



Employee Handbook

February 2021

Disclaimer

Please take the time to review the policies, procedures, and information in this handbook as it will help you answer questions you may have regarding your employment. If the answer to your question is not found in this handbook, please contact one of the Directors.

Neither this handbook, nor any other verbal or written communication should be considered an agreement, contract of employment (express or implied), or a promise of treatment in any particular manner in any given situation. TRIO Academy employees are at-will, which permits the company or the employee to terminate the employment relationship at any time, for any reason, with or without cause or notice.

This handbook states only general company guidelines. The company may, at any time, in its sole discretion modify or vary from anything stated in this handbook, with or without notice, except for the rights of the parties to terminate employment at will. At-will employment may only be modified by an express written agreement signed by the employee and the Executive Director.

This handbook supersedes all prior handbooks.

Welcome to TRIO Academy! We are so happy you're here and we hope you are too. We strive to create a supportive and welcoming environment for everyone.

TRIO Academy works to create growth opportunities for staff by offering continued training and varying types of work – from children to teens. The work that we do with our clients can be challenging, but very rewarding. One of the perks of our center is having a wide range of therapists with unique strengths and areas of expertise. Please use this handbook to assist you with your career at TRIO Academy.

With warm hearts, we welcome you to TRIO Academy. We truly value each member of the TRIO team and acknowledge that it is our staff who make the difference in our clients' lives!

Angela Wade, Executive Director

HISTORY OF TRIO ACADEMY

TRIO Academy was founded in August 2018 to meet the growing need for center-based services for children and teens in the Fox Valley.

Who We Are

Our staff are well-trained Technicians, Behavior Treatment Technicians, and Board-Certified Behavior Analysts who are dedicated to educating and nurturing individuals with autism and other developmental disorders. TRIO staff are trained in the principles of Behavior Analysis as well as other techniques for assisting and teaching our clients.

What We Do

At TRIO Academy, we provide individualized training and support to individuals with autism and other developmental disabilities. We use the principles of Applied Behavior Analysis to maximize skill growth while decreasing barriers to learning.

How We Do It

In order to achieve the best possible outcomes, we use the principles of Applied Behavior Analysis to develop individualized treatment goals and address challenging behavior. With each client, we conduct state-of-the-art assessments to examine the specific functions of challenging behaviors and create individualized programs based on the individual need. We implement data collection systems to monitor changes and progress in order to make necessary changes to program modification.

We believe in treating the “whole person” which includes any relevant caregivers as well as the community and we accomplish this by providing community-based education.

Mission

We strive to educate and nurture the individual and community using principles of Applied Behavior Analysis to assist individuals in creating best possible outcomes for their lives.

Values

We use a person-centered, individualized approach to treatment. We treat all individuals, staff and clients, with respect and dignity. We take pride in providing high-quality, effective programming to help clients gain skills in all areas of their lives.

Service Areas & Clients

Our services are broken down into three areas, generally based on age. Within each age group, there are several different skill areas.

- Children's services- ages 2-5
 - Early Start Denver Model (ESDM)
 - Applied Behavior Analysis (ABA) therapy
- Children's services- ages 5-12
 - Applied Behavior Analysis (ABA) therapy
 - Daily living skills
 - Social skills
 - Child care/respice
- Teen & Young Adult services- ages 13-17 years old
 - Mentoring
 - Daily living skills
 - Social skills

We also provide community resources such as autism education, behavior consultation, school support, graduate student training, and parent training.

PART 1 – GOVERNING PRINCIPLES OF EMPLOYMENT

1.1 Equal Opportunity Employment

TRIO Academy is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record or any other characteristic protected by applicable federal, state, or local laws. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, and general treatment during employment.

TRIO Academy will attempt to make all reasonable accommodations to any known physical or mental limitations of qualified employees with disabilities unless the accommodation would impose an undue hardship on the operation of the business. Please inform the Director if you wish to request such accommodations.

Any employees with questions or concerns regarding employment opportunities are encouraged to bring these issues to the attention of the Director. The company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. To ensure our workplace is free of artificial barriers, violation of this policy will lead to discipline, up to and including termination. All employees must cooperate with all investigations.

