendships within and outside the communities in L'Arche.				

**Relationship to Authority**

A.	Accepts direction and supervision from the House Responsible and Director.				
B.	Takes responsibility in carrying our recommendations.				
C.	Is direct and capable of approaching authority when necessary				
D.	Is fair and respectful when in a position .of authority				
E.	Takes responsibility for own behavior and actions.				

**Home Management**

A.	A. Plans and prepares balanced meals.				
B.	Does assigned housekeeping chores and takes initiative in keeping house clean and in repair.				
C.	Ensures that Core Members do their chores and assists them when needed.				
D.	Maintains accurate financial records.				
	Maintains and operates house vehicles safely.				
	Is conscious of budgeting and keeping within the house budget.				
	Assumes responsibility for care and safety of residents.				

Evaluator's Comments

Director's Comments

Comments By Person Being Evaluated

I have received a copy of this evaluation and it has been discussed with me.

Employee's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director's signature: \_\_\_\_\_ Date: \_\_\_\_\_

## ANNUAL PERFORMANCE REVIEW

Name:  
Job Title:

Type of Evaluation: **Annual**

### Evaluation Guide

- 1 = Excellent (exceptional; exceeds expectations)
- 2 = Good (consistently meets, and frequently exceeds, usual expectations)
- 3 = Satisfactory (conforms to standards; meets expectations)
- 4 = Fair (marginal; meeting only minimum requirements)
- 5 = Poor (below standard and unacceptable; improvement required or termination will result)

### Factors for Review

Job Knowledge *Degree to which the employee knows and understands his/her job and its functions* Rating:

Comments

Work Quality/Organizational Skills *Effective planning and organization, follow-up, etc.; effective use of time* Rating:

Comments

Written and Oral Communication *Ability to present information and ideas to others in an articulate and effective manner, as well as to listen effectively, comprehend, and respond to the ideas of others clearly and concisely* Rating:

Comments

Judgment/Decision Making *Ability to reason through problems, review alternative solutions, reach sound conclusions, and modify decisions when necessary* Rating:

Comments

Interpersonal Skills *Tact, courtesy, self-control, patience, loyalty, and discretion; ability to work harmoniously with others* Rating:

Comments

Adaptability *Ability to learn new skills, concepts, and processes; resourcefulness; flexibility in thinking* Rating:

Comments

Comments



Initiative *Ability to act independently without specific instructions* Rating:

Comments

Challenges of Community life *Ability to handle pressure of the role.* Rating:

Comments

Dependability *Attendance at meetings, timeliness in meeting appointments, conscientiousness* Rating:

Comments

OVERALL RATING:

Assistant's signature:

Date: \_\_\_\_\_

Evaluator's signature:

Date: \_\_\_\_\_

EVALUATOR'S COMMENTS

Summarize your overall evaluation of the employee's performance, noting any strengths and weakness. Provide goals and plan for further development and current estimate of the employee's capacity and ambition for future growth.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ASSISTANT'S COMMENTS

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## ANNUAL PERFORMANCE EVALUATION FOR WORK ASSISTANTS

Name \_\_\_\_\_ Date \_\_\_\_\_

Key: 1-Exceeds Expectations                      2-Meets Requirements                      3-Needs Some Improvement  
 4-Deficient (Needs Considerable Improvement)

1      2      3      4

**Relating to Community Development:**

A.	Knowledge and desire to carry out the Charter of L'Arche.				
B.	Is aware of the basic orientation and teaching of L'Arche and is respectful of house/community traditions				
C.	Understands and implements normalization in home.				
D.	Extends a warm welcome to visitors.				
E.	Attends and actively participates in required meetings, community nights, retreats and workshops.				
F.	Comes prepared for meetings and is punctual.				
G.	Addresses individual involved first, when conflict arises.				
H.	Handles frustration and anxiety appropriately.				
I.	Organizes time efficiently.				
J.	Teaches and models a cooperative working environment.				
K.	Communicates and shares information well.				
L.	Plays an active role in developing supportive relationships with families, neighbors and local merchants.				
M.	Basic attitude.				

**Relating to Individual Members:**

A.	Plays an active role in developing supportive relationships with professional human service providers, i.e. directors, case managers, supervisors, psychologists.				
B.	Develops caring and healthy interpersonal relationships with core members.				
C.	Expects appropriate behavior from Core Members and asks such in a manner consistent with L'Arche Noah Seal policies.				
D.	Shows knowledge of each Core Members individual needs and respect for personal rights while also helping Core Members to look at alternatives, anticipate consequences, make decisions and accept responsibility.				
E.	Respects confidentiality policy and exhibits professionalism regarding Core Members and community affairs.				
F.	Schedules documents and keeps appointments				
G.	Is supportive of team members and the AC Coordinator in implementation of policies.				

**Relationship to Authority**

A.	Accepts direction and supervision from the Work. Coordinator and Director				
B.	Takes responsibility in carrying our recommendations.				
C.	Is direct and capable of approaching authority when necessary				
D.	Is fair and respectful when in a position .of authority				
E.	Takes responsibility for own behavior and actions.				

**Workshop/Day Program**

A.	Runs workshop in absence of AC Coordinator.				
B.	Attends to details of candle making that developmentally. disabled workers are unable to do.				
C.	Looks for ways to increase developmentally disabled workers skills in completing tasks efficiently.				
D.	Encourages developmentally disabled clients to work to .their highest potential and refrains from doing what developmentally disabled workers can do themselves				

**Day Program**

Trains and supports participants in activities of daily living.  
 Traffic Safety.  
 Bus procedure.  
 Library training.  
 Restaurant skills.

Connelly Center visits (including entry procedure, recreation, and fitness program).  
 Shopping.  
 House cleaning.  
 Soup kitchen work.

Personal hygiene and grooming.  
 Arts and crafts.  
 Recreation activities.  
 Preparation of food and cooking.  
 Sign class.

Evaluator's Comments

Comments By Person Being Evaluated

I have received a copy of this evaluation and it has been discussed with me.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

AC Coordinator: \_\_\_\_\_ Date: \_\_\_\_\_

## EMERGENCY PROCEDURES (UPDATED 1/21/2020)

In the case of an emergency notify the Director, Gerry Scully, who will become the emergency contact person. After, please contact the Residential Coordinator or the Support Coordinator, who will then become the emergency contact person. See also the Incident Reporting list.

**Director:** *Gerry Scully* Office: (206) 325-9434 Home: (206) 324-4327 Cell: (206) 719-3989  
**Support Coordinator:** *Seton Fitzmacken* Cell: (206) 853-0968  
**Residential Coordinator:** *Haley Marshall* Cell: (832) 244-4614

- If unable to reach the Director, Residential Coordinator or Support Coordinator, call Jennifer Kelly (206) 719-3839 or the House Responsible of the Core Member concerned

If unable to contact the House Responsible or Support Coordinator, notify the Board Chair

**Board Chair:** *Richard Hopp* Home: (206) 386-7609

- If unable to contact the Board Chair, notify the following in the order listed below:

<b>Noah House</b>		
<b>Case Manager: (DB + NS+PA+RF)</b>	Rebecca Urga	<b>206-300-1147</b>
<b>Case Manager: (BT)</b>	Tanya O'Brien	
<b>Resource Manager (AFH)</b>	Lauren Bertagna (AFH supervisor)	<b>206-568-5666</b>
<b>Angeline and Shuinota</b>		
<b>Case Manager (Res. Contracts)*</b>	Adrienne Davoren	<b>206-702-5907</b>
<b>Supervisor (Res Contracts)</b>	Claire Anita Brown-Riker	<b>206-568-5666</b>
<b>Supervisor (Res Contracts)</b>	Michelle Bayard	<b>206-568-5748</b>
<b>Resource Manager</b>	Marilyn Chong	<b>206-568-5729</b>
<b>Nurse Delegator</b>	Sandy Pearson	<b>206-225-4118</b>
<b>AFH Licensor (Field Manager)</b>	Bennetta Shoop	<b>253-234-6033</b>
<b>AFH Licensor</b>	Liz Masher	<b>253-234-6046</b>

\*\*To contact respective family members/guardians, see the *Community Phone List*\*\*

### Medical Emergency Procedures.

1. Notify the Director, Gerry Scully
  2. Call 911
  3. If you are on duty alone call for a support assistant immediately.
  4. If applicable, administer medications.
  5. Take the person to Swedish Hospital (747 Broadway, Seattle, WA 98122) Phone (206) 386-6000
- If there is any problem in admitting the person, contact the people below in the order they are listed:
- a. Core member's case manager (see above)
  - b. Resource manager (see above)
  - c. Supervisor (see above)
6. Notify family/guardian.

### Other Resources:

-Joan Loeken (therapist) (206) 323-3704    -Core Member's Doctor (see CM Face-sheet)  
 -Seattle Mental Health (206) 461-3222    -Crisis Clinic (206) 447-3222

**\* Complete, sign and send an incident report to DDA Case Manager within 24 Hours.**

## **LIFE THREATENING EMERGENCY INFORMATION**

### **Staff checks scene for safety and pertinent information**

Staff calls 911

Staff stays with injured/ill person and institutes emergency procedures as outlined above.

