



ADAGIO

house

Reimagining Care

**Policy and Procedure Manual
2023**

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Policy and Procedure Manual

Adagio House

2023

Introduction: Culture of care

We are committed to offering a high quality service to our community. From the moment people hear about us, we want them to feel welcome, to know that they are valued and understood, and will receive transformational care when they utilize our services.

We believe it is of utmost importance to model the care for ourselves and each other which we want our clients to practice. To that end, each employee will be encouraged to practice good self-care; will be reimbursed with an annual salary that, at minimum, reflects a living wage; will have an annual professional development stipend as well as time off for PD seminars and trainings. Additionally, we will relate with each other in ways that promote trust. Open communication will be worked at with kindness, and interactions will be marked by integrity and compassion. We will believe the best of each other and create a culture of caring that exemplifies healthy relationships for our clients.

Staff meetings will be conducted bi-monthly, and will be an engaging time of learning and growing together. We will take time to celebrate what is going well and support each other through what is difficult.

Organizational Policies

Fiscal Accountability

No one person shall handle cash flow within the organization. The administrative assistant will deposit cash and checks and charge credit and debit cards. The director of finance will review deposits and withdrawals, comparing the actual cash flow with both client and insurance reimbursement as well as donations and grants. The executive director will periodically review financial reports, run payroll, and pay bills for the organization. An external tax accountant will prepare the organization's Form 990 annually. An external accountant will also provide an annual compilation or financial audit for grant purposes.

Fee Schedule

Psychotherapy

- Insurance:
 - 60 minute therapy session: \$145
 - 45 minute therapy session: \$125
 - 30 minute therapy session: \$105
- Self-Pay:
 - Licensed Provider: \$125
 - Resident in Counseling/Supervisee in Social Work: \$85
 - Graduate Intern: \$30

- Compassion Fund: Available by need-based application only.

- Late Cancellation and No-Show:
 - For clients using insurance: \$125
 - Self-pay and compassion fund clients will be charged the same amount paid for a session

Occupational Therapy:

- Insurance:
 - 60 minute therapy session:
 - 45 minute therapy session:
 - 30 minute therapy session:
 - 15 minute therapy session:
- Self-Pay:
 - Occupational Therapist:
 - Occupational Therapy Assistant:
 - Occupational Therapy Graduate Student:

Speech Therapy:

- Insurance:
 - 60 minute therapy session:
 - 45 minute therapy session:
 - 30 minute therapy session:
- Self-Pay:
 - CCC-SLP:
 - Speech Pathology Fellow:

Life Coaching (self-pay only, paid in advance):

- First session - \$60
- \$120 for one session
- \$300 for three sessions
- \$480 for six sessions

Respite care (self-pay):

- In-office, during session: \$10 - 20/hr
- In-office, no session: \$20 - 40/hr
- In-home: \$25 - 45/hr
- Respite clients may also apply for the compassion fund.

Day Program (weekly):

- \$200/week per participant

Court fees: \$200/hr

Fees for paperwork requests: \$.50 per page after 10 pages

Indemnification

The organization shall provide general liability, professional liability, and property damage insurance covering each of its employees. Currently, Adagio House works with CPH & Associates for this coverage. Detailed insurance information is available upon request.

Building Modifications

When the organization needs to modify or add on to existing buildings, those areas will remain off limits to staff and clients throughout construction to ensure safety.

Weapons Policy

No firearms, including but not limited to pellet guns and air rifles, are permitted on the facility's premises with the exclusion of on-duty law enforcement officers. Any individual attempting to bring a firearm into the building will first be asked to leave it outside in their vehicle, and upon refusal, police will be called. If a firearm is

discharged anywhere on the property, police will be called. For in-home respite care, all firearms are required to be unloaded, locked, and stored safely away to ensure client and staff safety. For more information, see Emergency Procedures below.

Mask Policy

As of 1/1/2023 all clients, staff, caregivers, and other individuals are required to wear masks on the Adagio House property and during in-home respite care service, unless they have a medical or religious exemption. This ensures the safety of those who are unable to be vaccinated for medical reasons, while also helping to ensure our staff are able to maintain continuity of care for all clients.

Background Checks

All employees, contractors, students, and volunteers will have criminal history and central registry checks on file and updated annually. Anyone found guilty of CPS/central registry abuse/neglect will be dismissed from their employment/service at Adagio House. Any current staff or volunteers convicted of abuse/neglect will be dismissed from their employment/service at Adagio House.

Risk Management

The executive team will work together to ensure all Adagio House facilities are safe. Recommendations for improvement will be made and budgeted for in the upcoming fiscal year.

Serious incidents or injuries to contractors, employees, students, volunteers, or clients will be documented and submitted to DBHDS Licensing within 24 hours. These incidents will be included in the executive team's annual evaluations to inform recommended improvements. If necessary, an outside vendor will be contracted to perform a root cause analysis, which will inform executive decision-making.

Emergency Protocols

Protocols below address safety for staff. When clients are present in the building, staff will also be responsible to help them get to safety, and in the case of minors,

ensure they are reunited with a parent or guardian. Emergency preparedness and response training will be provided annually, including the use of drills as needed.

Storm Protocols:

- When floods, snow storms, or other weather events create unsafe travel conditions, the office will close. Providers are encouraged to see clients via telehealth whenever possible.
- When a flood, snow storm, or tornado is pending, the office might close in preparation, as determined by the executive team
- If we have a power outage lasting longer than 60 minutes, the office will close until power is restored

Fire in the building:

- Alert colleagues
- Utilize fire extinguishers if safe to do so (use included in annual trainings)
- Exit the building to designated meeting space
- Dial 911
- Perform a head count of individuals at the meeting space to determine if individuals remain in the building. Notify emergency responders.

Client in crisis:

- While Adagio House does not provide emergency services, when a client presents in session with crisis, the following procedure may be followed:
 - The staff member with the client will notify either the Executive Director or Clinical Director and ask them to join. If neither is available, the staff member will ask another coworker to join them to ensure multiple perspectives in decision making, for safety, and liability reasons.
 - Staff members will first help the client down regulate utilizing breathing, humor, distraction, or other techniques as appropriate.
 - If a client appears to be in an acutely psychotic or manic state, is at imminent risk of harming themselves or others, or otherwise present in a mental health crisis, Adagio House staff will consult with emergency services to seek crisis care. Staff will call the HRCSB Emergency number (540-434-1766) to discuss the situation with a crisis specialist and jointly make a determination on whether an evaluation at the CSB or the hospital is best.
 - If the client is not deemed safe to get to the hospital unassisted, Harrisonburg Police Department should be called (540-434-4436) to

initiate an Emergency Custody Order. When possible, consult with the Executive Director or Clinical Director first. A CIT trained officer should be requested to respond when possible.

Intruder in the building:

- Hide, Flee, Fight
- If possible, call 911 and notify other staff members
- Follow protocol presented in annual training from local authorities

If there is a need to shelter in place during any emergency, staff may use couches, blankets, food and other supplies available throughout the building to care for themselves and their clients. When possible, clients and staff should notify their emergency contacts of their need to shelter in place, and parents of minors should be notified if they are not already in the building.

Following any emergency, documentation of what happened and how staff responded will be submitted by those involved to the Executive Director. Reports of emergency events will be evaluated to determine adjustments to future responses in an annual review.

Comprehensive Emergency Preparedness Plan

Adagio House has developed an Emergency Preparedness Plan to provide an effective, organized system to manage the consequences of emergencies and disasters which impact consumers, staff, and area residents. The response may include immediate crisis intervention, short term and long-term support for emotional needs, community networking, assessment of the scope of disaster and support of first responders.

This Plan is designed to guide Adagio House staff through steps and necessary interventions, in the event of an emergency. This plan outlines response guidelines and specifies staff roles. The plan also includes important phone numbers and contacts. This document is kept in an easily accessible location and should be implemented in case of an incident.

The Adagio House Emergency Preparedness Plan is designed to provide a quick and effective response to disaster situations in order to maintain quality care, safety and security for clients, visitors and staff. Copies of the Emergency Preparedness Plan may be found in the following locations: at the front desk and in each office.

The Executive Director of Adagio House has overall authority for the Plan and will coordinate with various other key personnel to oversee implementation, maintenance, evaluation and revisions of the plan.

The Emergency Preparedness Plan has been developed to organize Adagio House's response to disaster situations and addresses:

1. Maintenance of essential services to current consumers in a disaster.
2. Provision of services to meet the acute mental health needs arising from the disaster.
3. Management of the necessary collaboration and coordination with other disaster assistance resources before, during and after the event.
4. Provision of training and support for Adagio House staff
5. Defining the responsibilities of Adagio House staff in response to a disaster situation.

Orientation to Plan

1. All staff will receive an orientation of the Emergency Preparedness Plan and will be re-oriented on an annual basis.
2. All new hires will receive an in-depth orientation to the Emergency Preparedness Plan and clarification of their role in the event of a disaster.

Procedures for Activating the Plan

1. Employee Emergency Notification- In the event of an emergency or disaster, employees may need to be warned to stay away from an area/facility or to be called back into work to provide coverage for disaster response.
2. The Executive Director will utilize the facility emergency notification list to contact employees via cell phone of the disaster declaration and staffing needs.
3. Announcements may be made on local radio stations when the Adagio House's programs or services need to close.

Assessment of Community Need

1. Following the emergency, the Adagio House team will assess:
 - a. the magnitude of the disaster with regard to casualties and/or damage incurred,
 - b. the status and needs of Adagio House,
 - c. the capacity of staff to respond and the needs of community leaders/general public.

2. The assessment should address the needs of those impacted, their families, bystanders, witnesses, first responders and the community at large. An assessment of the scope and magnitude of the event and the number of people affected directly and indirectly should be carried out as quickly as possible. Debriefing, crisis counseling, and public education should be made available for people in the community directly impacted by the disaster.

Communication Plan

All communication with the media regarding any disaster situation must be coordinated through the Executive Director to ensure that information is given in a consistent and appropriate manner. Any information given will preserve confidentiality of clients. The ED or his/her designee is the *only* person authorized to make public statements to the media. All inquiries made to other staff must be promptly referred to these individuals.

POST DISASTER SERVICES AND ACTIVITIES

Recovery Services

1. Brief Supportive Counseling - Brief supportive counseling will be provided to those impacted and their families, as well as other community members affected by the crisis.
2. Case Management and Advocacy – The Adagio House team will link those impacted and their family members to appropriate behavioral health services. Special emphasis will be placed on assisting those individuals and families when it is apparent that short term counseling is not sufficient to address significant issues related to trauma and bereavement.
3. Community Outreach and Public Education – The team will provide outreach and public education to affected groups in the community. These activities will be targeted to broad segments of the community and will focus on enhancing naturally occurring supports in order to minimize the impact of the disaster.
4. Information Dissemination – the team will provide general information to the public for the dissemination of crisis and disaster information to schools, churches, disaster relief centers, community groups, hospitals, government offices, etc.
5. Support Groups – The Adagio House team will sponsor the development of a support group(s) to address the needs of those affected.

Debriefing

1. Provisions will be made for debriefing all members of the staff who require it. This may occur individually or in a group format. The purpose of the debriefing is for the employees to share their impressions of the disaster event, their specific roles, and their effectiveness in intervening.
2. Debriefing services will be made available within one week following the emergency
3. The debriefing will be provided by a qualified, designated member of the team, preferably by someone not directly involved in the immediate disaster or response. If needed, an appropriately qualified outside vendor will be contracted for that purpose.
4. Debriefing will also be provided by qualified members of the team to any of the following disaster responders: law enforcement, Red Cross, fire department, public works, emergency medical, and public health.

