

Long Term Care OMBUDSMAN

• Investigating concerns • Connecting to choices • Advocating for better care

Board of Trustees Meeting

September 21, 2011

MINUTES

Trustees present: Phillip Brewer, Jim Jenkins, Andrea Longstreet, Louise McKinney, Husein Nakhooda, Velma Rose, Patricia Schraff, Ron Holman, Yaritza Colon, Ron Holman, Ted Jordan, Ray LeZak.

Trustees absent: Barbara Hoekstra, Dave Myers, Patrick Murray.

Staff present: Susan Griffin

The meeting was called to order by Board President Louise McKinney at 4:35 p.m. She welcomed new Trustee Yaritza Colon and the other members introduced themselves to her.

Minutes of July 20, 2011 Board meeting approved (Motion: Schraff; 2nd: Nakhooda). Motion carried.

Reflections: Susan Griffin discussed Probable Harm complaints. LTCO receives about 4 probable harm (current or possible risk to a consumer) calls per week, of which approx. 50% are verified (the allegations are substantiated). The video clip from Channel 3 News of the abuse case at the MetroHealth Skilled Nursing facility was played for the Board, after which the number of calls increased by 44% over the next few weeks. Susan related two other probable harm cases as examples. It was noted that these cases often demonstrate the need for greater training of the personal care aides.

President's Report – Louise McKinney:

Executive Director's Report – Susan Griffin: The Dashboard Report was reviewed. There has been a 23% increase in new cases received (over 2010) and an 11% increase in total caseload. We will not meet the goals for unduplicated visits to facilities due to a misunderstanding of the measurement, but will visit most facilities twice in the SFY (10/1/10-9/30/11). There was a recent meeting with the owner of Saber Healthcare, a large inner city nursing home chain, related to their no-smoking policy. One of their facilities, Center for Clinical Care, has been sold to the Cleveland Clinic, and the owner suggested that they will be moving out of Cleveland completely over the next few years. This will mean that several hundred beds will not be available for low-income consumers. Susan also met with the Ohio Department of Health Akron District Office staff along with the Ombudsman Programs from the Akron and Youngstown areas to identify how we can work together (Cuyahoga, Lake, Geauga and Medina Counties). Those meetings will continue on a regular basis. LTCO also attends the Toledo District meetings (Lorain County.) The Volunteer Recognition Event was held recently with over 55 in attendance. The first Mary Weyburne Award of Compassion was given to volunteer Linda Powell.

Treasurer's Report – Jim Jenkins: The financial position remains strong. Cash balance is approximately \$266,000. HOME Choice revenue continues to exceed projections. It is a

Long Term Care **OMBUDSMAN**

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demonstration program that extends to 2016. There was discussion of development of a major gift campaign and a planned giving program.

Committee Reports:

Development/Marketing – Andrea Longstreet, Chair. The next meeting will be scheduled shortly.

Executive – Louise McKinney, Chair. The next meeting will be October 19th at 4:30 p.m. at the LTCO Office. The chairs of the committee plus the officers should attend the Executive Committee meetings.

Finance – Jim Jenkins, Chair. The Financial Statements have been expanded to show the variance between 2010 and 2011. There are discrepancies between LTCO Cash Statements and the United Way statements due to timing of posting of revenue. It was decided that only the LTCO statements will be provided to the board in the future. There will be another meeting set shortly to review the 2012 budget so it can be presented at the November board meeting.

Human Resources – Phillip Brewer, Chair. The committee met on 8/17/11, first in Executive Session to review Susan's progress to date. They reconvened and reviewed the draft Paid Time Off Policy (attached). It will be voted on at the next board meeting. The intent is to simplify the benefit package as well as implement a scaled benefit package for new staff beginning in 2012. The committee will meet again in October. There was also a compensation plan developed for use by management.

Trustees – Barbara Hoekstra, Chair. Velma Rose reported for Barbara that she and Louise had met with Jim Hayes, a retired engineer, and friend of Phil Brewer and Husein Nakhoda. They feel he is very interested in the mission of the organization and has time to commit to board activities. Upon nomination by the Trustee Committee of Jim Hayes as a LTCO Board member, the motion was carried. Velma noted that the committee is developing a slate of officers for 2012. It will be presented via e-mail to the board prior to November 1. The Secretary and Treasurer are now at the end of their terms so those positions are available. If anyone is interested, please contact Louise.

Old business: LTCO was not selected to work with the Mandel Center for Nonprofit Organizations on Strategic Planning. Board members were reminded to send in the Disclosure of Interest form that was in the last board packet. The form will be resent to members who have not submitted it yet, and it can be signed and scanned/sent or faxed to Susan.

New business: Since we weren't selected by Mandel for the Strategic Planning project, LTCO needs to determine another process. Andrea Longstreet agreed to chair this ad hoc committee. She stated that there are two primary components, to conduct a perceptual analysis and development of critical issues. We may want to include other stakeholders in this process, and may want to identify a facilitator for the critical issues discussion. Andrea will meet with Louise and Susan to determine a timeline and broad outlines for the process. Please contact Louise or Andrea if you are interested in participating on the ad hoc committee.

Meeting adjourned at 6:15 p.m. (Motion: Jenkins; 2nd: Nakhoda).

Minutes recorded by Susan Griffin.