If possible, residents file should be obtained and brought to the hospital

As soon as possible, notify next of kin

Record Incident

Director, or acting Director is to be contacted in the following emergency situations:

Death, serious injury, extended absence, family trauma, contact with law enforcement

Procedures if next of kin/responsible cannot be contacted:

Contact case manager, resource manager or division director

First Aid supplies include:

Internal and external medications, bandages, gauze, tape, etc.

The first aid kit is kept:

Internal medications - Kitchen

External medications - Kitchen

The first aid supplies are checked and replaced by the House Responsible as necessary

Evacuation plan is posted on each floor.

## **EMERGENCY DELEGATION OF ADMINISTRATIVE AUTHORITY**

In an emergency, if the Director, or acting Director cannot be reached, the House Responsible or assistant will call, for direction, one of the following in the stated order of priority:

\*Chairperson(s) of the board

Member of the executive committee of the board

Board member

If no one can be reached, the House Responsible or Assistant will have the authority to handle the situation to the best of their ability.

In planned absences, the Support Coordinator will be acting director. If the Support Coordinator is also gone, a House Responsible or assistant will be named acting director. \*For the current listings, see Emergency Procedures.

## **MINOR EMERGENCIES**

Staff trained in first aid will take appropriate steps and will refer to first aid as needed.

Record incident on Incident Report Forms.

Report incident to next of kin as soon as possible or within 24 hours.

## **NATURAL DISASTER POLICY**

In case of fire, all people are to exit building via nearest exit. Those on the second floor will exit via the fire escape or the front stairway and everyone will meet on the front lawn.

Those on the first floor will exit by the closed door and meet on the front lawn. Those in the basement will exit by the basement door and meet on the front lawn.

Fire drills are executed once every month and recorded. Each resident has been instructed in the correct fire escape route from each room in the house.

In case of an earthquake, drop down and take cover under a desk or table. Be prepared to hold on until the shaking stops. Stay inside until the shaking stops and it is safe to exit. Stay away from bookcases and other furniture that can fall on you. In case of a tornado or other severe storm, all people are to go to the center of the home, nearest the inside walls. No one is to be near windows. Remain next to the inside walls until the storm subsides.

In any emergency or disaster, staff will make sure that all persons are accounted for. Familiarize yourself with the specifics of your own home i.e. where the shut off valves for gas and water are and the electric panel is.

### EMERGENCY SURVIVAL KIT POLICY

In accordance with the Natural Disaster Policy, each of the homes at L'Arche Noah Sealth will have Emergency Survival Kits placed in an appropriate location on the property. The Emergency Survival Kits will provide supplies enabling the community members to survive without external assistance for 3 to 5 days. Following is a list of minimum requirements which make up these kits. Houses complete annual review.

EMERGENCY SURVIVAL KIT LIST. (Keep all these items in large plastic/waterproof containers.)

1. Portable radio with batteries and spares
2. A flashlight with extra batteries
3. Water, one gallon per household member, per day for three days. Water has to be chlorinated or commercially bottled, replaced every six months, (unless it is sealed and commercially bottled) and stored in a cool, dry location away from direct sunlight.
4. Food for three days. Canned foods and other non-perishables are good; the food in your freezer should stay cold for two days if you don't open the door more than needed. Don't rely on this food, as you may find it under two stories of rubble. Keep food you enjoy eating and include chocolate bars for the everyone or to ease stress! Keep a hand-cranked can opener.
5. Blankets and warm clothing. (insulated sheets/emergency blankets are recommended).
6. A First Aid Kit.
7. A list of core members emergency contact numbers, with copies of ID's, face sheets. There should be water for each household member (3 gals per person) in containers. This water needs to be changed once every twelve months. Water in the hot water tank can be included in the event that there are extra household members provided it is known how to access the water in the tank.
8. Pocket knife.
9. Matches and candles
10. Plastic bags or garbage bags.
11. Miscellaneous items like toilet paper, pack of playing cards.

### INSTRUCTIONS FOR CALLING 911

Operator: "Do you want the fire department, police or aid car?"

Caller: "Ambulance, this is (tell the operator your name), and I'm calling from a group home at  
**Angeline:** 348 18th Ave East and the phone number is 325-8266 or  
**Shuinota:** 1425 East Ward Street and the phone number is 860-7416 or  
**Noah:** 816 15th Avenue East) and the phone number is 325-8912."

Operator: "What is the problem"

Caller: State the problem "One of our residents is having difficulty breathing"

Operator: Will ask for details (name, age, location in house, if the person is in danger / dangerous)

\*\*\*Stay on the phone until the operator has hung up the telephone.\*\*\*

## PHYSICAL INTERVENTION TECHNIQUES.

When a person's behavior presents a threat of injury to self or others, threatens significant damage to the property of others steps must be taken to protect the person, others, or property from harm, including physical interventions if necessary. Policy 5.17 from the division of Developmental Disabilities describes both prohibited and permitted physical interventions, the circumstances under which the permitted interventions may be used the requirements that must be met before they may be used, and the requirement for documenting and monitoring their use.

Physical interventions that involve any of the following elements are prohibited:

- a. Pain and pressure points (whether for brief or extended periods);
- b. Obstruction of airway and/or excessive pressure on chest, lungs, sternum, and diaphragm;
- c. Hyperextension (pushing or pulling limbs, joints, fingers, thumbs or neck beyond normal limits in any direction) or putting the person in significant risk of hyperextension;
- d. Joint or skin torsion (twisting/turning in opposite directions);
- e. Direct physical contact covering the face;
- f. Straddling or sitting on the torso;
- g. Excessive force (beyond resisting with like force); and
- h. Any maneuver that involves punching, hitting, poking or shoving the person.

2. The following specific techniques are also prohibited:

- a. Arm or other joint locks (e.g., holding one or both arms behind back and applying pressure, pulling or lifting);
- b. Sleeper hold or any maneuver that puts weight or pressure on any artery, or otherwise obstructs or restricts circulation;
- c. Wrestling holds, body throws or other martial arts techniques;
- d. Prone restraint (person lying on stomach);
- e. Supine restraint (person lying on back);
- f. Head hold where the head is used as a lever to control movement of other body parts;
- g. Any maneuver that forces the person to the floor on his/her knees, or hands and knees;
- h. Any technique that keeps the person off balance (such as shoving, tripping, pushing on the backs of the knees, pulling on the person's legs or arms, swinging or spinning the person around, etc.); and
- i. Any technique that restrains a person vertically face first against a wall or post.

### G. Physical Restraints Permitted Only With A Behavior Support Plan (BSP)

The physical interventions listed below are considered restrictive restraint interventions and must be incorporated in a BSP or an intervention strategy that is part of the person's Individual Instruction and Support Plan (IISP).

1. Hand, arm, and leg holds;
2. Standing holds;
3. Physically holding and moving a person who may be resisting;
4. Head holds ( physical control of the head is permitted only to interrupt biting or self-injury such as head banging);
5. Person seated on furniture and physically restrained by two persons sitting on either side; and
6. Person sitting on floor, being physically restrained by one or more persons.

### H. Physical Interventions Permitted Without A Behavior Support Plan (BSP)

The following nonrestrictive physical interventions are permitted. Interventions are listed in order from least intrusive to most intrusive. Note: these interventions may be used in boarding homes and adult family homes.

1. Avoiding - eluding/escaping physical contact through the use of slides, stance, and arm/hand maneuvers without holding on to the body of the person;
2. Deflecting - using physical contact, such as step and guide maneuvers;

3. Blocking - obstructing or hindering using physical contact;
4. Releasing - escaping a physical hold. This may involve holding on briefly to the person to release oneself and/or another persons; and
5. Supporting Ambulation - physically holding a person to steady or support them while walking to keep them from falling or slipping. This may involve the use of gait belts, specially designed belts, vests or clothing. Note: the person doing the supporting follows the lead of the person being supported. The person must be released when he or she no longer needs physical support.

I. Use of Physical Interventions During Medical and Dental Treatment

The use of permitted physical interventions during medical and dental treatment is allowable if under the direction of a physician or dentist, consistent with standard medical/dental practices, and necessary to complete a medical or dental procedure. Efforts must be made to familiarize the person with the medical/dental procedure so the least restrictive physical intervention is needed.

J. Emergency Use of Physical Interventions

1. "Emergency" means an extreme hazard or an unanticipated, unpredicted action by a person which puts the person or others at risk and jeopardizes the health and safety of the person or others (e.g., when a person is standing or sitting in the street, when a person is at immediate risk of danger from a fire).
2. In an emergency, physical interventions that are normally permitted only with an approved BSP may be used for protective purposes.
3. In certain extreme emergency situations where a person or others cannot be kept safe from real harm except by interventions that are otherwise prohibited by this policy, it is permissible to use such interventions if reasonably necessary to protect the person or others. The least restrictive intervention must be used, and must be terminated as soon as the need for protection is over.
4. An incident report must be submitted to the DDA case resource manager or the RHC superintendent or designee for each incident involving emergency use of restrictive physical interventions, in accordance with procedures for reporting incidents.
5. If the same restrictive physical intervention is used on an emergency basis more than three (3) times within a six (6) month period, a functional assessment that may result in development of intervention strategies and/or a BSP must be conducted.