Evaluation of Effectiveness of Response and Revision of Plan

1. After an incident or disaster event a meeting should be convened as soon as possible to review the organization's performance.
2. The meeting may include the executive team, the board of directors, and any staff member who played a role, victims, and first responders involved. If necessary, outside vendors may be contracted to assist in review and root cause analysis.
3. The meeting should result in an assessment of how well the disaster plan, policies and procedures assisted or impeded the response and delivery of services.
4. Once problems have been identified, recommendations to improve the preparedness, response and recovery activities should be recorded and forwarded to the executive director for review.
5. The Emergency Preparedness Plan will be revised based on these recommendations and lessons learned.

DISASTER REVIEW REPORT

Date of Disaster:

Location:

Name of Person(s) completing Report:

Description of Disaster:

Overall Effectiveness: In what area did your agency excel in its response to the emergency?

Deficiencies: In what areas was your agency's response to the emergency deficient?

What are the lessons learned and implications for revisions of your Emergency Preparedness Plan?

LOCAL and STATE EMERGENCY MANAGEMENT PHONE NUMBERS

Harrisonburg Police Department - 540-434-4436

Rockingham County Sheriff's Department - 540-560-3800

Department of Behavioral Health and Developmental Services - 804-786-3921

American Red Cross - 1-800-733-2767

Harrisonburg Fire Department - 540-432-7703

Virginia State Police - 540-434-8593

Blue Ridge Legal Services - 540-433-1830

Harrisonburg Rescue Squad - 540-434-2323

Sentara RMH - 540-689-1000

Blue Ridge Poison Control Center - 1-800-222-1222

Human Rights Advocate Manager - Cassie Purtlebaugh 808-382-3889

Serious Incident and Root Cause Analysis Policy

It is our policy to develop, implement, and maintain risk management processes designed to identify, monitor, reduce and minimize risks associated with personal injury, property damage or loss and other sources of potential liability.

PURPOSE: In compliance with requirements of Department of Behavioral Health and Developmental Services (DBHDS) the purpose of the serious incident management

and root cause analysis procedure is to establish processes by which Adagio House will document, analyze, and report to the department information related to serious incidents; and to outline criteria and procedures for determining when a more detailed root cause analysis should be conducted.

Definitions: "Serious incident" means any event or circumstance that causes or could cause harm to the health, safety, or well-being of an individual. The term "serious incident" includes death and serious injury.

"Level I serious incident" means a serious incident that occurs or originates during the provision of a service or on the premises of the provider and does not meet the definition of a Level II or Level III serious incident. Level I serious incidents do not result in significant harm to individuals, but may include events that result in minor injuries that do not require medical attention or events that have the potential to cause serious injury, even when no injury occurs.

"Level II serious incident" means a serious incident that occurs or originates during the provision of a service or on the premises of the provider that results in a significant harm or threat to the health and safety of an individual that does not meet the definition of a Level III serious incident.

"Level II serious incident" includes a significant harm or threat to the health or safety of others caused by an individual.

Level II serious incidents include:

1. A serious injury;
2. An individual who is or was missing;
3. An emergency room visit;
4. An unplanned psychiatric or unplanned medical hospital admission of an individual receiving services other than licensed emergency services, except that a psychiatric admission in accordance with the individual's Wellness Recovery Action Plan shall not constitute an unplanned admission for the purposes of this policy;
5. Choking incidents that require direct physical intervention by another person;
6. Ingestion of any hazardous material

"Level III serious incident" means a serious incident whether or not the incident occurs while in the provision of a service or on the provider's premises and results in:

1. Any death of an individual;
2. A sexual assault of an individual; or
3. A suicide attempt by an individual admitted for services, other than licensed emergency services, that results in a hospital admission.

"Serious injury" means any injury resulting in bodily hurt, damage, harm, or loss that requires medical attention by a licensed physician, doctor of osteopathic medicine, physician assistant, or nurse practitioner.

"Root cause analysis" means a method of problem solving designed to identify the underlying causes of a problem. The focus of a root cause analysis is on systems, processes, and outcomes that require change to reduce the risk of harm.

Procedures:

1. The staff who are responsible for completing root cause analyses will complete required training when identified by DBHDS.
2. Identified staff will review all incident reports to appropriately identify all Level I, II, and III incidents in accordance with the regulation in Chapter 105. Rules and Regulations for Licensing Providers by the Department of Behavioral Health and Developmental Services and guidance documents issued by DBHDS Office on Licensing.
3. All Level I, II and III serious incidents will be reviewed at least quarterly by identified staff. This review shall be documented and notes maintained.
4. A root cause analysis shall be conducted within 30 days of discovery of Level II serious incidents and any Level III serious incidents that occur during the provision of a service or on Adagio House's premises.
5. The Root Cause Analysis may use a variety of evidence-based techniques including the 5-Whys approach, the Fishbone diagram and/or other appropriate methods. The Root Cause Analysis will focus on the identification of opportunities to reduce risk and improve care. A root cause analysis shall include at least the following information:
 - a. A detailed description of what happened;
 - b. An analysis of why the incident happened, including identification of all identifiable underlying causes of the incident that were under the control of the provider; and
 - c. Identified solutions to mitigate incident reoccurrence and future risk of harm when applicable.
6. A more detailed root cause analysis may include convening a team, collecting and analyzing data, mapping processes and charting causal factors and shall be completed when:
 - a. Six or more similar Level II serious incidents occur to the same individual within a six-month period
 - b. Eight or more similar Level II serious incidents occur at the same location within a six-month period

- c. Two or more of the same Level III serious incidents occur to the same individual or at the same location within a six-month period
- d. Fifteen or more similar Level II or Level III serious incidents occur across all of the provider's locations within a six-month period
- e. A death occurs as a result of an acute medical event that was not expected in advance or based on a person's known medical condition

7. Recommendations will be made based on results of the detailed root cause analysis, to reduce the risk of harm to individuals served; all recommendations and their outcomes will be documented.

8. All Level III serious incidents that do not occur on the premises or during the provision of a service will be reviewed and any further followup will be brought to the attention of the executive director.

9. All consumer deaths will be reviewed within 10 business days of discovery of the incident. For any deaths involving an individual receiving Developmental Disability services, staff shall submit required documentation to the DBHDS Mortality Review Department within 10 business days of discovery of the incident.

10. Adagio House shall collect, maintain, and review at least quarterly all serious incidents to include an analysis of trends, potential systemic issues or causes, indicated remediation, and documentation of steps taken to mitigate the potential for future incidents.

11. Adagio House shall make available and, when requested, submit reports and information that DBHDS requires.

12. Additional information requested by the department if compliance with a regulation cannot be determined shall be submitted within 10 business days of the issuance of the licensing report, requesting additional information.

Employee non-discrimination and equal employment opportunity policy

Adagio House is committed to providing an environment free of discrimination and harassment, where all individuals are treated with respect and dignity, can contribute fully, and have equal opportunities. The purpose of this policy is: to identify the types of behaviour prohibited by this policy; to provide procedures to follow when complaints of discrimination or harassment made by partners or

employees of Adagio House arise; to ensure that all partners and employees of Adagio House are aware that harassment and discrimination are unacceptable practices incompatible with our company standards, and a violation of the law.

SCOPE: This policy: applies at every level of Adagio House, and extends to all partners, employees (including full-time, part-time, temporary, probationary, casual and contract staff), volunteers, and students; applies to every aspect of the employment relationship, including recruitment, selection, promotion, transfers, training, salaries, benefits, discipline and performance appraisals; applies to the physical offices of Adagio House; extends outside of the offices of Adagio House (such as off-site client meetings, business travel, agency-sanctioned social events and to electronic communications)

PROHIBITED CONDUCT: Adagio House upholds and supports the right to equal treatment without discrimination or harassment. This Policy prohibits discrimination or harassment on the basis of the following grounds, and any combination of these grounds: Age; Creed (includes religion); Sex (including pregnancy and breastfeeding); Gender Identity and Gender Expression; Sexual Orientation; Family status (such as a parent-child relationship); Marital status (including the status of being married, single, widowed, divorced, separated, or living in a conjugal relationship outside of marriage, whether in a same sex or opposite sex relationship); Disability (including mental, physical, developmental or learning disabilities); Race; Ancestry; Place of origin; Ethnic origin; Citizenship; Colour; Perception that one of the above grounds applies. Anyone at Adagio House found to have engaged in conduct constituting discrimination and/or harassment may be subject to disciplinary action, up to and including termination.

DEFINITIONS: Discrimination and harassment are defined as: Discrimination: Refers to any form of unequal treatment based on a Code ground, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but have the effect of disadvantaging certain groups of people. Discrimination may take obvious forms, or it may occur in very subtle ways. In any case, even if there are many factors affecting a decision or action, if discrimination is one factor, that is a violation of this policy. Harassment: Refers to engaging in a course of vexatious comment or conduct that is known, or ought reasonably to be known, to be unwelcome. It is directed at a person who identifies with the grounds listed above. It can involve words or actions that are known or should be known to be offensive, embarrassing, humiliating, demeaning, or unwelcome. According to this definition of harassment, more than one event, or a "course of vexatious comment or conduct" must take place for there to be a violation. However, one incident could be significant or substantial enough to be interpreted

as harassment. A key element of harassment is the way in which an individual “perceives” the harassing incident. Therefore, even if the comment or conduct was not intended to be harassment, it may be considered harassment if it has had the effect of unreasonably interfering with the employee’s work performance or creating an intimidating, humiliating, hostile or offensive environment. A few common examples of harassment may include, but are not limited to: Making remarks, jokes or innuendos related to a person’s race, disability, creed, age, or any other ground; Posting or circulating offensive pictures, graffiti or materials, whether in print or via e-mail or other electronic means; Singling out a person for humiliating or demeaning “teasing” or jokes; Ridiculing a person because of characteristics that are related to a ground of discrimination. For example, this could include comments about a person’s dress, speech or other practices that may be related to their race, disability, or creed.

REPORTING WORKPLACE HARASSMENT This section outlines reporting workplace harassment for Human Rights Discrimination and/or Harassment (For Other Workplace Harassment, including Sexual Harassment, see “Workplace Harassment Policy” Below). Adagio House encourages the reporting of all incidents of harassment and discrimination, regardless of who the alleged offender(s) might be. All employees have a right to freedom from reprisals or threat of reprisals for refusing to accept harassment in any form, for making a formal complaint or cooperating in an investigation.

1. How to Report Workplace Harassment: Partners or employees can report incidents or complaints of Code-based discrimination and/or harassment verbally or in writing. The report of the allegation(s) should include the following information:

- a) Name(s) of the person who has allegedly experienced Code-based discrimination and/or harassment and contact information
- b) Name of (any) alleged harasser(s), position and contact information (if known)
- c) Names of the witness(es) (if any) or other person(s) with relevant information to provide and contact information (if known)
- d) Details of what happened including date(s), frequency and location(s) of the alleged incident(s). Any supporting documents the person who complains of discrimination and/or harassment may have in his/her possession that are relevant to the complaint.
- e) List any documents a witness or another person may have in their possession that are relevant to the complaint.

2. Who to Report Workplace Harassment To: An incident or a complaint of workplace harassment should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated in a timely manner. Complainants are encouraged to report any incidents or complaints of discrimination and/or harassment to the Executive

Director. If the Executive Director is the person engaging in the discrimination/ harassment, contact the Chairperson of the Board of Directors. The Executive Director shall be notified of the workplace harassment incident or complaint so that they can ensure an investigation is conducted that is appropriate in the circumstances. The Executive Director will be responsible for investigating the specific complaint promptly.