1.2 Non-Harassment & Sexual Harassment

TRIO Academy prohibits intentional or unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, disability, religion, marital status, veteran status, sexual orientation or age. The purpose of the non-harassment policy is to ensure that while in the workplace no one harasses another individual, not to regulate TRIO employees' personal morality.

TRIO Academy prohibits harassment of any employee by any supervisor, employee, client, or vendor on the basis of sex or gender. This sexual harassment policy is to ensure that all employees are free from sexual harassment, not to regulate personal morality within the company. Because it is difficult to define and describe all types of sexual harassment, some examples include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars/posters, sending sexually explicit e-mails, texts, and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. In certain situations, improper conduct could also include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If you feel you have been subjected to behavior that violates this policy, you should immediately report the incident to your supervisor. If you are unable to reach this person or there is not satisfactory response within five (5) business days after reporting any perceived harassment incident, please contact the Director. If the person toward whom the complaint is directed is your supervisor or one of the Director, you should contact any higher-level Supervisor. Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the company will not allow any form of retaliation against the individuals who report

unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action up to and including discharge. All employees must cooperate with all investigations.

1.3 Drug and Alcohol-Free Workplace

TRIO Academy is a workplace free from drugs and alcohol in order to provide a safe, healthy, and productive work environment for our employees and others, to protect company property, and to ensure efficient operations. This policy applies to all employees and other individuals who work for the company.

The unlawful or unauthorized use, abuse, solicitations, theft, possession, transfer, purchase, sale, or distribution of controlled substances, drug paraphernalia, or alcohol anywhere on the company property, while on company business (whether or not on company property), or while representing the company is strictly prohibited. Employees and other individuals who work for TRIO are also prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, with the exception of someone under the care of a licensed medical practitioner and the licensed medical practitioner authorized the employee or individual to report to work. This restriction does not apply to responsible drinking of alcohol at business meetings and related social outings.

Violations of this policy will result in disciplinary action up to and including discharge.

The company maintains a policy of non-discrimination and will attempt to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies and those who have a medical history which reflects treatment for substance abuse conditions. We encourage employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential job duties or jeopardizes the health and safety of themselves or any company employee.

1.4 Workplace Violence

TRIO Academy endeavors to have a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to company and personal property.

We discourage you from engaging in any physical confrontation with a violent or potentially violent individual. We expect and encourage you to exercise reasonable judgement in identifying potentially dangerous situations.

Mental health experts state that before engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signals:

- over-resentment,
- anger and hostility,
- extreme agitation,
- making ominous threats such as bad things will happen to a particular person,
- sudden and significant decline in work performance,
- irresponsible, irrational, intimidating, aggressive, or otherwise inappropriate behavior,
- reacting to questions with an antagonistic or overly negative response,
- discussing weapons and their use and/or displaying weapons in the workplace,
- overreacting or reacting harshly to changes in the company policies and procedures,
- obsession with co-worker or supervisor,
- attempts to sabotage the work or equipment of a co-worker,

- blaming others for mistakes,
- demonstrating a tendency to behave and react irrationally.

1.5 Procedures for Reporting a Threat

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management with whom you feel comfortable. Reports of threats will remain confidential to the extent that maintaining confidentiality does not impede our ability to investigate and respond to the complaint. All threats will be properly investigated. All employees must cooperate with all investigations. No employee will be subjected to retaliation, intimidation, or disciplinary action as a result of reporting a threat in good faith under this policy.

After investigation it is determined that someone violated this policy, the company will take quick and appropriate corrective action.

If you are the recipient of a threat from someone outside the workplace, please follow the above steps. TRIO Academy strives to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

PART 2: OPERATIONAL POLICIES

2.1 Employee Classifications

For the purposes of this handbook, all employees fall within one of the classifications below. In addition to the classifications below, employees are categorized as “exempt” or “non-exempt” for the purposes of federal and state wage and hour laws. Employees classified as exempt do not receive overtime pay and they generally receive the same weekly salary regardless of the hours worked. You will be informed of your classifications upon hire and informed of any changes to that classification.

