

## **U AND UNIVERSAL**

MCO's require schedules for our direct care staff to follow:

- Supervisors make the schedule based on the person served treatment plan.
- If you are going to be late, leave early or can not go in to work please let your supervisor know as soon as possible.
- Supervisors are required to offer the person served a back up staff if regularly scheduled staff can't work.
- If you are asked by the person served or their families to work outside of the schedule; get permission from your supervisor first.
- Working outside of the schedule could mean the person will run out of service hours.
- MCO's monitor closely to assure that schedules are being followed.

### **Did You Know?**

- Universal has unannounced quarterly fire/explosion drills in each of our offices
- Unannounced quarterly disaster drills are also conducted in each office
- Each Universal office has a safety representative
- Universal also has a Safety Committee that meets quarterly
- Each Universal office has an annual external safety inspection.

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