## MISSING PERSONS

If a resident has not returned by two hours after he/she is expected to return, the staff will contact the director/administrator and inform him/her of the resident's absence. Family and or Guardians will also be notified.

Unless otherwise directed, the staff should begin searching where the resident was last seen. If the resident isn't found in a reasonable amount of time, the staff will call 911 and continue searching.

All residents have been instructed to inform the home if they are going to be late by calling home. Residents are requested to carry this phone number with them at all times.



L'ARCHE NOAH SEALTH EMERGENCY PLAN FOR: \_\_\_\_\_  
**Name of House/Program**

#### FIRE EMERGENCY

1. On discovering a fire, sound nearest alarm, or yell "**FIRE**".
2. Place palm of hand on all doors before opening. If door is hot, leave by another route.
3. Stay close to the floor.
4. Close all doors and windows you pass as you exit the building.
5. Evacuate all people from the building. Floor plans are near each phone, showing all exits. If you cannot get to someone, note the location, go out, and tell firefighters, when they arrive the location of the person.
6. If you need to exit by a window, use safety ladder, if available, or hang clothing or sheets out the windows and wait for rescue.
7. Gather at \_\_\_\_\_. Do a head count.
- 8. Call 9-1-1.**
9. Wait for firefighters. Point out window of any room where someone is still inside.
10. Call the director of the community as soon as the above is completed.

#### MEDICAL EMERGENCY

1. In the event of a medical emergency, call 9-1-1 and request immediate assistance.
2. If the nature of the injury does not require an ambulance or paramedic assistance, the injured person should receive appropriate First Aid and be transported by car/van to the nearest emergency room. (See listing for hospitals). If there is any doubt as to the nature of the injury, **call 9-1-1** for help.
3. All assistants are required to have Basic First Aid Training and CPR Training certificates that are current. Assistants should know the location of the First Aid Kit in their home.

THE FIRST AID KIT IS LOCATED: \_\_\_\_\_

- 4. Call the director of the community as soon as the above is completed.**

## CRISIS COMMUNICATION PLAN

### 1. ASSESS AND EVALUATE THE CRISIS SITUATION

In the event of a sensitive or crisis situation with possible communication issues the Director will be the first notified. In the absence of the Director, the Formation Coordinator will be the spokesperson and manage communication. This is true regardless of whether it is day or night.

Collect information.

Assess crisis situation with relation to possible media impact.

Director makes decision to notify and gather other members of the team.

MANAGEMENT TEAM – Director, Formation Coordinator, AC Coordinator.

### 2. BEGIN COMMUNICATION PLAN

Director Assembles Team

Notify other members of management team.

Involve other necessary staff.

Inform Receptionist at Administrative Office to operate with procedures according to this plan.

#### Receptionist Job Description

Act as a gatekeeper (unless crisis warrants additional security).

Answers NO questions.

Refer all media calls to Director.

Refer all other crisis-related calls to designated staff member.

#### Director

Coordinate media requests.

Work with Management Team to develop proactive strategy and statements.

Prepare statements.

Arrange for interviews, when appropriate.

Maintain relations with media throughout crisis, including follow-up.

#### Security

If needed, maintain security at all the homes, work program and office.

#### Spokesperson:

Director, (if absent, a member of the Management Team) would be designated spokesperson for duration of crisis.

Available for interviews.

Will work proactively with Management Team to develop key messages.

Will read prepared statements.

Assess the potential media importance of the situation

Criteria for severity –

Does it involve authorities?

Is it negative?

What is common public perception of situation?

Does it involve L'Arche members, volunteers, board of Directors?

Other community groups, e.g. other L'Arche communities, DDA, United Way?

### 3. DEVELOP AND IMPLEMENT COMMUNICATION PLANS

#### Internal Communication Plan

Prioritize need to know, e.g. board, assistants, core members, volunteers, families of core members.

Decide on method of communication.

Develop timeline and statement to be communicated. Keep consistent with messages to media and other audiences.

#### External Communication Plan

Decide strategy – proactive or reactive?

Develop media statement – three to five message points wanted to communicate.

Media statement:

Proactive: Call media or press conference

Reactive: Return calls to press

Assign responsibility for key job functions and tasks.

Develop timeline integrating internal and external communication plans.

### 4. ONGOING ASSESSMENT OF SITUATION

Management Team meets periodically.

Continued communication to assistants, board, core members.

Continued communication with external audiences.

Contact professional help as needed – legal counsel or PR counsel.

Follow-up with media.

#### **DELEGATION OF AUTHORITY**

##### **IN THE COMMUNITY:**

- ◆ When the Director is away from the community, the Support Coordinator, Formation Coordinator or AC Coordinator is appointed the acting Director.
- ◆ When the AC Coordinator is away from the community for an extended time, the Jesuit Volunteer becomes the acting AC Coordinator.

##### **IN THE HOME:**

- ◆ In the absence of the House Responsible (H.R.) for more than 24 hours, the Support Coordinator is designated as acting H.R.
- ◆ Supervision of care, cooking, housekeeping, etc. for core members will be directed as per the weekly written plan, scheduled and written at the weekly team meeting.
- ◆ The acting H.R. will oversee the weekly schedule.

## **DISCRIMINATION POLICIES AND PROCEDURES**

### **NON-DISCRIMINATION POLICY**

It is the policy of the L'Arche Noah Sealth Community that no person shall be subjected to discrimination because of race, color, national origin, sex, age, religion, creed, marital status, disabled and Vietnam Era Veteran status, transmittable diseases including HIV positive or AIDS, or sensory, mental or physical disability, use of a trained guide or a service animal by a person with a disability, sexual orientation or the presence of any physical, mental disability, or any other reason prohibited by law and does not prevent the job's specific performance.

### NON-DISCRIMINATION PLAN

The Non-Discrimination Plan of L'Arche Noah Sealth reflects the commitment that there shall be opportunity for persons, free from discrimination. The plan applies to every aspect of services and employment.

For example, a few of the practices which would be discriminatory are listed below.

- Refusing to hire or promote on the basis of discrimination.
- Denying services or benefits.
- Failing to account for skills in a language other than English.
- Limiting access to services because of inaccessible facilities.
- Failing to make reasonable accommodations to allow full participation of people with disabilities in all programs and services.
- Denying the opportunity to participate in committees, boards or as consultants or volunteers.

### **Discrimination Complaint Procedure**

#### **Internal**

#### POLICY

It is the policy of L'Arche Noah Sealth to thoroughly and honestly determine the merit of any discrimination complaint through this complaint procedure and to promptly correct any problems found to exist.

#### PROCEDURE

1. The Director of L'Arche Noah Sealth has the authority to carry out this procedure. All employees will cooperate with the director in carrying out the responsibilities of this procedure.
2. All employees, assistants, residents and applicants of L'Arche Noah Sealth are encouraged to use the Discrimination Complaint Procedure whenever it is believed discrimination has occurred in employment or services of L'Arche Noah Sealth. Complaints of employment discrimination must be based on race, color, national origin, sex, age, religion, creed, marital status or Vietnam Era veteran status, transmittable diseases including HIV positive or AIDS, sexual orientation or disability. Service delivery complaints of discrimination must be based on race, color, national origin, sex, age, religion, creed, marital status, Vietnam Ear veteran status, transmittable diseases including HIV Positive or AIDS, sexual orientation or disability. Complaints will be treated as confidentially as possible.
3. Retaliation against a person who files a complaint or assists in the investigation of a complaint is also prohibited. It is unlawful to subject any person to retaliation for filing or assisting in the processing of a discrimination complaint. When the Director finds any indication of retaliation, the Director is authorized to take the necessary measures to stop the retaliation.

4. All discrimination complaints shall be written and brought to the attention of the Director within 180 days of the alleged act stating what happened, the name of the person(s) believed to have discriminated, the date it occurred, name, signature, address, telephone number of person filing complaint, and the basis of discrimination (because of race, color, national origin, sex, age, religion, creed, marital status, or Vietnam Era veteran status, transmittable diseases including HIV positive or AIDs, sexual orientation or disability.)

5. Written notification containing allegations will be forwarded to the respondent by the Director with a request for a written response within ten (10) working days. Should the respondent desire an early resolution meeting, the Director must be notified within five (5) working days of receipt of notification. However, the Director has the authority to negotiate for settlement of the complaint at any point in the Discrimination Complaint Procedure.

6. If an early resolution meeting is not held or is unsuccessful, an investigation will be conducted that includes interviewing all appropriate parties, reviewing records, documents, statistics and other pertinent data. The investigation will be concerned with the type of discrimination alleged in the complaint, but may not necessarily be confined only to treatment of the complainant. The Director will evaluate all available information and forward the findings via a written report to the complainant and the respondent.