INVESTIGATING COMPLAINTS

1. Commitment to Investigate: Adagio House will ensure that an investigation appropriate in the circumstances is conducted when any Executive Director, manager or supervisor receives a complaint of workplace harassment. Complaints or incidents of workplace harassment will be investigated in a fair, respectful and timely manner.
2. Who Will Investigate: The Executive Director will determine who will conduct the investigation into the incident or complaint of workplace harassment. Depending on the allegations and the people involved, the investigation may be referred to an external investigator to conduct an impartial investigation.
3. Timing of the Investigation: The investigation must be completed in a timely manner, generally within 90 days or less, unless there are extenuating circumstances (i.e. illness, complex investigation) warranting a longer investigation.
4. Results of the Investigation: After an investigation is completed, the parties to a complaint may be informed in writing of the results of the investigation and any corrective action taken or will be taken by Adagio House.
5. Confidentiality: Information about complaints and incidents shall remain confidential. Information obtained about an incident or complaint of workplace harassment, including identifying information about any individuals involved, will not be disclosed unless disclosure is necessary to protect employees, to investigate the complaint or incident, or to take corrective action or otherwise as required by law.

Human Rights of Clients

Adagio House will follow the applicable laws and regulations ensuring the human rights of clients in its care as defined by 37.2-400 of the Code of Virginia.

Each individual has the right to:

- Retain their legal rights as provided by state and federal law

- Receive prompt evaluation and treatment or training about which they are informed insofar as they are capable of understanding
- Be treated with dignity as a human being and be free from abuse and neglect
- Not be the subject of experimental or investigational research without their prior written and informed consent or that of their authorized representative.
- Be treated under the least restrictive conditions consistent with their condition and not be subjected to unnecessary physical restraint or isolation
- Be allowed to send and receive sealed letter mail
- Have access to their medical and mental health records and be assured of their confidentiality
- Have the right to an impartial review of violations of the rights assured under section 37.2-400 and the right access legal counsel
- Be afforded the appropriate opportunities to participate in the development and implementation of their individualized service plan

Accommodation Policy

For accommodation of employees or applicants for employment

Effective Date:

Revised Date:

Reviewed By:

PURPOSE: Adagio House commits to provide accommodation for needs, unless to do so would cause undue hardship. The purpose of this Accommodation Policy and Procedure is to: Ensure that employees and partners at Adagio House are aware of their rights and responsibilities with respect to accommodation; Set out in writing the organization's procedures for accommodation and the responsibilities of each of the parties to the accommodation process.

Accommodation will be provided in accordance with the principles of dignity, individualization, and inclusion. Adagio House will work cooperatively, and in a spirit of respect, with all partners in the accommodation process.

SCOPE: This policy applies at all stages and to all aspects of the employment relationship, including recruitment and selection, promotions and transfers, and conditions of work such as hours of work and leaves of absence.

PROCEDURE:

1. Requests for Accommodation: Requests for accommodation by staff, and families should be made to the Executive Director. Accommodation requests should, whenever possible, be made in writing. The accommodation request should indicate: The ground with respect to which accommodation is being requested The reason why accommodation is required, including enough information to confirm the existence of a need for accommodation The specific needs related to the ground. All accommodation requests will be taken seriously. No person will be penalized for making an accommodation request.

2. Provision of Information: The parties to the accommodation process must share information about accommodation needs and potential solutions. It may in some cases be necessary to obtain expert opinions or information in order to confirm the need for accommodation, or to determine appropriate accommodations. Further information related to the accommodation request may be required, such as in the following circumstances: Where the accommodation request does not clearly indicate a need related to a ground; Where further information related to the employee's limitations or restrictions is required in order to determine an appropriate accommodation; Where there is a demonstrable objective reason to question the legitimacy of the person's request for accommodation; Where expert assistance is necessary in order to identify accommodation needs or potential solutions, the accommodation seeker is required to cooperate in obtaining that expert advice. Failure to respond to such requests for information may delay the provision of accommodation.

The Executive Director will maintain information related to: The accommodation request; Any documentation provided by the accommodation seeker or by experts; Notes from any meetings; Any accommodation alternatives explored; Any accommodations provided. This information will be maintained in a secure location, separate from the accommodation seeker's file, and will be shared only with those persons who need the information.

3. Privacy and Confidentiality: Adagio House will maintain the confidentiality of information related to an accommodation request, and will only disclose this information with the consent of the person seeking accommodation. Persons requesting accommodation will be asked only for information required to establish the foundation of the accommodation request, and to respond appropriately to the accommodation request.

4. Accommodation Planning: The Executive Director, the person requesting accommodation, and, where appropriate, any necessary experts will work together cooperatively to develop an Accommodation Plan for the individual. An Accommodation Plan may include the following: A statement of the accommodation seeker's relevant limitations and needs; Arrangements for

necessary assessments by experts or professionals; Identification of the most appropriate accommodation short of undue hardship; Clear timelines for the provision of identified accommodations; Criteria for determining the success of the accommodation plan, together with a mechanism for review and re-assessment of the accommodation plan as necessary; An accountability mechanism.

5. Appropriate Accommodations: Accommodation may take many forms, depending on the applicable ground. What works for one individual may not work for another. Each person's situation must be individually assessed. In each case, the organization must implement the most appropriate accommodation, short of undue hardship. An accommodation will be appropriate where it results in equal opportunity to attain the same level of performance or to enjoy the same level of benefits and privileges experienced by others, and where it respects the principles of dignity, inclusion, and individualization. The aim of accommodation is to remove barriers and ensure equality. Accommodations will be developed on an individualized basis. Appropriate accommodations may include: Modification of dress code (eg. due to creed); Leaves of absence (eg. for religious observance, pregnancy, disability, or family status); Changes to scheduling or hours of work (eg. due to pregnancy, creed, or family status). This list is not exhaustive.

6. Undue Hardship: Accommodation will be provided to the point of undue hardship. A determination regarding undue hardship will be based on an assessment of costs, outside sources of funding, and health and safety. It will be based on objective evidence. A determination that an accommodation will create undue hardship may only be made by the Executive Director. Where a determination is made that an accommodation would create undue hardship, the person requesting accommodation will be given written notice, including the reasons for the decision and the objective evidence relied upon.

Grievance Policy

Although we seek to provide a workplace in which all employees feel that they are an important part of Adagio House and feel fairly treated, there may be times when there is a dispute with a supervisor or the organization which can best be resolved through a formal procedure for dispute resolution. All disputes between any employee and the organization are to be resolved in accordance with the following procedure. Please note, however, that Adagio House reserves the right to modify this procedure at any time and nothing in this procedure should be construed to constitute a contract, or any part of a contract, between you and the organization.

Any dispute between an employee and Adagio House may be resolved using this grievance procedure, with the exception of oral reprimands which are not recorded in your personnel file.

A grievance is a complaint by an employee concerning any matter related to the employee's employment with Adagio House. All grievances must be in writing. Using the form provided, you must state clearly and concisely all the known facts related to your grievance, including "who, what, where, when and the why." Clearly explain why you disagree with the act or omission forming the basis for the grievance. Also explain what remedy you are requesting. You must sign and date the grievance.

Before submitting a formal grievance form, you must first address your grievance with your immediate supervisor. This may be done orally in informal discussion. If your informal attempts to resolve the matter are not successful, you may begin the formal grievance process outlined below..

Step 1

You must first submit your grievance in writing to your immediate supervisor. Grievances must be submitted within 30 calendar days following the date you first knew or should have known of the grievance. If you do not submit the grievance within the 30 day period, you waive your right to assert it.

Your supervisor will respond in writing within ten (10) days following receipt of your grievance. All grievances and replies in Step 1 must be in writing. If the grievance is not settled in Step 1, then you may proceed to Step 2.

Step 2

Within ten (10) days following your receipt of the written answer to your Step 1 grievance from your supervisor, you may appeal the disposition of your grievance by your supervisor to the Executive Director. The Executive Director will then undertake an investigation of your grievance and the underlying facts. Within 15 business days following receipt of your grievance the Executive Director will meet with you in person to discuss your grievance. The Executive Director will then provide a written response to your grievance within 15 business days following the date of your meeting.

Step 3

If you are not satisfied with the response of the Executive Director at Step 2, you may submit your grievance to the Chair of the Board of Directors for review within five (5)

days following receipt of the written response from the Executive Director. The Chair or his or her designee will review the grievance and provide a written response within 15 business days following receipt of the Step 3 grievance.

Step 4

You may appeal a Step 3 grievance to Step 4 and request final and binding arbitration of your grievance. The request for arbitration must be in writing and must be made within 30 days following receipt of the response of the Chair of the Board or their designee at Step 3.

Upon receipt of your request, Adagio House will, within ten (10) working days of its receipt of your request, provide a list of prospective arbitrators. The parties will choose an arbitrator from the list provided. If the parties cannot agree upon the choice of an arbitrator, then you and the organization will ask the American Arbitration Association to appoint an arbitrator to hear your case.

All fees or expenses of arbitration, including, without limitation, the arbitrator's fees and expenses and rental of a venue for the arbitration, if necessary, shall be borne equally by the parties. Each party will pay its own attorneys' fees or costs other than the arbitrator's fees and expenses.

The grievant bears the burden of proof as to the validity of the grievance.

The decision of the arbitrator shall be in writing and the decision is final and binding. Arbitration is the exclusive forum for resolution of discipline and discharge cases, and both Adagio House and you waive your right to bring any action in court or trial by jury. Either party may, however, seek to enforce an arbitrator's award in a court of competent jurisdiction.

Notification of Policy Changes

Employees (and clients, when applicable) will be notified of policy changes every six months via email and during staff meeting.

Clinical Policies

Client Confidentiality

Adagio House abides by applicable laws and regulations governing client confidentiality, including HIPAA, 42 CFR part 2, and HITECH. All protected health information will be kept secure via HIPAA-Compliant electronic health record or in HIPAA-compliant physical storage. Telehealth sessions will only be completed via a HIPAA-compliant secure platform. Client medical records will be kept on file for the duration specified by law. Client medical records will be provided to clients upon written request. Protected health information will be released to third parties only with the written assigned consent of the client (records release form on file), in emergency situations as specified by law, or when court-mandated as specified by law. A disclosure and description of confidentiality policies shall be included in the informed consent for each client and shall be prominently displayed within Adagio House. The New Client Packet shall also include information on making a complaint in the case of a suspected HIPAA violation.

Sliding Fee Scale

All changes to the sliding fee scale will apply only to new clients. Existing clients will be “grandfathered in” until the next fiscal year, when their fees will be raised no more than 25% per year.

Current sliding fee scales are as follows:

Licensed Professional Counselor: \$125/session

Resident in Counseling: \$85/session

Graduate Intern: \$30/session

Cancellation and No Show Policy

All canceling or rescheduling of sessions must take place more than 24 hours prior to your appointment with your Provider or our administrative assistant by a phone call or email. This advance notice allows Providers to schedule other clients who are waiting for an opening. If you are unable to cancel and reschedule more than 24 hours prior to your appointment time, the following will apply:

1. For insurance clients, my card on file will be charged at my provider's self-pay rate.
2. For self-pay services, including compassion fund and sliding fee scale clients, my card on file will be charged my normal session amount. .
3. For Medicaid clients, after two late cancellations or no shows, recurring sessions (i.e. Tuesday at 10) and advance appointments will no longer be available, and I will need to call in to schedule with the Adagio House office manager for same-day appointments.