FULL-TIME employees: Employees who regularly work at least 32 hours per week who are not hired on a short-term basis. For the purposes of qualification for the HRA program and paid holidays, a FULL-TIME hourly employee must work an average of 32 hours/week for 4 consecutive months.

PART-TIME employees: Employees who regularly work less than 32 hours per week who are not hired on a short-term basis

SHORT-TERM employees: Employees who are hired for a specific short-term project or on a short-term contract, per diem, or temporary basis. Short-term employees are generally not eligible for company benefits, but are able to receive statutory benefits

2.2 Your Employment Record

All employee information, including address and phone number are kept in your employee file. Behavior Analysts are responsible for providing a copy of his/her Wisconsin State License and BACB Certificate prior to providing services as a Behavior Analyst at TRIO Academy.

Please keep your employee file up to date by informing the Director of any changes. In addition, inform the Director of any specialized training or skills that you may attain in the future, as well as any changes to any required visas. Unreported changes of address, marital status, etc can affect your withholding tax and benefit coverage. Lastly, it is important to keep your emergency contacts up to date in the event of an emergency.

2.3 Working Hours and Schedule

TRIO Academy is open for business from 8:00am to 6:00pm, Monday through Friday. These may vary during holidays and summer. You are given your schedule and expected to begin and end work according to the schedule. To accommodate the needs of the business, your schedule can be changed from time to time, either on a short-term or long-term basis. Schedules are completed on a trimester basis: September-December, January (winterim), February-June, and June-August. Employees will be given meal and break periods as required by law.

2.4 Timekeeping Procedures

Employees must record their actual time worked for payroll and benefit purposes. Non-exempt employees must record the time worked on forms/software as prescribed by management.

Falsifying, altering, or tampering with time records is strictly prohibited and will result in disciplinary action up to and including termination.

Employees are required to inform management of any alterations to scheduled appointments.

It is your responsibility to submit the time record by Monday of the week of payday. Any errors in your time record should be reported immediately to payroll management who will attempt to correct valid errors.

2.5 Overtime

Periodically TRIO Academy may experience times where extra work is required of staff. Your supervisor is responsible for monitoring business activity and requesting overtime work if necessary. Every effort will be made to provide you with adequate notice of these situations.

Any non-exempt employee who works in excess of forty (40) hours per week will be compensated at the rate of one and one-half times (1.5) his/her normal hourly wage unless otherwise required by law.

Employees must receive authorization from management prior to working overtime hours.

2.6 Safe Harbor Policy for Exempt Employees

TRIO Academy strives to accurately compensate employees in accordance with all applicable state and federal laws. You must review your pay stub promptly to ensure that you were properly paid and no improper deductions were made.

If you are classified as exempt, you will receive a salary which is intended to compensate you for all hours you may work at TRIO Academy. Your salary will be determined at the time of hire or when you become classified as an exempt employee. While your salary may be reviewed and changed from time to time, such as during a salary review, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, unless state law requires otherwise, your salary can be reduced for the following reasons:

- Full-day disciplinary suspensions for infractions of our written policies and procedures
- Family and Medical leave absences (either full- or partial-day absences)
- To offset amounts received as payment for jury and witness fees or military pay

- The first or last week of employment in the event you work less than a full week
- Any full workweek in which you do not perform any work

Your salary may also be reduced for other types of deductions such as your portion of health, dental, or life insurance premiums, federal or local taxes, social security, or voluntary contributions to a 401(k) or pension plan.

In any workweek in which you performed any work, your salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness, or disability
- Your absence on a day because your employer decided to close a facility on a scheduled work day
- Absences for jury duty, attendance as a witness, or military leave
- Any other deductions prohibited by state or federal law

Unless state law provides otherwise, deductions may be made to your accrued leave for full- or partial-day absences for personal reasons, sickness, or disability.

If you feel you have received improper deductions on a paycheck, please report this incident immediately to your supervisor. If the supervisor is unavailable, you believe it would be inappropriate to contact that person, or you have not received a prompt reply, you should immediately contact one of the Directors or any other supervisor with whom you are comfortable.