7. The complainant has a right to access the complaint records, as provided by the Public Records Disclosure Act of 1973 and Chapter 42.17.250 RCW

### **Discrimination Complaint Review Procedure**

#### **External**

The rights of employees, assistants, residents and applicants to be free from discrimination in employment and services are also protected through remedies outside of L'Arche Noah Sealth under state and federal civil rights laws.

When a person defined above believes L'Arche Noah Sealth has discriminated against him/her, or knows of discrimination in employment or delivery of services on the basis of race, color, national origin, sex, age, religion, creed, marital status, disabled and Vietnam Era Veteran status, transmittable diseases including HIV positive or AIDS, or sensory, mental or physical disability, use of a trained guide or a service animal by a person with a disability, sexual orientation or the presence of any physical, mental disability, or any other reason prohibited by law, that person may file a complaint of discrimination within 180 days of the discriminatory act with the following offices:

#### **For Employment Complaints Call:**

##### **State of Washington:**

Dept. of Social & Health Services  
Office of Equal Opportunity  
PO Box 45839  
Olympia, WA 98504  
(206) 753-7049  
(206) 234-7049 SCAN or 800-521-8060  
(206) 586-4289 TDD or 800-521-8061

##### **United States of America**

U.S. Equal Employment Opportunity Commission  
909 First Ave. Suite 400  
Seattle, WA 98104-1061  
(206) 220-6883  
(206) 220-6882 TDD  
(206) 220-6911 FAX  
Toll Free 800-669-4000

#### **For discrimination in Employment and/or Service Delivery**

Washington State Human Rights Commission (Seattle)  
921 Melbourne Tower  
1511 Third Avenue  
Seattle, WA 98101  
(206) 576-6500 Voc/TDD  
(206) 464-6500 SCAN

U.S. Department of Health & Human Services  
Office for Civil Rights  
2201 Sixth Ave. M/S RX-11  
Seattle, WA 98121  
(206) 615-2290  
(206) 615-2296 TDD or Toll Free 800-362-1710

Washington State Human Rights Commission(Olympia)  
402 Evergreen Plaza Building  
P.O. Box 42490  
Olympia, WA 98504  
(206) 753-6770  
(206) 234-6770 SCAN or 800-233-3247

U.S. Department of Labor  
Office of Federal Contract (Seattle)  
Compliance Program, District X  
1111 Third Ave., Suite 745  
Seattle, WA 98101-3212  
(206) 553-7182

U. S. Department of Labor Office of Federal Contract (Washington DC) Compliance Program  
200 Constitution Ave. N., Washington DC 20210

## **ANTI-SEXUAL HARASSMENT POLICY**

Sexual harassment is misconduct, which undermines the integrity of relationships and the community member upon whom it is practiced. All community members must be allowed to live and work in an environment free from unsolicited and unwelcome sexual overtones. Sexual harassment debilitates morale and interferes with the work productivity of its victims and co-workers.

Sexual harassment occurs through unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- A. Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment;
- B. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- C. Such conduct has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

L'Arche Noah Sealth will not tolerate sexual harassment and will take affirmative steps to insure that this behavior is eliminated.

L'Arche Noah Sealth will respond quickly and effectively to reported and/or observed behaviors that are unwanted and sexual in nature.

Training will be offered to all the assistants.

Anyone found to be in violation of this policy shall be subject to corrective/ disciplinary action ranging from reprimand to termination.

By law, no person who has filed a complaint or assisted in the investigation of a complaint shall be intimidated, threatened, coerced, or discriminated against.

### **Anti-sexual harassment procedure**

- A. Any assistant/employee who is subjected to unwanted sexual behavior should take immediate action by:
  - 1. Directly informing the harasser that the conduct is unwelcome and must stop.
  - 2. Reporting the behavior to the Director.
- B. The Director, House Leaders or Coordinators who observe or become aware of sexually harassing behavior, are expected to take immediate and appropriate action, by doing whatever is necessary to end the behavior and prevent it from recurring.

Those who are aware of such behavior should, as appropriate, take the following steps:

- 1. Encourage the assistant/employee to inform the harasser that the conduct is unwelcome and must stop.
- 2. Talk to the offending assistant/employee and notify the Director.
- 3. The Director will use corrective/disciplinary action in order to eliminate the unwanted behavior.

## WHISTLEBLOWER POLICY

### General

L'Arche Noah Sealth requires board of directors members ("board members"), committee members, officers, associates, employees, volunteers and assistants serving or representing L'Arche (collectively, "Persons Subject to This Policy", each a "Person Subject to This Policy") to observe high standards of honesty, integrity, and ethics in the conduct of their duties and responsibilities to L'Arche Noah Sealth and to comply with all applicable laws and regulations.

### Purpose

The purpose of this Whistleblower Policy is to establish an "Open Door Policy" whereby Persons Subject to This Policy can act appropriately, in good faith, and without fear of retaliation to disclose suspected fraudulent or dishonest conduct, conduct that may violate any applicable law or regulation, including but not limited to laws and regulations relating to employment, or any other conduct that may adversely impact L'Arche Noah Sealth, L'Arche Noah Sealth Core Members, Persons Subject to This Policy or the public ("Unauthorized Conduct"). Without limiting the foregoing, Unauthorized Conduct includes a deliberate act or omission to act with the intention of obtaining an unauthorized benefit, such as misappropriation or misuse of L'Arche Noah Sealth or Core Members resources or property, forgery or alteration of documents, fraudulent financial reporting, unauthorized alteration or manipulation of computer or similar electronic files or data, authorizing or receiving compensation for goods not received or services not performed, and authorizing or receiving compensation for hours not worked.

### Reporting Responsibility

It is the responsibility of each Person Subject to This Policy to report Unauthorized Conduct in accordance with this Whistleblower Policy and with mandatory reporting laws and regulations for caregivers of vulnerable adults.

### No Retaliation

No Person Subject to This Policy who in good faith reports alleged Unauthorized Conduct in accordance with this Whistleblower Policy shall suffer harassment, retaliation or adverse employment consequence. Any Person Subject to This Policy who retaliates against someone who has reported Unauthorized Conduct in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable Persons Subject to This Policy to raise serious concerns within L'Arche Noah Sealth prior to seeking resolution outside L'Arche Noah Sealth. This Whistleblower Policy does not prohibit any Person Subject to This Policy from making any report or disclosure required by any applicable law or regulation.

### Reporting Unauthorized Conduct

L'Arche Noah Sealth has an Open Door Policy and suggests that Persons Subject to This Policy share their questions, concerns, suggestions or complaints regarding Unauthorized Conduct with someone who can address them properly. In most cases, a direct supervisor is in the best position to address an area of concern. However, if any Person Subject to This Policy is not comfortable speaking with a direct supervisor or is not satisfied with the supervisor's response, any such person is encouraged to speak with someone on Community Council, the Executive Director, the President of the Board or any board member that person is comfortable in approaching. Supervisors and House Responsibles are required to report allegations of Unauthorized Conduct to the L'Arche Noah Sealth's Executive Director . For suspected

fraud, or when a Person Subject to This Policy is not satisfied or uncomfortable with following L'Arche Noah Sealth Open Door Policy, Persons Subject to This Policy should contact L'Arche Noah Sealth's Board President directly. Any report of Unauthorized Conduct relating to L'Arche Noah Sealth's Executive Director shall be made to the L'Arche Noah Sealth's Board President. Core Members may share their questions, concerns, suggestions or complaints regarding Unauthorized Conduct with someone who can address them properly, including as appropriate the Executive Director or Board President.

### **Executive Director and Board President Responsibilities**

Except on matters relating to L'Arche Noah Sealth's Executive Director or matter reported to the Board President which the Board President determines should be investigated and resolved at the board level, the Executive Director is responsible for investigating and, to the extent reasonably practicable within the scope of the Executive Director's authority and in the best interests of L'Arche Noah Sealth, of resolving all reported complaints and allegations concerning Unauthorized Conduct. The Executive Director shall advise the Board President and/or the Executive Committee not less than monthly of all reported allegations of Unauthorized Conduct, the status of efforts to resolve such allegations, and whether any alleged Unauthorized Conduct is not likely to be resolved by the Executive Director or is beyond the Executive Director's authority to resolve. The Executive Director has direct access to the Executive Committee of the board of directors. The L'Arche Noah Sealth's Board President is the chair of the Executive Committee. The L'Arche Noah Sealth Board President is responsible for investigating and resolving to the extent reasonably practicable all reported allegations of Unauthorized Conduct relating to the Executive Director or which otherwise have been reported to the Board President which the Board President determines should be investigated at the board level and shall report thereon to the board.

### **Accounting and Auditing Matters**

The Treasurer of the board of directors shall address all allegations of Unauthorized Conduct regarding corporate accounting practices, internal controls or auditing and report thereon to the board of directors. The Executive Director shall immediately notify the Treasurer and Board President of any such allegation and work with the Treasurer and Board President until the matter is resolved.

### **Requirement of Good Faith**

Anyone reporting, disclosing or filing an allegation of Unauthorized Conduct complaint must be acting in good faith and have reasonable grounds for believing the information reported, disclosed or filed constitutes Unauthorized Conduct. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense and breach of the L'Arche Noah Sealth's Code of Conduct.