Bridging Sessions

When a Provider needs to cancel a session at the last minute, Adagio House will offer a bridging session with a different Provider within five days of the scheduled session. The client may choose whether or not to make use of this bridging session.

Compassion Fund Policy

Compassion Fund accounts for 10-15% of our caseload, and 10-15% of our sessions per month (equal to one out of every 10 weekly sessions). and is accessible by [application](#) only. Compassion Fund clients are reviewed every 6 months to determine continued eligibility and no client may remain on the compassion fund longer than one year. (see Compassion Fund Agreement in Appendix)

If a client still needs assistance after one year, Adagio House can offer three options:

1. Monthly sessions at the same rate
2. Help applying for Medicaid
3. Help going to FAPT to obtain CSA funds for continued services

When the compassion fund caseload is full, a compassion fund waitlist will be created.

In addition to compassion funds, clients may be referred to our graduate interns who offer \$30 sessions.

If a Provider determines that a compassion fund client needs more than one session per week, the Provider will submit an addendum to the compassion fund application stating the clinical significance of additional sessions and the executive team will review the addendum for approval based on available funds.

Payment Policy

All fees for service are due at the time of service. Adagio House's preferred method of payment is to have a credit card on file, and *even if it is not utilized* (client prefers to pay by cash or check in person), **each client MUST have a card on file prior to beginning services**. Cards on file will be charged for sessions as well as for late cancellations and no shows. Invoices will be sent at the end of each month for outstanding balances and sessions will not continue until the balance is paid. Balances more than 90 days past due may be sent to an outside collections agency.

Telehealth clients: A card on file is required.

In-person clients: Payment may be made before each session, or the card kept on file may be charged upon the arrival of the client.

If a client has an arrangement to pay with cash or check at the time of session, but does not do so, their card on file will be charged.

Invoices over 30 days late: nonpayment results in no more sessions. If a payment plan is created and followed, sessions may resume prior to full payment being rendered.

Insurance is billed at \$145/hr.

Determination of Provider Placement

Clients are prioritized with Providers first by insurance (licensed Providers take commercial insurance, residents take Medicaid) and ability to self-pay (interns are the least expensive self-pay option), then by severity of presenting concerns. A compassion fund client may only be placed with a licensed Provider if the severity of their case necessitates that level of care, as determined by clinical leadership. Compassion fund clients will only represent 1 of every 10 clients for any Provider.

If a client wishes to change to a different Provider, they will be asked to complete a change of Provider form which will be reviewed by the clinical director. (see Provider Change Request Form in the Appendix). The clinical director will make a determination about the change and will make the client aware of the decision.

Infection Control and Public Health Crises

Adagio House follows guidelines set out by the WHO and CDC regarding health crises. Throughout the COVID-19 pandemic, telehealth, masking, social distancing, air purifiers, sanitization, and personal hygiene protocols were implemented to help ensure the safety of our community. Adagio House remains responsive to the needs of our clients and will continue to do our best to keep even our medically vulnerable clients safe. Regular training on standard infection controls and blood-borne pathogens will be provided to all employees, volunteers/students, and contractors as needed.

Telehealth Policy

Adagio House believes telehealth expands accessibility, and is in line with our core values. To that end, we offer telehealth when the following three conditions are met:

- 1) Insurance will reimburse for the service OR the client chooses self-pay
- 2) Licensure requirements for staff allow telehealth
- 3) Our best clinical judgment determines telehealth is an effective option for the client

Paperwork and Assessments

Initial Free Consultation

All consultations will be scheduled with a Graduate Intern (or the current providers who are doing consultations) for a 30 minute *phone or Google Meet* consultation to assess fit for therapy and presenting problems/concerns that bring the client to counseling.

- 1) See Adagio House Workflow document for more information on exactly how to schedule a free consultation and step by step consultation process.
- 2) During the initial consultation make sure to address:
 - Client's name and DOB
 - Reason for therapy
 - Risk assessment (SI, HI, hospitalization and/or psychiatric services, drug abuse, etc.)
 - Brief history of counseling/therapy experience and preferred style or method of therapy

- Pay structure (sliding scale and/or insurance type)
 - **Clients who are not a good fit for Adagio House and should be referred to their local CSB or a local abuse shelter are:**
 - **Those who have active addictions**
 - **Those who have severe mental illness requiring wrap around support services**
 - **Those who are actively being abused or perpetrating abuse**
- 3) At the end of the consultation:
- Best-fit (which Provider): Schedule with open Provider via TherapyNotes
 - Waitlist/No openings for their preference: Provide referrals or “I am happy to put you on our waitlist, and we will contact you as soon as we have an opening (often 3-4 weeks).” F therapist completing consult will also fill out the Client Consult Record Form.
 - *Let **every** client know to look for an email from info@adagiohouse.org or interns@adagiohouse.org for follow up information about the client portal and/or forms to complete before the first session.* This allows them to accept important future emails from our “info” email without it going to junk. Forms may be completed via the portal, requested in pdf by email and returned via email, or brought to the office in person. Alternatively, in-person clients can arrive 15 minutes before their first session to complete their paperwork in the office.
- 4) **The first session MAY NOT happen prior to paperwork being completed AND a card being on file.**
- 5) Clients are encouraged to notify us if they don't feel like their Provider is a good fit, even after a few sessions, and they will be paired with another Provider.
- 6) All Providers are required to update their current caseload availability weekly with the Clinical Director.

Informed Consent

Clients must review and sign the [informed consent](#) prior to initiating services, but may be completed after the free initial consultation. If a client chooses not to complete forms in the client portal, the administrative assistant will upload completed informed consent forms into Adagio House's online software and store a hard copy in the filing cabinet. Informed consent documentation shall include the

risks and benefits of participating in the service, client confidentiality and its limits, payment information, ending services, and client rights and responsibilities. Once a provider is assigned, the client will be informed of their name and credentials in the new client packet along with the method and location of the service.

Demographics Information

[Demographics information](#) must be completed prior to sessions beginning for grant purposes. Clients will fill out demographics forms annually in May for planning the upcoming fiscal year. The administrative assistant will work with the executive director and director of finance to compile demographic information into a shared spreadsheet.

First Assessment

The Intake Form (in-person) or Client History Form (Therapy Notes client portal) will be given to each client to complete prior to the first session. In-person clients should plan to arrive 15 minutes prior to their first appointment to fill out the form. The administrative assistant will upload the form into the secure online software. These forms, as well as the first session with the provider, will serve as the client's first assessment. Providers must complete and sign the assessment within 48 hours of the first session. The clinical director will help Providers remember to complete assessments in a timely manner.

Treatment Plan

Providers will use the first assessment (and second therapy session if needed) to create and complete a treatment plan including at least two goals. Treatment plan will be reviewed by client at session 3-5 and adjustments made based on client feedback. The Clinical Director will help Providers remember to complete treatment plans in a timely manner. Treatment plans will be reviewed and updated every quarter. The Quarterly Questionnaire assessment will also be given to clients at this time to aid in measuring client progress and satisfaction.

Clinical Notes

Clinical notes will be completed and signed within 24 hours of a session to be ready for billing. Supervisors will sign their supervisees notes within 24 hours after the supervisee has signed the note. The biller(s) and Clinical Director will help Providers remember to complete clinical notes in a timely manner.

Each Provider will notify the front desk throughout the day which clients were seen and which clients should be charged a no show or late cancellation fee in order for the front desk to charge the card on file.

Half Hour Sessions

Half hour sessions will be 20-25 minutes long to allow the Provider a moment to wrap up and prepare for the next client. These sessions will count as “half a client” for the Provider’s caseload, so if a Provider has one half hour session and 5 45-60 minute sessions in one day, they will have seen 5.5 clients in that day instead of their expected 6 clients.

The Provider will either schedule two half hour sessions back-to-back, or to mark the extra half hour as time available for an initial consultation.

If a client is paying out of pocket, the cost for a 25 minute session with a licensed Provider would be \$85, and for a resident \$65. All fees are subject to change.

Respite Policies

Adagio House offers respite care for disabled individuals both in the office and in the home. Skilled providers are certified in First Aid and CPR, have background checks done annually, and receive ongoing training in attachment and other relevant areas such as Ukeru, appropriate lifts, and utilization of durable medical equipment, among others. An [application](#) and all appropriate forms must be complete prior to initiation of services. (See Respite Forms in the Appendix)

Payment

Payment is due at the time of service. Unpaid balances will be invoiced at the end of each month and respite care will not continue until the balance is paid.

Clients who are unable to pay our set fee for respite care are invited to apply for our compassion fund and will be notified when a space is available.

Cancellations and No-Shows

As with clinical sessions, cancellations should be made 24 hours in advance to avoid a fee. Cancellations occurring within 24 hours of the scheduled appointment time will result in a charge of 50% of the total fee (i.e., if respite is scheduled for three (3) hours for a total of \$60 at 9am and is canceled at 5pm the day before, the client will be charged \$30).

Timeliness

All appointments, whether in the office or in the home, will begin promptly at the scheduled time and will conclude promptly at the scheduled end time. Caregivers should plan accordingly, so they are able to arrive a minimum of ten (10) minutes before the scheduled end time to review how respite went for their loved one(s). If the caregiver does not arrive at least 10 minutes before the scheduled end time, the respite provider will reach out to the caregiver. In the event that the caregiver does not respond, the respite provider will begin reaching out to emergency contacts listed on the intake form. Caregivers arriving past the scheduled end time will not be able to continue utilizing respite services, as the respite provider has a caseload and needs to be able to make it to the next scheduled appointment in a timely manner for that family.

Emergencies

In the event of an emergency, the respite provider will call the caregiver, emergency contact(s), and/or 911 as deemed appropriate in the situation. All situations deemed emergencies will be followed up with a serious incident report submitted by the respite provider within 24hrs of the occurrence.

Grievances

Caregivers should bring any concerns or grievances they have about the respite service first to the provider. If it is not resolved between the two of them, the

caregiver should contact the provider's direct supervisor for help to work through the issue. If the issue can not be resolved, Adagio House will make every effort to work through the issue with the caregiver following Adagio House's grievance procedure.

Day Program Policies

Adagio House offers a summer day program with a variety of activities for disabled teens and young adults aged 13 - 21. Support staff are certified in CPR and First Aid, have background checks done annually, and receive ongoing training in attachment and other relevant areas. Staff interact regularly with the Adagio House Occupational Therapists to ensure each participant is receiving the care and support they need.

Enrollment and Payment

Applicants for our day program are invited to apply at any time throughout the year, with a \$100 application fee. A waitlist will be established as needed, with a one month deposit made to hold the accepted applicant's spot on the list.

Payment for active participants is due on the first day of each month. Payment is required regardless of participation throughout the month. Lack of payment will result in the participant losing their place in the program.

Emergencies

In the event of an emergency, staff will call the caregiver, emergency contact(s) and/or 911 as deemed appropriate in the situation. All situations deemed emergencies will be followed up with a serious incident report submitted by staff within 24hrs of the occurrence.

Grievances

Caregivers should bring any concerns or grievances they have about the day program first to the staff. If it is not resolved between the two of them, the caregiver should contact the staff member's direct supervisor for help to work through the issue. If the issue can not be resolved, Adagio House will make every effort to work through the issue with the caregiver following Adagio House's grievance procedure.

