

**JOB ESSENTIALS FOR SERVICE DEPARTMENT STAFF**  
Professional C.A.R.E/Coach Technician

**All Service Department Staff must be able to perform all Job Essentials throughout employment with L.A.D.D., Inc. Training is provided initially and ongoing throughout employment:**

1. Be able to perform fine motor skills with fingertips (ex. van lifts & tie downs,) as well as be ambulatory and have sufficient agility to bend, rotate head, neck and torso, kneel, lifting and transferring people in wheelchairs and navigate stairs in order to perform all duties essential to the health, safety and well-being of the people we support.
2. Have normal/correctable vision and hearing essential to aid the people in the program with activities of daily living, dispense medications, complete documentation, drive company or own vehicle, fully participate in trainings, participate in emergency evacuation drills and emergency training, assess the medical status of the people we support and seek medical treatment if necessary, assist in the maintenance and upkeep of a home.
3. Be physically able to successfully complete initial and on going training in CPR/First Aid, Behavior Management/Crisis Intervention supports, and other physical ability based training by demonstrating proper body mechanics, special awareness, adequate strength and agility.
4. Knowledgeable about and actively support culturally competent, recovery based practices, person centered planning as a shared decision making process with the individual, who defines his or her own life goals and is assisted in developing a unique path toward those goals and a trauma informed culture to aid individuals in their recovery process.
5. Be able to read as well as communicate and write accurate, legible, comprehensive written documentation in order to complete required training, provide cognitive skill training to the people we support, complete employment paperwork, participate in program implementation, and to complete all required documentation. Have legible signature on all documentation. Any falsification of documentation is strictly prohibited and must be reported immediately to the Corporate Compliance Officer.
6. Be able to tolerate body fluids and follow Blood Borne Pathogens training (ex: blood, urine, feces, sputum, and vomit), household chemicals and cleaning agents (ex: bleach, soaps and commercially prepared agents) as specified by OSHA standards.
7. Posses a valid Drivers License in order to conduct business for the people we support and for the program. This includes evacuating the people in homes in case of an emergency, and driving the people to medical appointments, social activities, meetings, day activities and other necessary activities. The ability to assist people supported with safe alternative transportation options when requested/necessary.
8. Be at least 18 years of age at hire, have valid social security number and provide letters of reference.
9. Be of good moral character as required by L.A.D.D., Inc., State of Michigan, Licensing and other agencies as evidenced by a comprehensive reference check to meet the Federal and State requirements to provide Medicaid/Medicare covered services. These checks can include CHAMPS, State Criminal History Record Check, FBI fingerprinting including ability to provide fingerprints and pass all requirements. Be able to make sound decisions and provide competent care to the vulnerable people we support.
10. Be able to pass a physical examination and have a negative TB skin test at the time of hire and a TB test health review thereafter; includes agreement and ability to submit to any drug testing or screening during employment and successfully pass. LADD, Inc. has a zero tolerance drug/alcohol policy.
11. Be able to attend and satisfactorily complete required contract agency training, State of Michigan, and any other L.A.D.D., Inc. training that maybe required throughout employment.
12. Be able to act as an advocate for the people we support at all times in order to encourage and calm people supported as needed. Be able to; ensure recipient rights, safety, dignity, and privacy requirements have been met. Be able to intervene if

you witness a person-supported rights are being violated.