### **Confidentiality**

Allegations of Unauthorized Conduct may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of alleged Unauthorized Conduct will be kept confidential, to the extent possible, consistent with the need to conduct an adequate investigation and applicable laws and regulations.

### **Handling of Reported Violations**

The Executive Director or Board President as applicable will notify the sender and acknowledge receipt of a report of Unauthorized Conduct within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.



## MISCELLANEOUS POLICIES

### PROCEDURES FOR HANDLING FINANCES IN EACH HOME

Each house has three different types of accounts. Below is a description of each type followed by procedures for maintaining these accounts.

#### Petty Cash

This account is used to make purchases for the household – food, gas, bathroom tissue, garden supplies, assistant training and certificate renewals, (i.e. Food Handler's permit, TB tests, Driver's License). It is replenished twice a month. When replenished, the account totals \$1,000. The hope is that a house will only need \$1,000 every two weeks. Each team should work out a system for deciding who does the shopping and what is purchased. This should be done in a way that all members of the house have input. Items which are purchased are allocated to categories and this is then compared to the budget on a regular basis.

#### Core Member Accounts

All Core Members must have two separate types of accounts.

The first is a cash pouch that is kept in the office at the house. This pouch is replenished as necessary and is used for small purchases and spending money. Unless there is an ETP, this should NEVER be more than \$75.00 in this account.

The second is a checking account. For some Core Members, a savings account may be included. The checking account doesn't need more than \$300 in it (typically) so excess amounts are transferred into the savings account to earn interest. A Core Member should never have more than \$2,000.00 in all his/her accounts combined as this jeopardizes their funding. If it exceeds \$1,700, the respective case manager needs to be notified. See individual IFP's.

### PROCEDURES FOR MAINTAINING ACCOUNTS

Each house has a designated person to reconcile accounts. That person is responsible for overseeing the following has occurred:

- Recording and reconciling each account once a month.
- Preparing deposits and withdrawals for each account as necessary.
- Making necessary payments for core members (Res. Part., A/R bills...).
- Making sure that the cash in each core member's pouch account doesn't exceed \$75.
- Preparing petty cash reimbursements on the 1<sup>st</sup> and 15<sup>th</sup> of each month.
- Balancing checking and savings accounts for each core member.
- Maintaining an appropriate balance in checking accounts (\$300) and transferring money to savings accounts when necessary.
- Keeping each person's combined checking and saving balance below \$2000 at all times and notifying DDA should it exceed \$1,700.

**Each home has a second reconciliation person designated to sign off on the core member accounts and *cannot* be the same person who accompanies the core members when withdrawing money from the bank or engage in any monetary transactions with or on behalf of any core member.**

## **GUIDELINES REGARDING MARRIED COUPLES IN LEADERSHIP ROLES IN THE COMMUNITY.**

If an assistant would like to discuss with Director, problems s/he is having with Director's spouse as the HR or vice versa Director and spouse agree not to discuss what has been said in confidence by an assistant with one another. As with any other situation Director and Spouse will follow the community policies regarding conflict resolution, triangulation and confidentiality.

If Director and spouse can't be objective when someone comes to them regarding difficulties with the other, then they agree to call in Joan Loeken or another mutually agreeable third party.

Spouse will talk with Director as HR to Director in ways that are appropriate and necessary regarding issues in Angeline House. In situations that one simply needs to vent frustration, Director and spouse will follow the rules of confidentiality and conflict resolution.

If an assistant has an issue with either Director or spouse and simply cannot approach one or the other due to uncomfortable-ness, s/he will speak to his/her accompanier. The accompanier should be sought for discussion of day to day problems. Joan Loeken may be contacted regarding a more serious or ongoing concern. Joan Loeken will also follow the community policies regarding conflict resolution.

If an Assistant feels uncomfortable being evaluated by the Director's spouse in the presence of the Director a mutually agreeable third party may be brought in.

## **LOAN CRITERIA FOR ASSISTANTS**

Realizing there were occasions when granting a loan to Assistants would be appropriate and helpful, the Executive Committee wrote the following criteria to be submitted to the Board with its recommendation for approval:

The allocation of \$5,000.00 of current funds on deposit to be available for loan that met the criteria.

Loan available only to Assistants who have been in the Community a minimum of two years and who have an open commitment to remain in the Community for a longer period of time.

Verification of need and evidence of other loan resources that have been explored.

Purpose of the loan.

\$2,000 maximum loan available.

Interest payable at 5% of remaining balance.

Monthly payment to be negotiated with the Finance Committee.

Note to be signed for loan and interest rate.

Application for loan to be made to Executive Committee for processing. They will refer it to the Finance Committee for a decision to grant the loan.

## **L'ARCHE NOAH SEALTH DRIVING SAFETY POLICY**

The safety of our Core Members (and assistants) is of the highest priority. The following policy guidelines are designed to encourage and maintain the highest possible level of safety when transporting our Core Members and assistants.

### Moving Violations

It is the policy of L'Arche Noah Sealth that the community will cover the cost of the fine for up to one moving violation in a two year period if the violation occurs while the employee is conducting L'Arche business. Fines for moving violations in excess of 1 in a two year period must be paid by the driver. In addition, any assistant receiving 2 moving violations in a 2 year period must take a defensive driving class, even if they have already taken one. L'Arche Noah Sealth will cover the cost of this additional drivers training.

### Parking Tickets/Non-Moving Violations

It is the policy of L'Arche Noah Sealth that the community will pay for two parking tickets and other non moving violations in one calendar year if the infraction occurs while transporting Core Members and is unavoidable due to ensuring a high level of care for our Core Members. If assistants develop a pattern of incurring infractions or if there are more than two in one calendar year, (i.e. neglecting to put the disabled placard on the rearview mirror), the assistant must pay for the ticket.

### Automobile Accidents

It is the policy of L'Arche Noah Sealth that any automobile accident involving a L'Arche Noah Sealth driver will result in that driver being enrolled in a defensive driving course. Exceptions may be made at the discretion of the Director if the accident is determined to be entirely the fault of the other party or parties.

#### Driving Policy

Driving for L'Arche Noah Sealth implies a great responsibility, both for the safety of passengers and for maintenance of the vehicles.

Consequently, each eligible driver is responsible for the following:

To provide proof of a valid drivers license.

To disclose all information regarding his or her driving record.

To go on a test-drive in one of the vans with the Office Assistant (or other person designated by the director).

The test drive route will include residential and freeway driving, parking, etc., etc.

If said person fails to pass the driving test the Office Assistant or designated tester will decide on which of the following course of action will be taken:

Person must practice driving, re--test, and will then be able to drive all vehicles pending a successful completion of the test.

Person can only drive passenger vehicle (not vans)

Person cannot drive any of the L'Arche vehicles.

## CELL PHONE AND INTERNET GUIDELINES

The mission and objectives of L'Arche Noah Sealth Community, homes, Activity Center and community-related activities are to provide core members an attentive, accepting and respectful environment. The use of a personal cell phone by assistants/ employees during "on duty" hours (which are hours when assistants or employees are expected to be present and available to the needs of the community) should not interfere with the mission and objectives of the L'Arche Noah Sealth Community.

### **A. Answering personal cell phone calls or text messages.**

If they find themselves receiving an undue number of calls, an assistant or employee should advise family and friends of their "on duty" hours and ask that they refrain from calling except for emergencies, that is, where the assistant or employee's immediate help is necessary to prevent serious harm or to notify the assistant or employee of immediate serious harm to a family member or close friend. If a call is received during "on duty" hours, the assistant/employee should keep the conversation to a minimum, that is, to determine the identity of the caller and a time to return the call. Calls should not be answered if the assistant/employee is actively assisting a core member. Preferably, the cell phone should be placed on silent mode during "on duty" hours. Under no circumstances are cell phones to be used while driving any L'Arche Noah Sealth vehicle.

### **B. Making cell phone calls or text messaging.**

An assistant or employee may make any cell phone calls during break time or away time, however, no cell phone calls should be made during "on duty" hours except on an emergency basis.

To the extent that assistant/employee calls interfere with the performance of the assistant/employee's duties or community affairs, distract others in the community from performance of their duties, or is disturbing to a core member, disciplinary action may be taken.

### **C. Use of Internet.**

An assistant or employee may use house computers for personal internet browsing during break time or away time. However, there should be no personal browsing during "on duty" hours. Please consult with your HR before downloading any new programs on any computer which is the property of L'Arche Noah Sealth.

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Assistant/Employee Signature

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Date

## VISITORS AND GUESTS POLICY

*“L’Arche communities are open and welcoming to the world around them. They form an integral part of life in their localities, and seek to foster relationships with neighbours and friends”. Charter of the Communities of L’Arche III.4.1*

### **Policy:**

L’Arche Noah Sealth (LNS) is committed to supporting authentic mutual relationships that enhance each person’s quality of life and the life of the Community. LNS believes that relationships with family and friends are an integral part of people’s lives and is committed to promoting and nurturing these connections. It is relationship that forms and builds Community.