Employee Policies

Staff Orientation

Welcome and Introductions

Employee Contracts

Building walk-through

- Kitchen
- Offices
- Bathrooms
- Outdoor space
- Small building and big building

Email set up and questions

- Google Docs and Shared Drives

TherapyNotes set up and questions

How to make phone calls using office phone

Intake process and paperwork

Payments and billing

Termination process

Paperwork

- In addition to the ones in your folder, you have access to more documents on our shared Google Drive, links you will find in your email
- Each one that is in your folder will also be in the filing cabinet, or you can print copies as you need them
- Alert our office manager if you notice anything getting low
- *Policy and Procedures Manual*

Communication is key

Photographs

The Enneagram and our team

Nuts and Bolts

- Use of chromebooks — do they have laptops they can use?
- Dress down philosophy
- Calendars
 - Just focus on TherapyNotes calendar. Once you set it up, it will sync with your Google Calendar - make sure to block out hours not available
 - Try not to schedule respite clients at the same time as others have respite clients
- Respite — \$10 - \$20 per hour per person during sessions; \$20 - \$40 per hour in office without session; \$25 - \$45 in home
- Email — only for scheduling as needed, not for therapy between sessions
- Phone — prefer they use office phone; use front desk staff as much as possible to contact clients; can use Google Voice
- Texting — don't
- Printer
- Fax
- Filing cabinet
- Job descriptions
- Staff meeting and Group supervision times
 - Group supervision 2nd and 4th Tuesdays
 - Staff meeting 1st and 3rd Tuesdays

COVID procedures

- Telehealth / work from home when well enough
- Vaccination (all staff and volunteers must be vaccinated if they are able to be)
- Masking

Things about the building

- Eco-friendly practices
 - Try to use reusable dishes and place in dishwasher when done
 - Turn off lights and other electronic devices (air purifiers, etc) when not in use
- Tea and coffee
- Snacks
- Outdoor space

Additional Questions and Comments

Paid Time Off

All employees begin their employment with two weeks paid time off (which includes vacation, sick days, and family leave). A “week” is equal to the number of days each employee works in one week. So, for a half-time employee, working 2 days, or 16-18 hours, per week, their two weeks of PTO would be equal to 4 days, or 32-36 hours, for the first year.

Employees who work more than their designated number of hours per week can take off an equal number of hours off at any time in the following three weeks. Additional hours do not roll over from one month to the next.

For full-time employees, PTO begins to build at a rate of .67 hours per pay period after one year of employment. PTO begins anew on July 1st of each year. PTO that has not been used from the previous year will go into our parental leave fund. Maximum accrual of PTO is six weeks.

At this time, PTO is not available to be paid out on request or on termination of employment. This [form](#) is to be used to request time off.

Sick Days

When an employee is sick or will be out of the office unexpectedly or at the last minute, the employee will send a text to the office manager, clinical director, director of operations, and executive director. The office manager will contact all clients affected to reschedule.

When an employee is sick, but feels well enough to work, or has a contagious family member, working from home is strongly encouraged and telehealth is recommended for any clients impacted in order to help the rest of staff and clients to stay healthy. **However, any work-from-home telehealth done by Providers must be approved by the Clinical Director** and is **not** allowed in any situation in which the Provider does not have a confidential space in which to work (including when the Provider is the caregiver for other people in the home).

For Providers, whose salaries are based on billable hours, time off is required when the Provider is not able to work from the office **and** cannot reschedule clients at another time during the week in the office or to telehealth, for any reason.

The Director of Operations or one of her supervisees will record sick time off in our payroll system as paid time off. If an employee is working from home, no PTO will be taken. The table below will serve as a reference for the number of hours required to be used of PTO based on the number of sessions attended by the Provider. This [form](#) is to be used to request time off.

Session hours	Admin hours	PTO hours
4-5	3-4	0
3	2-3	2
2	1-2	4
1	1	6
0	0	8

Federal Holidays

Federal holidays are counted separately from PTO, up to six days per year. On these days the office will be closed.

Info emails will be sent out two weeks prior to each federal holiday, and Providers will remind clients to reschedule sessions if they don't want them to simply be canceled. Providers will block off federal holidays on their calendars.

Paid holidays include: July 4th, Thanksgiving, Friday after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Day.

The following chart outlines number of hours worked and paid time off based on employment status:

	FT	$\frac{3}{4}$	$\frac{1}{2}$	$\frac{1}{4}$	
Hours per week	32	24	16	8	
Vacation hours (2 weeks).	64	48	32	16	
Holiday hours (6 paid)		48	36	24	12

Extended Leave: Parental and Other Life Events

Adagio House supports employees as whole people, knowing that we do our best work with our clients when we are able to be fully present in that space.

After one year of employment at Adagio House, up to six months of parental leave is available to employees, with the approval of the executive team, and with a job being guaranteed at the end of that time. When PTO is exhausted, Adagio House will offer a stipend of 25% of annual salary throughout the remainder of the six months, and cover caseloads with interns and other Providers.

After one year of employment at Adagio House, for other life events, such as a death in the family, loss of pregnancy, or long term illness, each employee is encouraged to take the time off needed, with the approval of the executive team. In the event of an extended absence, bridging appointments with other Providers will be arranged and a 25% stipend will be paid when PTO is exhausted, for up to six months.

Following extended leave, employees are required to remain an Adagio House employee for at least one year, or are required to repay a prorated portion of the extended leave stipend. The 25% stipend will be based on what the employee anticipates working upon return (full-time, half-time, etc.). Further extended leave will not be available until the employee completes an additional year of regular employment.

Unpaid Time Off

For employees who have utilized all their PTO and either do not qualify for extended leave, or have used all their extended leave, unpaid time off is available only by permission of the executive team and will be noted in the employee's bi-annual review. Unpaid leave that is taken, even with permission of the executive team, may impact employment, and Adagio House may require the employee to reduce their hours to better reflect the amount of time they are able to give to work at Adagio House.

Employee Training and Professional Development

Adagio House supports the continued safety and growth of our staff and clients. To this end, all employees, volunteers, and students will be required to attend annual Ukeru and CPR training.

Licensed providers will be given \$500 and two days leave annually to use toward professional development training.

License renewal costs and membership to professional organizations will fall to the licensed individual, and not to Adagio House.

Specialty certifications may be covered by Adagio House at the discretion of the executive team, with an agreement that the employee remain with Adagio House for a minimum of two years following full certification, or the employee will pay back all, or a portion of, the cost of the training. If the employee leaves Adagio House prior to two years after becoming certified, the employee will need to pay Adagio House back for the trainings at the following rate:

- After the first year, 50% of the entire cost of training will be due to Adagio House.
- Within the first year after being certified, 100% of the entire cost of the training will be due to Adagio House.
- If the employee leaves Adagio House prior to the completion of the training, the cost already incurred will be due to Adagio House.

Employee or Contractor Performance Evaluations

Performance evaluations will be conducted bi-annually in December and June in a one-on-one meeting. Each employee will be asked to complete a self-evaluation as well as create three goals for the coming year utilizing the form in the addendum, to be reviewed with their supervisor.

Each supervisor will complete a feedback form to discuss during the evaluation meeting. These meetings will provide clarity for employees around Adagio House expectations and where they are excelling or needing to improve.

Employee Notification of Policy Changes

Employees will be notified every six months, in January and July, of policy changes at staff meetings, as well as in writing via an organizational email to all employees.

Students and Volunteers

Adagio House is both a training and teaching facility as well as a 501(c)3 nonprofit organization. As such, we will regularly have students and volunteers performing a wide variety of tasks as part of our organization. Both students and volunteers wishing to work at Adagio House will complete an interview process and a background check before beginning their hours. Graduate students will report to the appropriate clinical staff for supervision. Undergraduate students will be invited to group supervision and consultation as appropriate and supervised in their administrative duties by the administrative assistant. When needed, undergraduate students may also have a clinical supervisor overseeing their work. Volunteers will be supervised by the lead of their particular department.

Hours and Expectations

Adagio House recognizes and supports the needs of its employees, students, and volunteers outside of the work day. By maintaining a four day work week, staff are given the opportunity to practice a more equitable work/life balance while bringing their best to the environment of care at Adagio House. Employees, students and volunteers are encouraged to take time for true self-care, including nurturing a personal community of support outside of work, and maintaining their own therapy.

When at Adagio House, all staff members are expected to arrive at least 15 minutes prior to any scheduled appointment, and contribute to the team in a positive manner, noticing and helping to fill gaps (including but not limited to things such as taking out the trash or cleaning a toilet as needed, even if it is not in one's job description). Team members are expected to clean up after themselves, especially in common areas such as the kitchen and group room, putting items used back in their place so that other team members can find and access them.

When an employee, student, or volunteer is not able to make it to the office at their scheduled time, for whatever reason, they should let the executive team and office manager know at least two weeks in advance for planned events, and as soon as possible for sickness or other emergencies. In the event of an unplanned cancellation, providers are required to notify their first two clients for that day as soon as possible via email.

For employees, time off can either be made up within the same week, or taken from paid leave.

Inclement weather

In the event of inclement weather causing office closure, the Executive Director will send a Slack message informing staff and volunteers of the closure, and the expected time and date of reopening.

A banner will be posted on the website stating closure information, a post will be made on social media, and a listing will be posted on WHSV.

Providers are responsible for notifying their first two appointments impacted by the closure, and the front desk staff will send an email to all clients informing them of the closure.

Appendix

Job Descriptions and Forms

Job Descriptions

Executive Director Job Description August 2021

The Executive Director is responsible for the ongoing management and growth of Adagio House. A visionary role as well as a practical one, and reporting directly to the Board of Directors, the Executive Director has the final say in matters impacting the whole organization and will perform any of the following tasks as needed:

- Research and apply for grants
- Create and submit grant reports
- Lead staff meetings
- Lead group supervision and consultation
- Review certification requests from staff and consider certification programs that may benefit the organization
- Grow Adagio House into new programs and holistic ways to care for caregivers and people with disabilities
- Be the primary liaison between the board of directors and staff
- Assist in finding new board members
- Attend all board meetings
- Research and maintain software, licensing, insurance, and other whole-organizational tasks
- Spearhead fundraising efforts
- Hire and fire staff
- Oversee volunteers
- Create and maintain organizational documentation such as policies and procedures, informed consent, etc.
- Oversee use and development of physical space
- Any other needs that arise, if not covered by another employee, will fall to the Executive Director
- Maintain a clinical caseload as possible with above listed tasks
- Bears the responsibility for agency wide decisions
- Oversees physical office space
- Engages in community outreach, including speaking engagements, teaching opportunities, leading workshops and/or trainings, etc.
- Other responsibilities as they arise

Clinical Director Job Description August 2021

The Clinical Director is responsible for overseeing all aspects of the clinical mental health team at Adagio House. In addition to this oversight, the Clinical Director will be part of the executive team. The Clinical Director will report directly to the Executive Director.