2.6 Your Paycheck

You will be paid biweekly while you are employed at TRIO Academy.

Your payroll stub lists deductions made from your gross earnings. By law, TRIO Academy is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions may also include any court-ordered garnishments. Your payroll stub will distinguish between your regular pay, received, and any overtime pay received.

If you feel there has been an error in your pay, bring the concern to Angela Wade, Executive Director immediately so the company can resolve the matter as quickly as possible.

Your paycheck will be given only to you, unless you request that it be mailed or authorize in writing for another person to accept your check on your behalf.

2.7 Performance Reviews & Pay Raises

At a minimum, performance reviews will be held for each employee on an annual basis. However, depending on your position and classification, these reviews may be held more frequently. A positive performance evaluation does not guarantee a promotion, increase in pay or salary, or continued employment. Compensation increases, promotions, transfers, demotions, and position assignments are determined by, and at the discretion of management. Raises will be determined based on longevity with TRIO Academy, performance, and overall team support. Annual raises or promotion increases in pay may differ from employee to employee based on several factors. Please discuss concerns or questions with Angela Wade.

In addition to formal performance reviews, TRIO Academy provides feedback on a regular basis that will be recorded as information to be used in an annual performance review. This frequent feedback is intended to encourage skill growth and ensure quality treatment.

Technician Advancement Opportunities

All Technician staff will receive semi-annual reviews with a supervisor (Behavior Treatment Therapist, BCBA, or Director). These reviews are intended to provide formal feedback, in addition to feedback and training received throughout the Technician's workday. The review will also function as a goal-setting opportunity. Raises of up to 25 cents will be determined based on job performance and support of TRIO Academy's team culture. Team culture includes behaviors such as supporting teammates, interacting professionally and appropriately with coworkers and supervisors, attendance/punctuality, and willingness to help.

- Entry Technician must be 18 years old, have a valid driver's license and transportation, and pass a criminal background check. Initial training will be paid at a rate of \$11.00 per hour. Following training, Technician pay is \$13.00 per hour.
- After 6 months or 450 hours, Technicians may choose to complete Registered Behavior Technician (RBT) training. If the Technician successfully passes the RBT certification exam, the hourly rate of pay is \$14.00. The RBT will be reimbursed for the exam as follows: \$50 at 6 months post-RBT exam and \$50 at 12 months post-RBT exam if still employed at TRIO Academy.
- Intern positions will be intermittently available and posted. Qualifications include 1,700 hours and RBT OR 1,500 hours and Bachelor's degree. This position is an intermediate position for those interested in becoming a Behavior Therapist in the future with TRIO Academy. The rate of pay for the Intern position starts at \$15.00 per hour.
- Behavior Therapist positions will be intermittently available and posted. A Behavior Therapist must have a Bachelor's degree and at least 2,000 hours delivering ABA treatment. This position is salaried and is bonus-eligible.

2.8 Record Retention

TRIO Academy has the responsibility of preserving information relating to litigation, audits, and investigations. Failure of the employees to follow this policy can result in possible civil and criminal sanctions against the company and its employees, as well as possible disciplinary action against responsible individuals (up to and including termination of employment). Each employee is obligated to contact one of the Directors to inform them of potential or actual litigation, external audit, investigation, or similar proceeding involving the company that may have an impact on record retention protocols.

Behavior Analysts must maintain their billing notes in files that belong to the company. Behavior Analysts and Behavior Treatment Therapists are responsible for organizing and maintaining technician session notes in appropriate files. All notes, digital and paper, are considered company property and therefore must be given to Directors upon termination.

PART 3: BENEFITS

3.1 Benefits Overview

TRIO Academy provides quality working conditions and competitive pay to all employees. TRIO Academy also provides a combination of supplemental benefits to all eligible employees. These benefits and policies will be under constant review to better meet your present and future needs. This section of the handbook outlines the benefit programs that TRIO Academy provides for you and your family. The information is intended to serve only as a guideline.