13. Be able to provide services as they are written in the Person Centered Plan, Behavior Plan, DHS Care Plan and Health Care Plan by training/monitoring/assisting the people with the level of support needed to implement their Plan of Service.
14. Be able to tolerate and assist the people we support in the care of pets in the program including bathing, feeding, litter boxes, cages, vet appointments, grooming, etc. Employees can request transfers due to pet allergies.
15. Be able to have good judgment, including the ability to evaluate, make decisions and anticipate consequences. Have interpersonal sensitivity (objective awareness of others, tactful interaction). Have insight and the ability to work autonomous as needed.
16. Be able to maintain a safe, clean and normalized environment for the people we support.
17. Be able to remain awake, alert and productive at all times during working hours including midnight shift. Be able to interact and engage in conversation and activities with the people supported. This includes talking/explaining what you are doing while working with people who may not have verbal communication skills.
18. Have a good understanding of the individualized needs of each person supported through their Personal Profile, all Assessments and Life story, which includes information on their medical, social, developmental and support needs.
19. Be able to adhere to and role model the Mission, Vision and Values of L.A.D.D., Inc., and have knowledge of and adhere to the policies and procedures of L.A.D.D., Inc., contracting agencies, Licensing Agencies, the State of Michigan and any other pertinent regulatory agencies.
20. Be able to maintain accurate expense records and receipts for all petty cash, personal funds, and other purchases made on behalf of the people we serve at L.A.D.D., Inc. Misuse of LADD and/or people's funds will be prosecuted by law. Employees are never to borrow money from a person supported and may not benefit in any way from a person supported personal funds.
21. Be able to complete in a timely manner any additional duties such as shopping, errands, banking, and other duties as may be assigned. All over time hours must be approved by Management. Some people may be able to stay without staffing supports for varied amounts of time. Please make sure you read and understand each person's PCP and discuss with your specific manager if any of the people you support can be left without staffing supports for any period of time. The majority of people supported require staffing supports at all times. If relief staff do not show up to shift, you must remain at the location until relieved by trained staff or a member of management releases you.
22. Be able to prepare healthy, nutritious meals and snacks following any specific diets noted in the person's health records; encouraging and supporting healthy choices by the person, daily exercise, fresh vegetables/fruits, and meal planning by all people supported.
23. Be able to have a positive attitude and friendly manner, create a positive, caring culture of gentleness for the people we support. Staff must be able to communicate appropriately with the people we support and co-workers. Employees are required to follow and role model the company Mission, Vision, and Values at all times during work hours.
24. Be able to work any day of the week including Saturday and Sunday. You must be able to work any required overtime. L.A.D.D., Inc. is required to provide care for the individuals we serve 24 hours a day, 7 days a week, 52 weeks a year. Be flexible and dependable, the people with disabilities need their support staff.
25. Be able to maintain confidentiality following all HIPAA and HITECH Security laws. Each individual has the right to confidentiality. This means that you don't discuss the individual with people outside of the program, if they have no involvement with the individual who is receiving service. Do not allow last names to be used while in public, or permit anyone to read the program documentation and logs unless management has obtained proper authorizations.
26. Be able to provide Personal Care Task as indicated in the Person Centered Care Plan, DHS Care Plan or Health

Maintenance Plan and as indicated below:

- Eating/Feeding – helping with use of utensils, cup/glass, getting food/drink to mouth, cutting up/manipulating food on plate, cleaning face and hands, as needed after a meal.
- Bathroom assistance – helping on/off toilet, managing clothing, wiping and cleaning body after use of toilet, cleaning ostomy and/or catheter tubes/receptacles, applying disposable briefs and disposable pads; may include doing catheter, ostomy or bowel programs.
- Bathing – helping with cleaning the body or parts of the body, shampooing hair, using tub or shower, sponge bathing, including getting a basin of water, managing water temperature, soaping, rinsing and drying.
- Grooming – helping to maintain personal hygiene and neat appearance, including hair combing, brushing, oral hygiene, shaving, fingernail and toe nail care.
- Dressing – helping with putting on/taking off, fastening/unfastening garments/undergarments, special devices such as back/leg braces, artificial limbs or splints.
- Transferring – helping to move from one position to another, such as from bed to or from a wheelchair or sofa, to come to a standing position and/or repositioning to prevent skin breakdown.
- Mobility – helping with walking or moving around inside the living area, changing locations in a room, moving from room to room or climbing stairs.
- Medication – helping with administering prescribed or over-the-counter medication.
- Meal Preparation – helping with planning menus, washing, peeling, slicing, opening packages, cans and bags, mixing ingredients, lifting pots/pans, reheating food, cooking, operating stove/microwave, setting the table, serving the meal, washing/drying dishes and putting them away.
- Shopping – helping to compile a list identifying needed items, picking up items at the store, managing cart/baskets, transferring items to home and storing them away.
- Laundry – helping by getting laundry to machines, sorting, handling soap containers, and placing laundry into machines, operating machine controls, handling wet laundry, drying, folding and storing laundry.
- Housework – helping with sweeping, vacuuming, washing floors, washing kitchen counters and sinks, cleaning the bathroom, changing bed linen, taking out garbage/trash, dusting and general home maintenance.

**I have received, read, and agree to adhere to the Job Essentials throughout my employment with L.A.D.D., Inc., & understand that if I am unable to meet the Job Essentials, I will request an accommodation in writing to the Human Resource Dept. I understand that meeting the job essentials is required to remain employed.**

Can you perform the essential job requirements of the job in which you wish to be employed, with or without accommodations? \_\_\_\_\_YES\_\_\_\_\_NO

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

Management Signature: \_\_\_\_\_ Date: \_\_\_\_\_