Specific duties of the Clinical Director are as follows:

- input in hiring and firing processes
- input in selecting interns
- provide clinical supervision for residents in counseling
- meeting with licensed staff as needed for consultation
- regular meetings with the Executive Director
- participation in board meetings and board committees
- input in grant processes
- assisting all clinical staff (Providers, residents, psychologists, psychiatrists, etc.) in maintaining their caseloads through development and maintenance of Adagio House's referral system
- assisting all clinical staff in timely completion of paperwork
- assisting all clinical staff in crisis and emergency situations
- leading group supervision and consultation as needed
- maintaining a clinical caseload to the extent possible in light of above listed responsibilities

Director of Finance Job Description
August 2021

The Director of Finance is responsible for overseeing all financial aspects of Adagio House. The Director of Finance reports directly to the Executive Director. As our team grows, the Director of Finance will perform the following specific duties:

- Billing and invoicing, or overseeing a team of billers
- Maintaining financial records and reports
- Submitting information to an outside accountant annually for 990 and audit preparation
- Assisting clients in understanding their insurance coverage, or overseeing other staff who perform this task
- Participation in board meetings and board committees
- Preparing and following up with payment plans, or overseeing other staff who perform this task
- Monitoring Compassion Fund disbursement, ensuring it does not exceed 15% of our monthly revenue
- Research and apply for grants
- Create and submit grant reports

Director of Development
Job Description
January 2022

The Director of Development will report directly to the Executive Director and serve as part of the Executive Team. As a vital resource for Adagio House's continued growth and success, the Director of Development will perform the following duties and responsibilities:

- Create social media content and maintain the Adagio House brand in the public space
- Create newsletter for donors and community members
- Maintain accurate records of donations
- Participate in board meetings and board committees
- Create and nurture relationships with donors, both individual and corporate
- Help to plan and carry out fundraising events throughout the year
- Create and maintain physical marketing materials, such as flyers, signs, etc., both at Adagio House and throughout the community
- Maintain Adagio House's website

Director of Community Life Job Description
April 2022

The Director of Community Life at Adagio House reports directly to the Executive Director and sits on the Executive Team. The Director of Community life oversees all aspects of Adagio's Day and Residential Programs and is the direct supervisor for the Day Program Coordinator and the Residential Coordinator.

Specific duties of the Director of Community Life are as follows:

- input in hiring and firing processes
- input in selecting interns
- participating in board meetings and board committees
- provide supervision for Day Program Coordinator
- provide supervision for Residential Program Coordinators
- provide supervision for Respite Coordinator
- provide supervision for Community Outreach Coordinator
- meeting with staff as needed for consultation
- regular meetings with the Executive Director
- input in grant processes
- assisting all staff in maintaining clients for respite, day, and residential programs through further development and maintenance of Adagio House's referral system
- assisting in crisis and emergency situations
- leading respite, day, and residential program specific meetings

Office Manager Job Description January 2022

Adagio House is, first and foremost, a place where everyone is welcome. To that end, the Office Manager is the first point of contact for those seeking care, and will help to create a responsive environment of welcome by executing the following tasks:

- Answer phones
 - Schedule clients
 - Take messages and pass them along to the appropriate person
 - Take payments over the phone
- Greet clients
 - Take temperatures
 - Offer a mask if needed (masks are required to be in the building)
 - Maintain client confidentiality at all times
- Take and enter client payments
- Schedule all clients in open spots on the office calendar
- Help with insurance and billing as needed
- Take minutes for staff meetings
- Check the mail and place in respective mail slots
- Order and maintain office supplies, art supplies, and kitchen supplies
- Help with financials, in coordination with others
- Maintain a clean and tidy work space in the common areas of the office
- Open up the office
- Complete other administrative tasks in a timely manner

The Office Manager will report directly to the Director of Finance, with support from the Executive Team.

Receptionist Job Description October 2022

Reporting to the office manager, the receptionist will perform the following tasks at Adagio House:

- Maintain a clean and tidy work space in the common areas of the office
 - Disinfect surfaces regularly, and between each in-person client
 - Disinfect bathrooms between each in-person client when used by client
 - Empty trash and replace bags as needed
 - Wash dishes in kitchen sink and put away ones that are dry
 - Vacuum as needed
 - Water plants
- Open up the office
 - Turn on sound machines
 - Turn on lamps
 - Turn on air purifiers if clients are coming in
 - Make a pot of coffee and put in carafe
 - Fill other carafe with hot water for tea
- Answer phones
 - Schedule clients
 - What insurance do you have?
 - If we don't take that, are you willing to self-pay?
 - What days or times generally work best for you?
 - Telehealth vs. in person?
 - Take messages and pass them along to the appropriate person
 - Take payments over the phone
- Greet clients
 - Take temperatures
 - Offer a mask if needed (masks are required to be in the building)
 - Maintain client confidentiality at all times
- Take and enter client payments
- Schedule all clients in open spots on the office calendar
- Check the mail and place in respective mail slots
- Communicate with other staff in a timely and comprehensive manner

Receptionists will report directly to the Office Manager, with support from the Executive Team.

Community Outreach Coordinator
Job Description
October 2022

Reporting directly to the Executive Director, the Community Outreach Coordinator is an engaging, highly organized planner, skilled communicator, and outstanding relationship facilitator responsible for the following tasks:

- Recruiting and coordination of volunteers throughout Adagio House, including but not limited to respite care, day program, and Adagio House After Hours programming
- Developing and maintaining partnerships with other organizations to support Adagio House programming, including but not limited to James Madison University, Eastern Mennonite University, Rockingham County Public Schools, and Harrisonburg City Schools
- Be on call to support volunteers and be present as needed during Adagio House After Hours events
- Help with planning and implementation of Adagio House After Hours programming, respite care, and day programming
- Help interested volunteers get set up in the Medicaid system for reimbursement as a attendant
- Assisting with marketing and fundraising as appropriate
- Other tasks as may be assigned by Executive Director

Licensed Psychotherapist Job Description
August 2021

Licensed therapists at Adagio House will be part of the whole team offering care at Adagio House. Licensed Therapists will report directly to the Clinical Supervisor. Willing to think outside the box to offer competent care, therapists will regularly perform the following duties:

- Maintain a caseload commensurate with the number of hours worked per week where full time equals 24 direct and billable hours per week, and 8 indirect hours per week.
- Maintain necessary documentation in a timely manner
- May have the opportunity to provide supervision for residents, interns, and/or practicum students
- Attend group supervision and consultation meetings
- Attendance at fundraising and community events for Adagio House is encouraged
- Attend staff meetings
- Assist in disinfecting the office, including bathrooms, doorknobs, and toys/supplies as needed to slow the spread of communicable disease
- Active participation in at least one special committee (fundraiser planning, board meetings, event planning, etc.) is encouraged for full-time employees
- Maintain healthy self-care
- Maintain healthy relationships with other staff members

Occupational Therapist
February 2022

Licensed, registered occupational therapists will be part of the whole team offering care at Adagio House four days per week. OTR/L will report directly to the Executive Director. Willing to think outside the box to offer competent care, OTR/L will perform the following duties:

- Assist in developing and leading day and after school program for teens and adults
- Assist in developing and leading therapy groups for I/DD population of all ages
- Participate in an interdisciplinary assessment team
- Maintain an outpatient caseload commensurate with the number of hours worked per week, balanced with hours working with the day program and assessments
-
- Maintain necessary documentation in a timely manner
- May have the opportunity to provide supervision for occupational therapy students
- Attend group supervision and consultation meetings
- Attend staff meetings
- Attendance at fundraising and community events for Adagio House is encouraged
- Assist in disinfecting the office, including bathrooms, doorknobs, and toys/supplies as needed to slow the spread of communicable disease
- Active participation in at least one special committee (fundraiser planning, board meetings, event planning, etc.) is encouraged for full-time employees
- Maintain healthy self-care
- Maintain healthy relationships with other staff members

Life Coach
Job Description
August 2022

Certified coaches will be part of the whole team offering care at Adagio House. Coaches will report directly to the Executive Director. Willing to think outside the box to offer competent care, coaches will regularly perform the following duties:

- Assist in developing and leading grant processes, particularly as related to coaching activities
- Develop and lead support groups and coaching circles for family and professional caregivers of all kinds
- Network and schedule with local companies for corporate coaching for professional caregivers (doctor's offices, hospitals, retirement communities, long term care facilities, etc.)
- Develop and implement membership packages and care kits
- Maintain an individual caseload commensurate with the number of hours worked per week, balanced with hours working with the grants and circles
- Maintain necessary documentation in a timely manner
- Attendance at fundraising and community events for Adagio House is encouraged
- Attend staff meetings
- Assist in disinfecting the office, including bathrooms, doorknobs, and toys/supplies as needed to slow the spread of communicable disease
- Active participation in at least one special committee (fundraiser planning, board meetings, event planning, etc.) is encouraged for full-time employees
- Maintain healthy self-care
- Maintain healthy relationships with other staff members
- Ensure that revenue generated by Life Coach offsets costs of position salary and benefits

Resident in Counseling and Supervisee in Social Work Job Description
August 2021

Residents in Counseling and Supervisees in Social Work at Adagio House will be part of the whole team offering care at Adagio House. Willing to think outside the box to offer competent care, residents and supervisees will report to their assigned clinical supervisor and will regularly perform the following duties:

- Maintain a caseload commensurate with the number of hours worked per week where full time equals 24 direct and billable hours per week, and 8 indirect hours per week.
- Maintain necessary documentation in a timely manner
- Be responsible for meetings with the clinical supervisor
- Be responsive to the direction of the clinical supervisor
- Attend group supervision and consultation meetings
- Attend staff meetings
- Attendance at fundraising and community events for Adagio House is encouraged
- Assist in disinfecting the office, including bathrooms, doorknobs, and toys/supplies as needed to slow the spread of communicable disease
- Active participation in at least one special committee (fundraiser planning, board meetings, event planning, etc.) is encouraged for full-time employees
- Maintain healthy self-care
- Maintain healthy relationships with other staff members

Respite Coordinator Job Description January 2022

The Respite Coordinator at Adagio House will be part of a dynamic team of therapists and paraprofessionals who serve disabled individuals and caregivers. The Respite Coordinator will report directly to the Executive Director as supervisor until such time as Adagio House hires a Director of Community Life, at which time, the Respite Coordinator will report to that individual.

Respite Coordinator duties and responsibilities:

- Work with the Executive Director to create and implement the in-home respite program
- Provide onsite and in-home respite care for clients
- Providing a safe, kind, and engaging environment for those in her/his care
- Assisting with toileting and other personal hygiene as needed during the respite time
- Keeping the respite areas clean and tidy throughout the day, and disinfecting between families
- Assisting with various other housekeeping and administrative tasks
- Attendance at fundraising and community events for Adagio House is encouraged
- Active participation in at least one special committee (fundraiser planning, board meetings, event planning, etc.) is encouraged for full-time employees

In-Home Respite Provider Job Description March 2022

Respite Providers at Adagio House will be part of a dynamic team of therapists and paraprofessionals who serve disabled individuals and caregivers. The In-Home Respite Provider offers care and support to people with various disabilities of all ages as needed by clients and families in our community who reserve a time for care. Reporting directly to the Respite Coordinator, the In-Home Respite Provider may also fill some of their time with administrative or housekeeping duties as needed.

Specific duties include, but are not limited to:

- Providing a safe space for the person in her/his care to play during respite
- Maintaining emotional regulation in order to offer kindness to the person in her/his care
- Interacting in an engaging manner with those in her/his care (if the person in care is engaged in screen time, to watch or play *with* them. **At no time** is it appropriate for the respite provider to be engaged in their own screen, i.e. texting, calling, using social media, playing games)
- Assisting with toileting and other personal hygiene as needed during the respite time
- Tidying the home at the end of the respite time as needed
- Maintaining professional boundaries with the families receiving respite care
 - Arriving and leaving on time
 - Not accepting food, gifts, or other forms of payment (payment is run through Adagio House)
 - Minimizing personal sharing about oneself to only what is appropriate for the situation
 - Cleaning up after oneself (not making more work for the family upon their return)
 - Practicing appropriate touch as outlined in respite training

Onsite Respite Provider Job Description March 2022

Respite Providers at Adagio House will be part of a dynamic team of therapists and paraprofessionals who serve disabled individuals and caregivers. The Onsite Respite Provider offers care and support to people with various disabilities of all ages as needed by clients and families in our community who reserve a time for care. Reporting directly to the Respite Coordinator, the Onsite Respite Provider may also fill some of their time with administrative or housekeeping duties as needed.