As a Community founded on values such as hospitality, mutual relationships and the value of each individual, LNS strives to be a place of welcome for people wishing to visit us. People who usually visit LNS are family and friends of Community members, people visiting from other L’Arche Communities, as well as people interested in getting to know L’Arche.

This policy is to provide clear expectations for visitors and guests as well to support Community members to have visitors and guests while ensuring the health, safety, and well being of all people who are part of our community.

### **Expectations for visitors and guests:**

1. It is expected that guests will respect the rhythm of life in the home in which they are staying. *(eg. being quiet at night, checking with House Leader about times for use of kitchen and bathroom facilities etc.)*
2. Guests are requested to not use LNS computers.
3. Extra unexpected overnight guests will not be accommodated. *(eg. if we are expecting one guest and two or more arrive).*
4. If there are concerns with an Assistant visiting from another L’Arche Community the Executive Director will be notified.
5. Those visiting a home who wish to spend time during the day with people in a LNS home, may be requested to share in the responsibilities of the house, e.g. clean up, etc., so as to contribute and maintain a positive atmosphere during their visit.
6. It is expected that sexual relations between people who are not married do not take place in LNS households and that visitors who are in a romantic relationship and not married do not share a bedroom.

Everyone who stays overnight has the potential for unsupervised access to our core members and consequently, as we are a licensed facility, is required to have a Background Clearance Check.

### **DURATION OF VISIT AND ASSOCIATED COSTS**

1. Generally guests may stay for a maximum of 5 days.
2. Some exceptions may be made for longer stays. LNS recognizes that many of our Assistants come from other countries, and their family and friends may be coming from a long distance. After consultation with the Community Support Coordinator and the House Responsible, these exceptions will be determined on a case-by-case basis dependent on the space available and the needs of the homes.
3. If an Assistant has a guest coming for longer than a few days it is recommended that they take holidays (subject to approval) during the time the guest is here so that the visit does not interfere with the responsibilities of their role.
4. The Assistant welcoming the guest must be present and is responsible for hosting their guest for the duration of the visit.
5. Visitors are invited to contribute a donation of \$15.00 per person, per night, to cover our costs of food, showers, laundry, etc. during their stay in a LNS home. A larger donation would be gratefully accepted. The funds should be given to the Support Coordinator either in cash or by check written to L’Arche Noah Sealth .
6. Prior to arrival the guest will be sent this policy and will be expected to abide by it.
7. Minors must be accompanied by parent or guardian.

## **ALCOHOL AND DRUG POLICY**

Drug and alcohol abuse is highly detrimental to the safety, health and productivity of all Community members. No assistant or employee may be under the influence of any job-impairing drug or alcohol while in the homes or work program or while attending Community related activities.

In accordance with the Drug-Free Workplace Act of 1988, L'Arche Noah Sealth must maintain a drug-free workplace. Failure to comply with this law could jeopardize the important government funds that L'Arche Noah Sealth receives.

L'Arche Noah Sealth assistants must be able to work in a drug-free environment and themselves be free from the effects of alcohol and other job-impairing substances. Accordingly, the use, sale or possession by any assistant or employee of controlled substance, drug not medically authorized, or any other substance which impairs job performance or poses a hazard to the safety and welfare of other assistants, volunteers or Core Members is strictly prohibited and shall result in disciplinary action up to and including termination in severe situations.

All assistants and employees are absolutely prohibited from unlawfully manufacturing, distributing, dispensing, possessing, or using controlled substances in the homes, work and day programs. In addition, any assistant or employee convicted of drug violation while living or working at L'Arche must notify the Director within five days of the conviction, if they are not already aware of the situation. Assistants or employees who take medication that contain a cautionary label regarding the use of machinery or operation of vehicles, must notify the Director, Assistants Coordinator or AC Coordinator before beginning the work.

L'Arche Noah Sealth takes its commitment seriously to provide both safe conditions and provide safety to all community members. Recognizing this commitment, the Director, the President of the Board of Directors or the community's medical insurance carrier may refer an assistant to professional services in an effort to aid them with an alcohol or chemical dependency problem. Assistants who voluntarily admit to having drug or alcohol problems that have not resulted in disciplinary action are encouraged to utilize their medical insurance resources before the problem affects their work or the community. Participation in this program is voluntary and confidential.

## SABBATICAL POLICY

### DEFINITION

A sabbatical is an extended period of time, away from the normal assignment of an assistant in L'Arche Noah Sealth of Seattle under a planned and approved program of study and reflection.

Defined in this way, a sabbatical should be distinguished from an extended vacation or period devoted primarily to relaxation or recreation, a personal leave or a leave of absence for purposes of health.

### POLICY

The intent of a sabbatical is for an assistant to renew and deepen his/her vocation in L'Arche and for the community itself to be enriched as a result.

### PROCEDURE

1. The Board of Directors approves all sabbaticals for assistants according to the assistant's eligibility and the availability of resources.
  2. For an assistant to be eligible for a sabbatical, she/he must have been a member in good standing in L'Arche Noah Sealth for a minimum of six years. If the Assistant has been to a L'Arche Renewal, they are not eligible for a sabbatical for five years from the end of the Renewal.
  3. When an assistant comes from another L'Arche community, L'Arche Noah Sealth recognizes their years of membership in L'Arche. However, to qualify for a sabbatical, assistant must be a member of L'Arche Noah Sealth for four years.
  4. The length of time of the sabbatical is negotiated with the Board of Directors with respect to the needs of the community. The maximum duration of a sabbatical is one year.
  5. The community is responsible for 50% of the assistant's current salary and the assistant is expected to return to the community after the sabbatical for a period of time equivalent to the length of the sabbatical. In the event that the assistant does not return to L'Arche Seattle, she/he is expected to repay L'Arche's share of the cost of the sabbatical. Terms of the payment or repayment can be negotiated with the Board of Directors. Each situation is looked at individually.
  6. The Board will continue to cover medical insurance during the sabbatical.
  7. An assistant is responsible for planning and budgeting his/her own sabbatical. Assistants desiring a sabbatical must first be in dialogue with the Director. Then the assistant submits a written plan to the Personnel Committee and meets with them to discuss the plan. If the Personnel Committee supports the sabbatical it submits the plan in writing to the Board with a recommendation that it is approved. The Director will be updating the Regional Coordinator of assistants who are requesting sabbatical.
- The plan must include:
- a. Reasons for desiring a sabbatical
  - b. Goals for the sabbatical
  - c. Description of how the goals will be attained
  - d. Suggestions as to how the sabbatical will enrich and expand the life of the community
8. Upon his / her return, the assistant shall write up an account for the Board of Directors indicating what he/she has gained from the sabbatical, how they can implement what he/she has learned and how he/she might share their professional growth with other members of the community.
  9. Upon completion of the sabbatical the assistant, Director and Personnel Committee will evaluate the time taken in light of the plan that was approved.

## Volunteering

L'Arche employees may volunteer their services in areas of resident-related activities during off-duty time. DDA authorizes volunteer services on behalf of residents only when:

1. It can be determined that any activities on behalf of residents do not constitute a conflict of interest between work-related responsibilities and personal interests;
2. Such DDA employees' services directly benefit residents;
3. Volunteer activities do not fall within the scope of work of the employee's job classification and are not the same or similar to the employee's regular work assignment;
4. The employee's request for permission to do volunteer work occurs without direct or indirect coercion by the employer; and
5. The employee registers as a DSHS volunteer and:
  - a. Completes a volunteer registration card;
  - b. Has a current background check clearance;
  - c. Signs a statement describing the activities he/she expects to perform;
  - d. Signs a statement of understanding that no compensation will be requested or accepted for the volunteer activity; and

### **L'ARCHE NOAH SEALTH TRAFFIC PLAN**

L'Arche Noah Sealth owns and operates 3 Adult Family Homes in the Capitol Hill neighborhood of Seattle. Ample parking is available at each location for delivery, visitors and agency staff.

Noah House 816 15<sup>th</sup> Ave. E. Seattle, WA 98112

Parking is available on both the east and the west side of 15<sup>th</sup> Ave E. Parking is restricted to 2 hours directly in front of the house, but is not restricted on the west side. Additional parking is available immediately past the intersection of 15<sup>th</sup> Ave E. and Aloha.

Note: There is a Metro bus stop on the West side of 15<sup>th</sup> Ave. E., which is a no parking zone, and it is illegal to park within 30 feet of the intersection.

Angeline House 348 18<sup>th</sup> Ave. E. Seattle, WA 98112

Parking is available on the west side of 18<sup>th</sup> Ave. E., directly across from Angeline House. This neighborhood is zoned for two hour parking. In addition, parking for a vehicle with a valid Disabled Placard is available on the south side of E. Harrison.

Additional non-zoned parking is available on Harrison east of 18<sup>th</sup> avenue, and is limited to the west side of the street.