TRIO Academy (including the officers and administrators who are responsible for administering the plans) retains full discretionary authority to interpret the terms of the plans, including full discretionary authority with

regard to administrative situations arising in association with the plans and all issues concerning benefit terms, eligibility, and entitlement.

3.2 Workers' Compensation

Injuries received while you are working (either in the center or in the community) are covered by our Workers' Compensation Insurance Policy. This is provided at no cost to you. If you are injured while working, no matter how slightly, immediately report the incident to your supervisor. Failure to follow company procedures may affect your ability to receive Workers' Compensation benefits.

This is a monetary benefit and NOT a leave of absence entitlement. Employees who miss work due to a workplace injury must also request a formal leave of absence. The Leave of Absence section of this handbook provides more information.

3.3 Jury Duty Leave

All employees will be allowed time off to serve on jury duty when summoned to do so. However, you are responsible for providing the company proper notice of your request to perform jury duty with your verification of service, as well as an estimation of the expected length of your jury duty service. You are required to report to work for the majority of the day if not excused by the court. If the required absence presents a serious conflict for management, you may be asked to try to postpone your jury duty. Employees on jury duty leave will not be paid for their jury duty service unless required by state law. However, exempt employees will be paid their full salary for any week in which they perform any work for the company.

3.4 Voting Leave

All efforts should be made to participate in voting activities prior to or after your work day. In the event that an employee does not have sufficient time outside of working hours to vote, the employee may take off enough working time to vote. Such time will be paid if required by state law. When possible, your supervisor should receive at least two (2) days notice.

3.5 Health-Reimbursement Account

Full-time hourly employees (with 32+ hours of availability and fully scheduled- summer schedule not included) are eligible for a health-reimbursement account (HRA) with up to \$150 employer contributions monthly. Salaried employees are eligible one full month after employment begins. Employees with 20-29 hours of availability and fully scheduled (summer not included) can receive up to \$75 employer contributions monthly. Employees must provide proof of health insurance (private or through Marketplace) to be eligible. HRA can be used to reimburse health insurance premiums, deductible amounts, copays/coinsurance, and other medical expenses.

3.6 Paid Time Off/Holidays

All part and full-time employees are eligible for paid time off. Paid leave will be earned based on hours worked at a rate of 1 hour earned per 40 hours worked. PTO can be used for sick, vacation, or personal leave and must be approved within the pay period to be paid on the current paycheck. No retro-checks will be paid for PTO in a previous pay period. All employees may rollover up to 2 days (16 hours) of PTO from year to year. Salaried employees receive two (2) weeks of PTO to be used for sick, vacation, and personal pay. One week can be rolled over from year to year. Increases in PTO for salaried employees will be determined at annual reviews and will be based on longevity and performance with TRIO Academy.

All hourly employees are assigned one-on-one with a child, therefore excessive requests off can cause significant disruption in a child's schedule, routine, and success. Full time hourly employees (32+ hours for 4 consecutive months) are guaranteed at least 5 approved days off per 6-month period (January to June, July to December). Part time hourly employees (less than 32+ hours per week) are guaranteed 3 approved days off per 6-month period. Excessive requests off may be denied. Approved days off may be unpaid or paid based on employee's available and earned paid time off.

Requests for time off **must be made 2 weeks in advance of the date to be considered for approval.** Requests made less than 2 weeks in advance will not be approved and the employee is required to find necessary coverage within the child's approved team or work their scheduled shift.

PTO will not be paid out in the event of termination or resignation, unless arranged between Angela Wade and the employee as a part of a severance package.

All full-time employees (32 hrs average for 4+ months- summer not included) will be paid up to 8 hours if the following holidays falls on a weekday or if TRIO Academy closes in observance of any the holidays below if they fall on a weekend:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day

3.7 SIMPLE IRA Retirement

All employees are eligible for enrollment in a SIMPLE IRA retirement savings plan with TRIO Academy after 6 months of employment. TRIO Academy will match the employee's contribution to the IRA up to 3% of the employee's annual compensation.

PART 4: LEAVES OF ABSENCE

4.1 Medical Leave

Full-time employees are eligible for unpaid medical leave after one year of employment. Disability leave due to non-occupational illness or injury or pregnancy-related disability is not to exceed 8 weeks in a rolling 12-month period. Extensions may be given for exceptional circumstances and be made on a case-by-case basis.