Specific duties include, but are not limited to:

- Providing a safe, kind, and engaging environment for those in her/his care
- Assisting with toileting and other personal hygiene as needed during the respite time
- Keeping the respite areas clean and tidy throughout the day, and disinfecting between families
- Cleaning the Caregiver Quiet Room after the caregiver leaves
- Cleaning the kitchen and washing dishes as needed
- Cleaning the bathrooms after families leave (when they have been used, and if not used then weekly)
- Vacuuming the building as needed (at least weekly)
- Disinfecting door handles daily when in the office
- Cleaning mirrors weekly
- Answering the phone and helping to schedule appointments
- Filing
- Assisting with various other housekeeping and administrative tasks

Graduate Intern Job Description
February 2022

Graduate Interns at Adagio House will report to the graduate intern supervisor, who is overseen by the Clinical Director.

During their practicum and internship, graduate students will be responsible for the following duties:

- Seeing outpatient clients and developing a consistent caseload
- Maintaining all electronic health records in our system for their clients
- Meeting with their supervisor weekly for supervision
- Participating as they are able in staff meetings and group supervision and consultation
- Completing clients intakes and helping to get clients connected with the best fit Provider

Undergrad Intern Job Description
February 2022

The intern will report directly to the Office Manager with a clinical supervisor as needed, and will assist in clerical, administrative and other duties as assigned.

These may include but are not limited to:

- Tidying up the office
- Taking notes for Providers during initial consults (filling out a form created by the executive director)
- Retrieving client information from the online system RXNT
- Sitting in on therapy sessions when allowed to observe (permission granted by the client and/or the client caregiver)
- Meeting with their supervisor weekly to ensure that they are on task and to add additional tasks

The goal of this position is to allow the intern an opportunity to visualize what working in a nonprofit therapy office is like day to day.

Day Program Coordinator
February 2022

The Day Program Coordinator is responsible for developing and overseeing the day program(s) at Adagio House. The Day Program Coordinator will report to the Executive Director until such a time as Adagio House hires a Director of Community Life, at which time, the Day Program Coordinator will report to him/her.

The Day Program Coordinator will perform the following duties:

- Help develop Adagio House's Day Programs in coordination with the Executive Director
- Oversee Day Program employees and coworkers
- Create and maintain schedules for Day Program employees and coworkers
- Oversee the day-to-day workings of the Day Program

Day Program Coworker
February 2022

Day Program Coworkers will report directly to the Day Program Coordinator and will be responsible for the following duties as they are able:

- Assist other coworkers with tasks
- help to make the work environment happy and peaceful by providing co-regulation, patience, and joy
- help to keep the day program running smoothly by jumping in to help wherever needed as part of the team
- Baking
- Making tea for customers
- Serving
- Taking orders
- Bussing tables
- Washing dishes

Employee Contract

In addition to this information, please complete a **background check** within the next 10 days.

Personal information

Full Name: _____

Physical Address: _____

Cell phone: _____ Home phone: _____

Email address: _____ Date of Birth: _____

Social Security Number: _____ NPI number: _____

License number: _____

Banking Information

Bank name: _____

Account number: _____ Routing number: _____

Emergency contact

Name: _____ Relationship: _____

Phone number: _____

I understand that I will be providing care to a vulnerable population and will do everything in my power to keep them safe, physically and emotionally. This includes abiding by HIPAA guidelines for protected health information as well as extra precautions due to the coronavirus.

I agree to wash my hands frequently, wear a mask at all times when I am inside the building, maintain physical distance as I am able (understanding that children need to be physically close too), and will inform the Executive Director any time I have any symptoms or come into contact with someone who may have the virus, and will not come into work when this happens.

Additionally, I understand that cleaning toys and other surfaces in the building will be part of my responsibility to help keep clients safe. Cleaning will be done between clients. The bathroom should also be cleaned, if a client uses it, prior to another client coming in for care.

I understand that I must keep my notes and other client information only on TherapyNotes or locked in the filing cabinet in the kitchen. No client information is to leave the building except as required for communicating with other agencies/individuals who have signed release forms.

I understand that consultation and supervision are exceptions to client confidentiality listed in our informed consent and vital to superior client care. Further, I understand that confidentiality is still in full force when speaking with other Providers or professionals outside our agency, unless expressly permitted in a release signed by the client.

I understand that I am responsible for my interactions in our community and will choose to assume the best of my co-workers and clients, while also upholding high standards of care which honor the complexity of human beings. If I experience conflict with a co-worker, I will go to them first and work to resolve the conflict rather than talking with others about the issue. If speaking with my co-worker does not resolve the conflict, I will then bring the issue to April for help with a repair. If I have safety concerns regarding a client or co-worker, I will promptly bring those concerns to April. If I have other questions or concerns at any time, I understand that I am to talk with April promptly, in an effort to build community and repair relationship ruptures.

Signature

Date

Employee and Contractor Evaluation Form

To be completed bi-annually in December and June

Employee/Contractor Name: _____

Date of Evaluation: _____

Thinking over the past year, in what ways have you grown through your time at Adagio House?

Thinking over the past year, what are questions or concerns you have about your work at Adagio House?

As you look forward to the coming year, please list three personal goals:

1. _____
2. _____
3. _____

As you look forward to the coming year, please list up to three things you need in order to feel fulfilled in your work at Adagio House:

1. _____
2. _____
3. _____

Employee Feedback from Supervisor

To be completed by supervisor at bi-annual review in December and June
All items rated on a scale of 1 - 5 with 1 being "poor" and 5 being "excellent"

Completes work as outlined in job description in a timely manner

1 2 3 4 5

Comments:

Contributes to atmosphere of warmth, kindness, and welcome in the workplace

1 2 3 4 5

Comments:

Arrives at work on time

1 2 3 4 5

Comments:

Leaves the office as scheduled

1 2 3 4 5

Comments:

Helps around the office with tasks as needed

1 2 3 4 5

Comments:

Treats coworkers with kindness and respect

1 2 3 4 5

Comments:

Is able to receive feedback from supervisor and integrate it into their work life

1 2 3 4 5

Comments:

Treats clients with kindness and respect

1 2 3 4 5

Comments:

Is able to maintain appropriate self-care to prevent burnout

1 2 3 4 5

Comments:

Actively participates in staff meetings, potlucks, and other work community activities

1 2 3 4 5

Comments:



Informed Consent and Client Information

Our Process

I, _____, understand that I am entering into a supportive professional relationship with Adagio House, Inc. While these services are intended to be beneficial, it may seem that things get worse before they get better. This is to be expected. If at any time my work with a provider at Adagio House is not meeting my expectations, I will talk with my provider about my concerns. If the provider is unable to fulfill my expectations, I will receive referral information for other providers who may be a better fit for me. I understand that I can end services at any time, for any reason.

If I have a pressing need prior to my regularly scheduled appointment, I understand that I can call Adagio House and ask to be placed on the cancellation list if no appointments are available. Same day appointments are available on a limited basis and may be with a different provider than the one I normally see.

Adagio House does not provide emergency services, and all services are by appointment only. **If I have an emergency, I understand that I can call 911, or proceed to the nearest emergency room** where I can ask for an evaluation by the psychiatric or medical emergency team.

Adagio House offers onsite respite care for loved ones during sessions. I understand that if I wish to utilize this service, I can talk with the office manager. At least 48 hours advance notice is required for respite care.

Adagio House sometimes has a therapy dog or cat on site. I agree to let Adagio House staff know ahead of time if I have allergies or discomfort around cats or dogs so accommodations can be made.

_____ Client initials

Confidentiality

I understand that ***supportive professional relationships at Adagio House are confidential except when I am at risk of harming myself or someone else, or when someone else is harming me.***

I understand that Adagio House employees engage in regular supervision and consultation and that my case will be discussed in order to provide me with the best care.

I further understand that if I choose a service that will utilize insurance (i.e. psychotherapy, occupational therapy, speech therapy, or diagnostic evaluations), Adagio House will need to share my protected health information with my insurance company for billing purposes. I understand that my insurance company requires Adagio House to submit a diagnosis, and may require a treatment plan and additional information to justify continuation of service.

I hereby authorize and request to release all information concerning my case history, care and treatment while receiving services from Adagio House. These records, or review of the same, can be released to representatives of my insurance company or any other third party source of payment responsible for my bill.

Adagio House is a teaching facility, regularly supervising both undergraduate and graduate interns who shadow Providers. From time to time, I may be asked if an intern may observe my session. If I see a graduate intern as my Provider, some sessions will be recorded for training purposes. All observations and recordings will be for Provider training only and held in strictest confidence.

_____ Client initials

COVID19 and Sickness Protocol

I understand that when I come into the office I run a greater risk of both contracting and spreading illness.

I agree that any time I am sick or am in close contact with someone who is sick, I will schedule a telehealth session whenever possible instead of coming to the office in person. This will keep everyone safe and prevent my card from being charged due to a late cancellation.

I agree to answer screening questions and have my temperature taken upon entering the building.

I will not hold Adagio House, or any of its employees, liable if I contract COVID-19 or any other illness during in-person sessions.

_____ Client initials

Payment

All fees for service are due at the time of service. Adagio House's preferred method of payment is to have a credit card on file, and *even if it is not utilized* (client prefers to pay by cash or check in person), **each client MUST have a card on file prior to beginning services**. Cards on file will be charged for sessions as well as for late cancellations and no shows.

Virtual/telehealth clients: A card on file is required and will be charged for each session.

In-person clients: Payment may be made before each session by cash or check, or the card kept on file may be charged upon the arrival of the client. *If a client has an arrangement to pay with cash or check at the time of session, but does not do so, their card on file will be charged.*

If payment with a card on file does not go through, Adagio House will reach out to the client via both email and phone to put a new card on file. If a balance remains, invoices will be sent at the end of each month for any outstanding balance and services will not continue until the balance is paid. **Balances more than 90 days past due may be sent to an outside collections agency.**

I understand that, if I am using insurance, Adagio House will bill my insurance for each session. I understand that I am responsible for any co-pay, and will be responsible for any session my insurance does not cover, including any sessions above the insurance company's annual limit, or those prior to meeting my deductible. **I understand that it is my responsibility to know my own insurance coverage.**

While Adagio House understands that anyone may need to cancel their appointments from time to time due to circumstances beyond their control, at least **24 hours advance notice is required** to avoid being charged for the appointment. This allows others on the cancellation list to have access to an appointment when possible, and helps provide a consistent salary for employees.

See Cancellation Policy below.

Services for court cases, including requests for files, are not covered by insurance and will be billed to the client at a rate of \$200 per hour and/or \$.50 per page after 10 pages of printed records.

Any monies received above the cost of services will go into a fund to provide services for those who cannot afford to pay. As a 501(c)(3) nonprofit corporation, I understand I will receive a receipt for these donations for tax purposes.

For a full list of fees associated with the services Adagio House provides, please see the Fee Schedule in the New Client Packet or available at the front desk.

I have reviewed the fees associated with the service I am scheduling and understand that I am responsible for my scheduled service fee.