Long Term Care
OMBUDSMAN

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Velma Rose, Secretary

Materials distributed before or during the meeting

- A. Agenda
- B. Reflections – Probable Harm Complaints
- C. Minutes – July 20, 2011 Board meeting
- D. Financial Statements – 8/30/11
- E. Dashboard Report – 10.1.2010 through 8.30.2011
- F. Advocacy Committee minutes – 8/3/11
- G. Finance Committee minutes – 8/11/11
- H. HR Committee minutes
- I. Person-Center Care Grant application
- J. Applications for Board Membership – Jim Hayes
- K. LTCO Board of Trustees List (revised)

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POLICY: PAID TIME OFF POLICY POLICY#: PAGE: 1 OF 3	DATE CREATED: (draft 9/6/11) DATE REVIEWED: DATE REVISED:
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POLICY:

A Paid Time Off (PTO) policy provides employees with more flexibility to use their time off to meet personal needs, while recognizing their individual responsibility to manage their paid time off.

With PTO banking, employees will be allocated a specified amount of time for the calendar year, and each employee will determine how s/he will use it—for vacation, illness, attendance of children, school activities, medical/dental appointments, personal business or emergencies. The amount of time allocated will depend on the length of employment with LTCO.

Employees are responsible for managing their paid time off. It is important that each employee plan ahead for how s/he will use their PTO. This means developing a plan for taking vacations, as well as doctor's appointments and personal business. It also means holding some time in "reserve" for the unexpected, such as emergencies and illnesses. The amount reserved for emergencies and/or illness should reflect the employee's personal health and sick leave history.

PTO does not replace the company holiday schedule; there will continue to be compensated holidays and other special leave time (bereavement, jury duty) each year.

PROCEDURES:

I. ELIGIBILITY

- A. Regular employees scheduled to work at least 25 hours per week are eligible to participate in the PTO program.

II. LEAVE ALLOCATION

- A. The amount of PTO allocated each year is based on the employee's length of service and accrues according to the schedule below. See #2 below for employees hired 12/1/2011 or later.
 - 1. All eligible employees (employed as of the date of adoption of this policy by the Board of Trustees) will be allocated **26** days of PTO per calendar year.
 - a) Employees who resign from LTCO and are rehired will qualify for the policy in place during their last employment as long as the prior employment was longer than the length of time they were not employed by LTCO.
 - 2. Annual allocation for new hires (effective 12/1/2011):
 - a) 1st & 2nd years: 18 days
 - b) 3rd to 5th years: 22 days
 - c) 6th & future years: 26 days
 - (1) The next year begins on the January 1st of the calendar year after the employee's start date.
 - 3. All PTO days are allocated annually on January 1st. Days are accrued on a monthly basis on the first of each month (i.e. for 26 days total, the monthly

Long Term Care **OMBUDSMAN**

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accrual is 2.167 days per month). If an employee resigns or is terminated from employment, and has used more days than have been accrued, the salary related to the days taken not earned will be deducted from his/her final paycheck. For example, an employee uses 12 days by March 31 and resigns April 15. The employee would have accrued $2.167 \text{ days} \times 4 \text{ months} = 8.66 \text{ days}$. $8.66 - 12 = - (\text{negative}) 3.32 \text{ days}$.

- a) New hires may only use the accrued amount of days allocated per month during the first six months of employment (totaling 9 days). At the beginning of the seventh month, the additional accrued PTO time will be allocated and available to use, but the same policy applies as above if the employee leaves and has used more than his/her accrued time. The employee will not use more time than is accrued at the end of the first year of employment.
4. Three days of PTO time may be carried over into the following year. This is a maximum amount (i.e. not 3 days per year accumulative). Requests for exceptions must be made to the employee's supervisor at least 90 days in advance of year-end (12/31 annually) and must be approved by both the supervisor and the Executive Director.

III. UNPAID LEAVE

- A. If an employee uses all of his/her PTO time and then needs to take time off before additional time is accrued, LTCO may allow up to three days of unpaid leave time, however employees should note that taking unpaid time may jeopardize the employee's job status with LTCO.
- B. If an employee is ill or has an accident and has used all his/her PTO time, and is eligible for the Short Term Disability (STD) coverage, (see Business/HR Manager for details), STD coverage begins on the first day for accidents (with physician/hospital documentation of inability to work) and the 8th day for illness (with physician/hospital documentation of inability to work).
 1. STD pays 60% of the employee's weekly salary; LTCO does not pay the balance of the salary. STD payments will generally begin about two weeks after the paperwork is filed. It is the employee (or designee's) responsibility to complete and/or provide needed paperwork for LTCO to file for STD coverage. LTCO will not pay the employee's salary in the interim on a loan basis, so employees should note that they may not receive any income for a period of time.
- C. LTCO also provides Long Term Disability (LTD) coverage for eligible employees. It begins after 90 days absence from work due to a covered illness or accident and pays 60% of monthly pay up to a maximum defined in the policy (see Business/HR Manager for details). The employee is responsible for completing and/or providing needed paperwork for LTCO to file for LTD coverage and for maintaining any ongoing communication/paperwork according to the policy.

IV. NOTICE AND SCHEDULING

- A. Unless an employee calls off for illness, s/he is required to notify their supervisor in advance of the intent to take PTO, and to get approval for the time off. This allows for the employee and the manager/supervisor to prepare for the time off and assure staffing needs are met.

Long Term Care
OMBUDSMAN

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1. For preplanned use of PTO (vacation, personal time) employees should submit their requests as early as possible. Based on other requests received, some employees may not be able to have their requests granted, and therefore may lose some PTO time at the end of the year.

B. There may be occasions, such as sudden illness, when an employee cannot notify his/her supervisor in advance. In those situations, s/he should inform the supervisor of the circumstances as soon as possible.

V. PTO INCREMENTS

A. PTO can be taken in two hour increments.

VI. RECORDING PAID TIME OFF

A. LTCO has a PTO tracking system to keep a record of each employee's account balance and the amount of time used each month. This system requires the completion of a Leave Report for all time taken off.

B. The amount of leave time accrued, used and available will be provided to all eligible employees at the beginning of each month by the Business/Human Resource Manager.