Granting this leave prior to the completion of the eligibility period and/or beyond the maximum period stated above may be required as a reasonable accommodation in accordance with the Americans Disability Act.

Employees requesting leave must notify the Owner and provide written notice of the disability, including a doctor's note stating the nature of the disability and expected date to return to work as soon as possible.

If applicable, employees must use earned but unused paid vacation, personal days, and sick days. All paid time off, including holidays, will be suspended during approved medical leave.

When you are able to return to work, we ask for at least one (1) week notice if possible along with a doctor's note stating that you are medically able to return to the normal essential duties of your position.

We will make every attempt to return you to the same or similar position that you held prior to the disability leave, subject to our staffing and business requirements. Your continued absence from work beyond the maximum disability leave, as determined by your doctor, may be considered a voluntary termination of your employment.

4.2 Personal Leave

If you do not qualify for other leaves of absence, TRIO Academy may grant you a personal leave of absence without pay under certain circumstances. A written request for personal leave should be presented to management at least two (2) weeks before the anticipated start of the leave. If the leave is requested for medical reasons and you are not eligible for leave under the federal Family and Medical Leave Act (FMLA) or any state leave law, medical certification must be submitted. Your request will be considered on the basis of staffing requirements and the reasons for the requested leave, and your performance and attendance records. Under normal circumstances, a leave of absence may be granted for up to four (4) weeks. An extension may be granted if you submit a written request for extension prior to the end of your leave.

Please notify management of your expected return date. This notification should be made at least one (1) week before the end of your leave.

Upon returning to the company, TRIO Academy will attempt to return you to your original position or to a similar position, subjected to prevailing business considerations. Reinstatement, however, is not guaranteed.

Failure to notify management of your availability to return to work, failure to return when notified, or your continued absence from work beyond the time approved by the company will be considered a voluntary resignation of your employment.

4.3 Military Leave

If you are called into active military service or you enlist in uniformed services, you will be eligible to receive an unpaid military leave of absence. You must provide management with advance notice of your service obligations unless you are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable for you to provide such notice. If your absence does not exceed applicable statutory limitations, you will retain your reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Please ask management for further information about your eligibility for Military Leave.

If you are required to attend yearly Reserves or National Guard duty, you can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). You should give management as much advance notice of your need for military leave as possible so that we can maintain proper staffing ratios while you are away.

PART 5: GENERAL STANDARDS OF CONDUCT

5.1 Workplace conduct

TRIO Academy strives to be a positive work environment. It is the responsibility of each employee to assist us in reaching this goal. To do this, we all must follow certain rules of conduct, based on honest, common sense, and fair play.

Due to possible differences of opinion in what constitutes proper workplace conduct, it is helpful to determine and enforce rules to which all can abide. Unacceptable conduct may be subject to disciplinary action up to and including termination, in the company's sole discretion. The follow are some examples, but not all, which can be considered unacceptable.

- Providing false or misleading information on employment application, new hire paperwork, or in an interview resulting in hiring.
- Stealing, removing, or damaging TRIO Academy property or a co-workers property, and/or disclosure of confidential information.
- Completing time records for a co-worker.
- Failure to follow lawful instructions of management or supervisors.
- Failure to perform assigned position duties.
- Violation of Punctuality and Attendance policy, including, but not limited to irregular attendance, habitual lateness, or unexcused absences.
- Gambling on company property.
- Careless destruction or damage to company assets/equipment or possessions of another employee.
- Wasting work materials
- Performing work of a personal nature while working.
- Unsatisfactory job performance.
- Violation of the Solicitation and Distribution policy.
- Violation of the Harassment or Equal Employment Opportunity policies.
- Violation of the Communication and Computer Systems policies.
- Violation of safety rules and policies.
- Violation of TRIO Academy's Drug and Alcohol-Free Workplace policy
- Violation of TRIO Academy's Workplace Violence policy by fighting, threatening or disrupting the work of others.
- Any other violation of a company policy.