_____ Client initials

Cancellation and no show policy

I understand **all canceling or rescheduling of services must take place more than 24 hours prior to my appointment.** This advance notice allows Adagio House to schedule other clients who are waiting for an opening. If I am unable to cancel and reschedule more than 24 hours prior to my appointment time, the following will apply:

1. For insurance clients, my card on file will be charged at my provider’s self-pay rate.
2. For self-pay services and sliding fee scale clients, my card on file will be charged my normal self-pay or sliding fee amount.
3. For Compassion Fund clients, my card on file will be charged \$40.
4. For Medicaid clients, after two late cancellations or no shows, recurring sessions (i.e. Tuesday at 10) and advance appointments will no longer be available, and I will need to call in to schedule with the Adagio House office manager for same-day appointments.

_____ Client initials

Zero Tolerance for Aggressive Behavior Policy

Adagio House is committed to ensuring a healing environment to care for our

clients, their loved ones, and each other.

There is zero tolerance for all forms of aggression. Incidents may result in removal from Adagio House and/or calling local authorities.

Examples of aggressive behavior include:

- Verbal harassment, threats, or abusive language
- Gestures
- Racist or derogatory comments directed at others
- Sexual language directed at others
- Failure to respond to staff instruction, including failure to comply with screening or mask wearing
- Physical assault

If there is verbal aggression over the phone, staff have been instructed to end the call immediately.

If at any time you have safety concerns while at Adagio House, please speak with someone on staff.

Thank you for helping us maintain a healing environment.

_____ Client initials

Client Information

_ Client's Name* Phone Number* Date of Birth*

_ Client's Full Physical Address*

_ SSN Email*

_ Name of Person Responsible for Payment* Responsible Party Phone Number*

_ Responsible Party Email*

Responsible Party Physical Address*

_Emergency Contact Name*

Phone number*

Relationship*

If using insurance*, please provide the following:

Company*: _____

Group #* _____

Member #* _____

_ Subscriber's name*

Subscriber's DOB*

_ Subscriber's place of employment*

Subscriber's relationship to client*

_ Subscriber's address (if different than above)*

Primary Care Physician Name*: _____

Primary Care Physician Phone Number*: _____

If you know your copay amount, please record here: _____

**Please send a scan of your insurance card if doing teletherapy/virtual services or bring it in person for your first in person session and we will scan it for you.*

If paying on the sliding scale, check your **gross annual household income:**

- \$100,000 and above
- \$50,000 - \$99,999
- \$50,000 and below

I hereby attest that the above information is true and correct. I have read and understand this form in its entirety.

_ Signature of client or parent/guardian if client is under 18* Date*

- I do **NOT** wish to receive Adagio House's monthly email newsletter

Like what we do? We welcome your referrals!

Credit Card Information

With the exception of Medicaid clients, all clients are required to have a card on file before services begin. **Your card will be charged for each service and as a result of late cancellation or no show to a therapy session.**

Cardholder _____ Name: _____
_____ Card Number: _____
_____ Card
Expiration Date: _____ CVV: _____
Street Address: _____ Zip code: _____

Once recorded in our secure software, this page will be shredded for your privacy.

Release of Information

I, _____, hereby consent to the release/exchange of the following information:

Records

Evaluations, diagnoses, and/or testing results

Other (please specify): _____

From the following person(s) or agency(ies). Check all that apply:

HRCSB

Department of Social Services

Valley Association for Independent Living (VAIL) Moms in Motion

Harrisonburg City Public Schools Rockingham County

Public Schools

Other: _____

Other: _____

Information is to be shared with Adagio House, Inc. for my care. I understand that Adagio House and the organization(s) listed above may have collaborative conversations in order to best care for me. This permission lasts for one year from the date signed and can be terminated at any time through my written request.

Signature of client

DOB

Date

Signature of Parent/Guardian (when applicable)

Date

Printed name

Relationship to client



1000 Chicago Avenue
Harrisonburg, VA 22802
Phone: 540-746-0345
Fax: 540-217-2165

HIPAA Release

I give my express permission for Adagio House to disclose my health records to covered entities, including - but no limited to -the following:

- Diagnoses
- Lab test results
- Treatment information
- Billing information

I understand that I have the option to withdraw my consent at any time or to request a copy of this disclosure.

I understand that Adagio House will only disclose my health information to covered entities for the express purpose of providing complete and comprehensive medical care, and my information will not be shared under any other conditions.

I have read the consent form and agree.

Patient / Guardian Signature:

Signed Date:

Compassion Fund Agreement

I understand that I am being given the opportunity to make use of the Adagio House Compassion Fund.

For _____ months, my sessions will cost \$_____.

After that time, my case will be reviewed and Compassion Fund session amounts are subject to change or be discontinued.

I understand that my case will automatically come under review again six (6) months after the date this agreement is signed, and that no one may remain on Compassion Fund longer than one year, nor is any client guaranteed a full year of Compassion Fund services.

Printed name of client

Printed name of Provider

Signature of client Date

Signature of Provider Date

Date reviewed:

Determination:

Six month determination (if still on Compassion Fund):

Provider Change Request Form

This form will be reviewed by the Clinical Director and you will be contacted by Adagio House staff indicating our decision.

Name_____

Email_____

Phone Number_____

Current Provider_____

Requested Provider_____

Please describe reasoning for desired change of Provider. This will be reviewed by the Clinical Director and you will be contacted in about a week.

Adagio House Fee Schedule

Psychotherapy		
Insurance	60 minute therapy session	\$145
	45 minute therapy session	\$125
	30 minute therapy session	\$105
Self-Pay	Licensed Provider	\$125 per 50 min session \$85 per 25 min session
	Resident in Counseling/ Supervisee in Social Work	\$85 per 50 min session \$65 per 25 min. session
	Graduate Intern	\$30
Occupational Therapy		
Insurance	60 minute session	\$175
	45 minute session	\$150
	30 minute session	\$120
	15 minute session	\$90
Self-Pay	Occupational Therapist	
	OT Assistant	
	OT Graduate Student	
Life Coaching (self-pay only)		
Individual	First session	\$60
	1 session	\$120
	3 sessions	\$300
	6 sessions	\$480
Coaching Circles	Approximately 6 hour and a half long sessions over 3 months	\$100 per month
Respite (self-pay only)		
In-Office	During session	\$10-\$20/hr

	No session	\$20-\$40/hr
In-home		\$25 - 45/hr
Additional Fees		
	Court Fees	\$200/hr
	Paperwork/Records requests	\$0.50 per page after 10 pages
<i>*Our Compassion Fund is available to aid with self-pay fees by application.</i>		

Coaching Intake Form

How did you come to meet with me? (Referral, word of mouth, advertisement, website)

Have you experienced life coaching before?

What do you hope to get from coaching?

What are you enjoying right now?

How do you most enjoy learning? Do you learn best by listening, seeing visuals, or doing something yourself?

When were you very engaged in something you were learning and why was that?

What are some of your skills and talents?

How would you describe yourself?

Have you taken a personality profile assessment such as the Meyers Briggs assessment?

If so, what were your results if you remember them and are open to sharing that

information? Do you see your results as accurate?

Expectations Within the Client/Coaching Relationship

The Coach

1. I know you are the expert in your life and needs and will expect you to set the topic of conversation and your goals.
2. I will listen closely to you.
3. I will respect you.
4. I will be fully present in our session as your partner in growth.
5. I will see your strengths and bring them into conversation as appropriate.
6. I will champion your potential and opportunities and encourage you to grow in a way that matches your strengths and goals.
7. I will speak to blind spots to illuminate new possibilities and the creation of new scenarios.

8. I will foster shifts in thinking to reveal new perspectives or possibilities.
9. I will provide you with objective observations when you give me permission to do so, with the aim of fostering your self awareness.
10. I will hold the framework of our conversations to make sure we work on the topic of your choice.
11. I will ask you to think about and take action in your life and I will inquire about the action you took between sessions.
12. I will maintain professional boundaries and adhere to coaching ethics. I maintain confidentiality.

The Client

1. If you need to cancel or reschedule an appointment you will call at least 24 hours in advance. If the cancellation is not made 24 hours in advance and it was not an emergency situation, you will be billed for the session.
2. Come to your session with an explorer's mindset. Be curious about yourself and your growth.
3. Act on your goals between sessions and think of a coaching topic before the start of your session.
4. Assume full responsibility for your decisions and actions.
5. Let me know if you are unsatisfied with a session in service of creating sessions that are valuable for you.

Coach signature and date

Client signature and date

Privacy Policy

1. Your status as my client is confidential.
2. You decide whether you want me to acknowledge you in public. I will act within your wishes.
3. Information you share with me during our coaching session is confidential and will not be disclosed to anyone outside of our session without your written consent, unless required by law. This includes intake forms, assessments and exercises.

4. To assure quality of service, I may consult with my supervisor who is bound by confidentiality rules as I am. This is meant to maintain the quality of our coaching process.
5. If we conduct our session over the phone or on video I will be in a private location at the time of our conversation.
6. I will abide by the International Coaching Federation code of ethics.

Coaching Agreement for Waitlist Clients

December 2022

I understand that I am being offered the opportunity to have sessions with a credentialed Adagio House Life coach while I am on the waitlist to see an Adagio House psychotherapist. I understand that the \$30 fee for these sessions is a special reduced rate especially for clients on the waitlist (regular rates run \$80-120 per session).

I understand that, when a spot with a psychotherapist becomes available, I can choose whether or not to continue with coaching sessions. I understand that if I do continue, life coaching will be offered at the regular rates and no longer reduced.

Printed name

Signature

Date

Respite Intake Form

Thank you for trusting Adagio House to care for your loved one! We would like to know a bit about them in order to better serve you. This form must be completed prior to scheduling your first respite appointment.

Loved one's full name: _____

Loved one's preferred name: _____

Loved one's date of birth: _____ Age: _____

Address: _____

Your name: _____ Phone number: _____ Relationship: _____

Help us get to know your loved one:

Aversions/triggers: _____

Favorite activities: _____

Favorite foods: _____

What else would you like us to know? _____

Emergency Contact if you can not be reached: (3rd contact is optional)

Name: _____ Phone number: _____ Relationship: _____

Name: _____ Phone number: _____ Relationship: _____

Name: _____ Phone number: _____ Relationship: _____

The following is/are not permitted contact: _____

Medical Information and Consent:

Allergies?_____If yes, please list, with reaction, and location of epi-pen if applicable:

Asthma?_____If yes, please list triggers, reaction, and location of inhaler if applicable:

Dietary restrictions:_____

Medical Conditions:_____

Medications:_____

Consent for Respite Provider to obtain emergency medical care: Yes No

Consent for Respite provider to administer First Aid or CPR: Yes No

Permission to assist with toileting or change diaper:

Yes No, I will assist if needed No assistance needed

I agree to Adagio House masking requirements: Yes Other:_____

I agree to have firearms unloaded, locked and stored safely during respite care: Yes
No

Preferred Respite Hours (within office hours, Tues-Fri
9-5):_____

_____On-site In-home

I understand that I am leaving my child in the care of a trained respite provider from Adagio House. Understanding that the respite provider has multiple clients, I agree to return at least ten (10) minutes before the agreed upon time so the respite provider can update me and leave to serve other families at their scheduled time. I understand that while Adagio House will do everything in its power to keep my loved one safe, accidents can happen. I agree not to hold Adagio House liable for accident or injury occurring while my loved one is in respite care.

Further, I understand that the respite provider is CPR and first aid certified, but does not offer skilled medical care.

Signature of parent/guardian: _____

Print Name: _____ Date: _____

DISASTER REVIEW REPORT

Date of Disaster:

Location:

Name of Person(s) completing Report:

Description of Disaster:

Overall Effectiveness: In what area did your agency excel in its response to the emergency?

Deficiencies: In what areas was your agency's response to the emergency deficient?

What are the lessons learned and implications for revisions of your Emergency Preparedness Plan?