Shuinota House 1425 E Ward St. Seattle, WA 98112

Parking is available on both the North and South sides of the street, and is not restricted. There is ample parking in front of Shuinota House, including a space for a vehicle with a valid Disabled Placard. E. Ward Street is narrow but parking is also available on 15<sup>th</sup> Ave E. In addition, there is a parking spot in the back of Shuinota House, accessible by the alley immediately West of Shuinota House.

All our vehicles have Disabled License plates. This means that when out with the folks, you do not have to pay for parking meters.



## APPENDIX

### GLOSSARY and EXTRACTS FROM THE ASSISTANTS' BOOKLET

**Accompaniment:** There are many components to continuing to live community life well. An Accompanier is a mature person, approved by the community, assigned to new assistants, to walk with them in community. **Adult Family Home:** (A.F.H.) All three houses are AFH licensed. This is a license which issued by Adult and Aging and generally speaking is used for non-DDA clients. Our licensor is Wanda Brown. Angeline and Shuinota have "Adult Family Home Clients who have "Group Home Contracts" with DDA. **Assistants:** Direct caregivers. Usually commitment is a year, come from all walks of life to volunteer their services in return for room & board and a stipend. Foreign Assistants come on B-1 visas and are not allowed to receive a paycheck, only remuneration for expenses incidental to their stay. However, in order to be in compliance with Wage and Hour Law, their total benefits package must at least equal the minimum wage. **Associate Member:** Close member of the community, usually someone who has served the community in another capacity, assistant or Board member, before becoming an Associate.

**B-1 Visa** The type of visa issued to foreign assistants for between 6 – 12 months, which allows only for "remuneration for expenses incidental to one's stay."

**Case Manager:** Representative from DSHS who assists with various issues related to the lives of the core members. Lori Gianetto is the case manager for the Group homes contracts and Myung Yu for all others. **Client Participation:** (Res-Par) amount a core member is required to pay as his/her participation in the cost of residential care, support and training purchased on his/her behalf by Dept of Social and Health Services.

**Core Member:** Person with a developmental disability. Core: they are at the heart (*coeur fr.*) of community. **Comprehensive Assessment (CA):** This document is drawn up by a Core Member's Case Manager in the presence of the Core Member and significant people in their lives for initial evaluation of needs. The extent of a person's needs determines which of the three levels of funding the person receives. C.P.I: Clothing, Personal maintenance and necessary Incidentals.

**D.D.D.:** The Division of Developmental Disabilities which is under D.S.H.S. (Department of Social and Health Services). We are in Region 4.

**Fundamentals of Care-giving and Specialty Training:** Two three-day trainings required of all who work one on one with core members.

**Group Home Contracts:** (GHC) Angeline and Shuinota Houses have certain core members who have contracts with DDA for services. These core members, four in each house, have a much higher funding (average per diem \$120) than AFH members do (average per diem \$50).

**ISP:** Individual Service Plan provides the basic frame for the development of the IISP. **IISP** The Individual Instruction and Support Plan is drawn up with Case Manager insures the needs of Core Members are being met at several levels: Health and Safety, Developing life skills, Growing in Independence, Social interacting, etc. An in-house program based on the ISP involving core member and significant people in their lives designed with to enhance quality of life.

**LTA:** (Long-Term) Assistant who has been at least 5 years in l'Arche. (In our community it is 2+ years.)

**Negotiated Care Plan:** AFH requirement based on the C.A. and must be in place within the first 30 days of admittance. An individualized program developed by the Residential Manager in consultation with a core member in order to meet their specific needs in all areas of their lives. The plan identifies: 1. the care and services to be provided; 2. when and how the care and services will be provided. NCP can be viewed as the AFH equivalent to the GHC's IISP. This will be found in their medical file

**Residential Manager:** The state term for **House Responsible**, the house leader who supervises their home. **Region:** There are three regions in the U.S. Zone. They are U.S. West, U.S. Central, and U.S. East. There are four communities in our region, U.S. West: Seattle, Spokane, Tacoma, and Portland. We have a Pre-project, (Community in gestation) "Wavecrest", in California.

**Regional Leader:** Joan Winchester in Portland. **Regional Council:** The Directors of the communities in the region meet two or three times a year with the Regional Leader and form a decision making body to facilitate regional life and provide support to one another. The Regional Coordinator facilitates this meeting. **R.C.W.** Revised Code of Washington; foundation for the W.A.C.

**Support Coordinator,** Assistant Director, Homes Coordinator, and Community Coordinator are synonymous in the sense that each is a key-supporting role for the director. They vary slightly depending on where the emphasis is: *Administration* for Assistant Director and *Community* for Support, Homes and Community Coordinator. **SSI:** Benefit which most of our core members receive: Supplemental Security Income for the aged, blind or disabled. **Subsidiarity:** Principle by which decisions are made at the lowest level possible. Solidarity with the South: Fundraiser for L'Arche communities in the poorer parts of the world.

**Triangulation:** Involving a third party in a complaint / conflict instead of dealing directly with the initial, implicated party.

**W.A.C.:** Washington Administrative Code: set of rules governing minimum requirements for Licensing.

**National:** There are five L'Arche Confirmed Countries in the world that have National leadership teams.

## SECRETS AND SYSTEMS.

Family secrets act as the plaque in the arteries of communication; they cause stoppage in the general flow and not just at the point of the existence.

The communication system of many families is riddled with secrets. Favorite subjects are an affair, illegitimacy, elopement, terminal illness, abortion, adoption, institutionalization (crazy or criminal), previous marriage, black sheep in previous generation (skeleton in closet), finances, and any minor matter where one family member tells another, "But don't tell Dad (Mom, etc.)."

Far more significant than the *content* of any family secret is ramification of its *existence* for the emotional processes of the entire family. These effects are specific and predictable.

1. Secrets function to divide a family, as an avalanche would a community. Those "in" on the secret will become far better able to communicate with one another than with those in the outsider group, *about any issue*, not just about the secret. For example, a minister complained how he was unable to help four sisters who were recuperating from an accident because they had yet to be told that brother had died in the same crash. He spent so much time pre-thinking everything he said, for fear it would lead to questions about the brother, that he was totally unable to be the spontaneous self that was the basis of his pastoral effectiveness. When that same emotional phenomenon occurs in a family over a long period of time, very rigid triangles result.

2. Therefore, a second effect of secrets on a family system is that they create unnecessary estrangements as well as false companionship. For example, a father and daughter conspire not to tell mother about the abortion. Mother and daughter's relationship is likely to be affected well beyond the specific issue. An overall atmosphere of unnecessary distance will develop between them. On the other hand, father and daughter will become closer, but it will be a shallow togetherness.

3. A third major effect of secrets on a family is that they distort perceptions. Family members will become confused or misled by information they obtain because they really are seeing only part of the picture. An ironic example of this is the husband who was considering leaving his wife because she had become "cold, selfish, and distant." She was having an affair, which she kept a closely guarded secret for fear he would leave her if he found out. When she finally told him the truth at the urgings of the counselor, though he first expressed deep hurt and rage, breaking almost every glass in the house, he then began to feel better about things because he was now able to put together, in a comprehensive way, many messages and actions that had not made sense. Almost immediately, they found they were able to communicate better *on every subject*.

4. The most important effect of secrets on a family's emotional life is that they exacerbate other pathological processes unrelated to the content of the particular secret, because secrets generally function to keep anxiety at higher energy levels. When secrets are revealed, despite the fact that family members might at first be upset (either over the information or the fact that the secret is out), the anxiety level the family generally decreases. This is particularly the case if the family continues to work at the issues that then surface, issues that often had precipitated the forming of a secret. The formation of a family secret is always symptomatic of other things going on in the family.

To some extent, secret formation feeds back to the previously mentioned issues concerning pain. Family members will say that they kept a secret "to spare" someone's feelings; the truth is more likely to be that they did so in order to spare their own feelings. Few of us are irreparably hurt by upset. *Chronic anxiety*, on the other hand, *kills*.

All of the above is equally true in the parish. The clergy are instantly triangled by various clandestine messages that parishioners report to them about one another, or about the other minister. That network of interlocking triangles is always in operation. But to the extent that messages about the minister are reported back and forth between "family members" *in secret*, then such secrets will promote pockets of pseudomutuality and unnecessary estrangements throughout the emotional system of the entire congregational family.

The ultimate proof of the function and the power of secrets within family is that when they are revealed, more change usually takes place throughout the entire system than could have been attributed solely to the content of that secret. In short, secrets create and perpetuate triangles; they are always on the side of the existing homeostasis, the labeling process, and the chronicity of symptoms. They are never on the side of challenge and change. Secrets are very serious stuff.

Extract from *Generation to Generation* by Edwin H. Friedman

### Spiritual Stages of Community Excerpt from *Near Occasions of Grace* by Richard Rohr

Fr. Richard Rohr, OFM is a Franciscan priest of the Guadalupe Province and Founder of the Center for Action and Contemplation in Albuquerque, New Mexico. He is the author of numerous books. For more information, please visit [www.cacradicalgrace.org](http://www.cacradicalgrace.org). (Used with permission.)