Not every type of misconduct can be listed above. Remember that all employees are employed *at-will* and TRIO Academy reserves the right to impose whatever discipline it chooses, or not at all, in a certain situation. Each situation is dealt with individually and nothing in this handbook should be considered a promise of specific treatment in any given situation. TRIO Academy will make every attempt to use progressive discipline, but reserves the right to terminate an employee at any time for any reason.

5.2 Punctuality and Attendance

Attendance and punctuality is important at TRIO Academy. Our clients depend on our services to help them, so we should make every effort to attend scheduled shifts each day and on time. Unnecessary absences and lateness are disruptive, expensive, and place an unfair burden on your fellow employees and supervisors. We expect excellent attendance from each of our employees. Excessive absenteeism or tardiness will result in

disciplinary action up to and including discharge. **Employees will be paid for up to 15 minutes before their scheduled start time to prepare for the session. This time is paid if the employee is engaging in TRIO-related activities. In addition, employees that close at the end of the day may be paid for up to 15 minutes after their scheduled end time if they are engaged in TRIO-related activities such as cleaning.**

However, we do recognize that there are times when absences and tardiness cannot be avoided. In these situations, it is expected that a supervisor be notified as soon as possible, but no later than the start of your work day. Asking another person (co-worker, friend, or relative) to give this notice is improper and will be grounds for disciplinary action. Please call and report the nature of your illness and expected duration for each day that you are absent.

Unreported absences of three (3) work days will generally be considered voluntary resignation of your employment with TRIO Academy.

5.3 Use of Communication and Computer Systems

TRIO Academy's communication and computer systems should be used for business purposes during working time only. Limited personal storage is permitted if it does not hinder the performance of job duties or violate any company policy. This policy includes email and internet systems provided by TRIO Academy. Users should have no legitimate expectation of privacy in regard to their use of TRIO Academy systems.

TRIO Academy may access all email systems and obtain past and current email messages without notice to the users of the system when the company believes that it is appropriate to do so. Reasons for this may include, but are not limited to: maintaining the system, preventing or investigating claims of system abuse or misuse, assuring compliance with software copyright laws, obeying legal and regulatory requests for information, and guaranteeing that the company operations continue appropriately during an employee's absence.

TRIO Academy may also review internet usage to ensure that such use with company property or communication sent via the internet with company property is appropriate. Reasons for this may include, but are not limited to: maintaining the system, preventing or investigating claims of system abuse or misuse, assuring compliance with software copyright laws, obeying legal and regulatory requests for information, and guaranteeing that the company operations continue appropriately during an employee's absence.

The company's policies prohibiting harassment, in their entirety, apply to the use of the company's communication and computer systems. No one may use any communication or computer system in a manner that may be interpreted by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs, or any other characteristic protected by federal, state, or local law.

The communication and computer systems may not be used to solicit for religious or political causes or outside organizations.

Since the company's communication and computer systems are meant for business use, all employees must inform management of any private access codes or passwords upon request.

No employee may access or attempt to access another employee's computer system without appropriate authorization.

Violations of this policy may be subject to disciplinary action up to and including discharge.

5.4 Use of Social Media

TRIO Academy understands that employees may maintain a blog or web page or participate in social networking like Twitter, Facebook, LinkedIn, or other similar site. In order to protect the company's interest and ensure that employees focus on their position responsibilities, employees must abide by the following rules:

1. Employees should not post on a blog or webpage or participate on a social networking site during work time or at any time with company equipment or property.
2. All rules regarding confidentiality and proprietary business information apply in full to blogs, web pages, and social networking. Any information that cannot be shared in a conversation, note, or email should not be disclosed in a blog, web page, or social networking site.
3. When posting to a blog, web page, or social networking site, if the employee mentions the company along with a political opinion or any opinion regarding the company's actions, the post **MUST** also include a disclaimer. The disclaimer should state that the opinion expressed is his/her personal opinion and not the company's position. This is needed to preserve the company's good will in the marketplace.
4. Company policies regarding non-harassment, discrimination, and workplace violence apply to postings on blogs, web pages, and social networking sites. For example, posts that include discrimination or anything obscene, defamatory, libelous, or threatening is forbidden.
5. TRIO Academy encourages all employees to remember the speed and manner in which information posted in a blog, web page, and/or social networking site is received and can be misunderstood by readers. Employees must use their best judgement and consult with their supervisor on any questions that may arise.

