

Starlight Community Services

IHOT Policy and Procedures

Starlight Community Services has various policy and procedures, below are a list of policy and procedures that relate to the IHOT program.

To obtain a copy of a specific policy and procedure, please contact Starlight Community Services.

<p><u>Human Resources</u></p> <ul style="list-style-type: none">• HR Policies and Procedures• Employee Handbook• Employment at Will• Equal Opportunity Employment• Americans with Disabilities Act• Immigration Reform and Control Act• Harassment, Discrimination, Retaliation Prevention• Sexual Harassment• Drug and Alcohol-Free Workplace• Workplace Violence• Client-Family Contacts• Service Animals• Job Applications• Pre-employment Requirements• Performance Evaluations• New Employee Orientation• Termination of Employment• Work Schedules• Progressive Discipline• Holiday Pay, Paid Time off, LOA's• Confidentiality of Client Information• Workman's Comp• Personnel Records• Mobile Device Support• Use of Microsoft Outlook and Email Policy <p><u>Finance and IT</u></p> <ul style="list-style-type: none">• Billing Process• Entering Invoices• Expense Reimbursement	<p><u>Operations</u></p> <ul style="list-style-type: none">• Location and Hours• Heads of Services• Fire Safety Clearance• Smoking and Nonsmoking Policy• Sentinel and other events• Change of Provider Requests• Critical Incidents and Investigation reports• Community Complaints and Grievances• Internal reviews• External reviews• Safety Committee• Site Safety and Security• Business, Corporate, and Quality Record Retention, Storage, and Destruction• Training Programs• Guidelines for Supervision• Admission process• Discharge process• Disruption of Service Plan• Disaster Planning• Infection Control• Exposure to Blood• Parasitic Infestation Treatment• Injury and illness prevention• Guidelines for Community Service Workers• On Call Procedure• Management of Dangerous Behavior• Program Goals and Objectives• Telehealth Services• Rewards and Purchases for Clients
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- Chart of Accounts
- Accounts Payable process
- Cash Receipts
- Bank Accounts Reconciliation
- Fixed Assets
- EMR Accounts
- Systems Security
- Batching and Billing
- Ergonomic Work Environment
- Document File Saving
- Use of Personal Equipment
- Internet Streaming
- Software Policy
- Hardware Policy
- Virtual Workstations
- Security Risk Management
- Paid Days Leave

- Flex Funds
- Chart Contents
- Client Records Retention, Storage, Destruction
- Outcome Forms Submission
- Client and Family Satisfaction Surveys