#### Stage One

In order to have a good middle and a good end, you must have a good beginning. Just because it is Stage One does not mean that it is unimportant and can be quickly jumped over in order to get into the "real thing." Fortunately or unfortunately, we do not usually know that we are in Stage One. We are probably not aware that community is about to happen. We are uniquely in

the power of the Spirit. It is usually un-programmed, unplanned, and unsuspected. It is usually pure gift. Only years later do we become aware of the power available and given at the beginning.

This phenomenon is probably what people are referring to when they speak of things "beginning charismatically and ending institutionally." Perhaps this is the only way that it can really happen, and why we constantly need new beginnings, breaks with the past, or at least a return to the power that is inherent in the mythic first stage.

We cannot maintain the fervor and euphoria of Stage One for very long. If we try-as many groups do-we will pay a very high price: We will have to choose blindness. It is a great and very subtle temptation precisely because stage one appears to be so holy, inspired, and empowered. It is not unlike the first blush of romantic love, and no one wants to let go of it.

Stage One is a type of passive dependency. We have not necessarily discovered a new life within ourselves, but we have instead discovered it in another, in the group, in the vision. We lean on them heavily, because we are drawing life from them and they are putting us in touch with the depths of our own dreaming. It is very nearly the only way that we can begin, even though it is a kind of blind listening. It is not a deep listening to the self, but an enthrallment in what is "out there" or what we have together. But ironically it is not really a love of these things. It is still a clear, but absolutely necessary, love of the self. We are in love with what the dream does for us, what the community brings out of us, what others give to us.

Lest we snobbishly pull up our nose at such puerile and disguised motivation, let me be quick to say that at least it is trust. At least it reveals a capacity for wonder, and awe, and desire. It is dependency on another, recognition of life within another, and therefore the beginnings of love. Pity the poor folk who are not capable of Stage One. And many today are not-because they refuse to release their hearts to any group or individual who is not formed and perfect and worthy of their self-donation.

The consistent experience of history is that love and communities and, in fact, most events that enlist the commitment of people have largely non-rational beginnings. If we are waiting around for something to appear in which we can invest ourselves from a position of total, objective detachment, then we want a job perhaps, but we do not want a community. Certainly we do not want a community of trust.

Trust is very likely the most free and most fully personal response that a human being can make. It includes intellect, will, and affection. But it is only the beginning. The goal is integration - not just excitement.

## **Stage Two**

Here is where the trouble begins. We would rather remain blind than see what we begin to see in Stage Two: The community is imperfect. And so is the leader, the vision, the structure, the timing, the theology, the initial call, the present situation, and the tuna casserole that was served for lunch. The patterns of Stage Two are as many as the leaves on the trees, but that it will come is *absolutely certain*. It must come if love and light are ever to happen.

This is the desert, the wilderness, the dark night of the soul, the time of temptation. Many leave, get divorced or discouraged during this time. There is a loss of perspective and a loss of nerve. Many rational types of problems will appear, but this is basically an emotional journey that must be walked through with both the emotions and the head together. It is a letting-go of control, and this is what we do not want to do. We begin to experience our inadequacy and our need and know deeply and darkly that we are imperfect, that we are sinners. And then we have to be converted in order to live.

Stage Two is a period of non-listening to others, and even to ourselves. It is a state of alienation and discouragement, in which we should never make major decisions or too quickly trust our first emotional responses. Our emotions are being stretched; they are growing. They will embarrass us, frighten us, and serve our relationships rather poorly during this time. But the greatest

mistake would be either to deny them or believe them totally in order to reassert control. We must, however, be free to feel them, both the negative and the positive.

And blessed are we if we have a true and wise friend to walk with us during this darkness. We need someone who will not just correct us or just caress us, but who can say, "I have been here before." We need the sister or brother who can assure us that there is light in this period and not just darkness. Most difficult of all, we need to have given them enough authority beforehand so that we will believe what they say when nothing else within us wants to believe it.

It is in Stage Two that we have the greatest lack of wisdom and understanding. Most church communities have foolishly chosen to remain in Stage One rather than venture into this great and terrible wilderness. Individuals have often been forced to go it alone. This destroyed many, and made saints out of some. But the desert was God's chosen journey to make saints out of all the people. Competent spiritual direction is perhaps the only way through. *Yet it is one of the most noticeably absent gifts in many attempts at community today.* For too long we held our communities together by law, fear, tradition, and social pressure. Now that we are trying to form truly voluntary and healing communities, we find that we need directors more than "heads"; we need real spiritual authority instead of just "superiors." We need people who understand darkness, and by their presence can hold us through to the light.

### **Stage Three**

Turn around! Believe the good news! The breakthrough to Stage Three is a moment of grace that exceeds even the amazing grace that breaks us into Stage One. Only now does love really begin. We still know everything that we knew in Stage Two. We know that we live in an imperfect world and with an imperfect self; but we are freed to love anyway. Here we can begin to speak of adult Christianity, because now we have the beginnings of free persons who are capable of decision and response, and therefore of faith.

In the first two stages, we are largely dealing with reaction, experiment, and divine initiative. Now life is beginning to recognize life. We are choosing - not out of fear or need or convenience - to respond to a call. Grace has met its mark.

We are now looking back at God with the very eyes with which God once looked at us. And yet they are now our eyes. That is the one and only miracle after the incarnation.

Stage-Three people are the creators of community. Their very freedom draws life around them. They seem to draw their life from within themselves and are, in this sense, healthily independent. They do not really need community, it appears. And yet they decide for what God has decided for. They choose to participate, to share in the pain and life of God for the sake of God's kingdom. They know that they do not have to do this, and yet they must do it to be who they already are.

Stage-Three people are not passively dependent; they are positively dependent. They face the need of being human. They choose to need, just as the Father needs the Son and the Son needs the Father. They agree to the Trinitarian life within.

Shared life is the only life possible because God is shared life. Community is no longer a way of life. Community is life. And God is perfect community.

You must have at least one - hopefully several - Stage-Three people in order to form a community. Sometimes, like Moses and Miriam, they are themselves formed on the same journey that they are leading. These are the sisters and brothers who can say to us floundering around in Stages One and Two, "I have been here before. Come, let's walk together."

A community where many or even the majority of the members have at least once broken through to Stage Three is a delightful and holy place to live. It is a true foretaste of the coming kingdom and the communion of saints. Here real virtue and heroism are possible. *Here honest communication begins.* True listening and healthy obedience are no threat. We can at last deal with real issues

and not just projections, fears, and reactions. Words become truly helpful and even beautiful because they come from deep and quiet places within. The community is no longer used to simply work out personal goals and agendas, but it is seen and enjoyed as an end in itself. Community now has the possibility of becoming family. And yet there is more.

#### **Stage Four**

There is another moment of response that must be spoken of. It is surely the triumph of grace. It is the goal toward which we move and for which all good pastors work as they teach their communities. It is the stage of perfect listening, perfect responsiveness, perfect love. Stage Four is the stuff that saints are made of. Stage Four is what the world is longing to see in our Christianity. The wise world always believes Stage Four and easily recognizes counterfeits. The irony is that people and communities can often fool themselves, even though the world will see through their disguise. Stage-One people often think that they are in Stage Four. They are out of touch with the whole, and interpret their exciting part as if it were a perfect whole. This deception has been so common in the history of religious movements and groups that people are understandably suspicious and mistrustful of idealistic people with pious platitudes and pretensions. They are right when they say, "Wait, and see." Saints do not happen overnight or at the age of twenty-one. Communities are not measured in years, but in decades or even centuries. I speak of this deception because of the American phenomenon of religion, which includes so many Stage-Four pretensions in the guise of fundamentalist, charismatic, or even social-activist communities. As we have seen in the recent Moral Majority drama, such groups can gain influence far beyond their deserving, because the masses have no clear criteria for spiritual discernment.

Stage-Four communities come not to do their own will, but the will of the One who sends them. They are the clearest incarnation of Jesus in space and time. They do only what they hear God saying. They are known for what God is known for. They are free to succeed and free to fail. They are not just positively dependent on one another, but now they are interdependent and together lacing the larger world. By their time and trials together they have discovered a basis for unity deeper than momentary differences. God goes on working, and so do they.

Such communities are ready for vocation and mission in the fullest sense. Some are very likely being raised up to face the faith problems of the next decades. Their intellects, their wills, and their emotions are even now being tried and tested to stretch to full capacity our desire and longing for unity.

Every attempt at faith community is a necessary participation in the eternal longing of God that we might be one. We would otherwise find little reason to hold out and hold on through these stages or any other stages of growth. Growth does not just happen without the proper conditions. Two of those proper and necessary conditions are time and wisdom.

We probably go through these stages many different times in our life and in many different ways. But once we have experienced and chosen at least a Stage-Three existence, I doubt that we could ever again be satisfied with an ongoing Stage One or Two response. We would see it for what it is and again move on. Not to do so would probably be the real meaning of sin. Hopefully, this growth journey will give us some helpful perspectives on what the Lord seems to be doing in many of our lives. Perhaps this has taught a few people who will themselves teach a few people about the one thing that is more precious than our life - and that is our life together.