Failure to follow these guidelines may result in discipline, up to and including termination.

5.5 Camera Phone/Recording Devices

No employee may use the camera function on any phone while on company property while performing work for the company unless specifically approved for business purposes. This policy helps to ensure confidentiality and to avoid possible issues with sexual harassment and loss of productivity.

The use of tape recorders, dictaphones, or other voice-recording devices while performing work anywhere on company property is also prohibited. This includes recording conversations or activities of other employees or management. The exception is when the device was provided to your or approved by the company and is used solely for legitimate business purposes.

When using cameras or recording devices for business purposes, a release must be signed by the client/guardian prior to use.

5.6 Inspections

TRIO Academy reserves the right to require employees (while on client property or on company business) to agree to the inspection of their persons, personal possessions and property and work areas. This includes workstations, packages, handbags, briefcases, and other personal possessions or places of concealment, as well as personal mail sent to the company or to its clients. Employees are expected to cooperate in the conduct of any search or inspection.

5.7 Smoking

Smoking is prohibited on company property, in all company vehicles, and in client homes.

5.8 Solicitation and Distribution

To ensure productivity, solicitation by an employee of another employee is prohibited while either employee is on working time. "Working time" is considered to be time that an employee is or should be engaged in performing his/her work responsibilities for TRIO Academy. Solicitation of any kind by non-employees on company premises is prohibited at all times.

Distribution of advertising material, handbills, printed, or written literature of any kind in working areas of the company is not allowed at any time. Distribution of literature by non-employees on company premises is never allowed.

5.9 Confidential Company Information

It is extremely important that all information relating to the business and clients of TRIO Academy remain confidential at all times. It is imperative that this information not be disclosed to anyone, including company competitors. This information includes, but is not limited to the following types of information:

- Pricing products and new product development
- Company finances
- Software and computer programs
- Marketing strategies
- Clients and potential clients personal information

Any employee who improperly copies, removes (either physically or electronically), uses or discloses confidential information to anyone outside of the company may be subject to disciplinary action up to and including termination. Employees may be required to sign an agreement reiterating this policy.

5.10 Use of Facilities, Equipment and Property including Intellectual Property

When using company equipment, employees should be careful, perform required maintenance, and follow all operating instructions safety standards guidelines. Please notify your supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting could prevent deterioration of equipment and possible injury to employees or clients. Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline up to and including discharge.

Employees are prohibited from any unauthorized use of the company's intellectual property such as audio and videotapes, print materials, the server, and software.

The company is not responsible for any damage to employees' personal belongings.

5.11 Health and Safety

The health and safety of all employees and others on company property is of utmost concern to TRIO Academy. Employees are required to be cognizant about workplace safety, including proper operating methods, and recognize potentially dangerous situations or hazards. Any potentially dangerous or unsafe conditions should be reported to management immediately. Any suspicion of a concealed danger present on

the company's property including in product, facility, piece of equipment, process or business practice for which the company is responsible should be brought to the attention of management immediately.

Any workplace injury, accident, or illness of any severity must be reported to the employee's supervisor as soon as possible

5.12 Dress and Personal Appearance

You are expected to be well groomed, clean, and dressed when arriving at work. Appropriate dress may vary with your position. Employees should wear shoes with a back (over the heel) at all times. These may be open-toe, but employees are encouraged to wear closed-toed shoes for maximum safety. Clothing should be free of inappropriate pictures or words (e.g., drugs, alcohol, sex, etc) and should cover all private areas (cleavage, bra straps, stomachs, upper thighs, and butts). An employee will be asked to change or cover if their attire is not conducive to running, jumping, crawling, sitting on the floor, and/or bending over.

5.13 Publicity & Statements to the Media

All media inquiries should be referred to the Owner. Only the Owner is authorized to make or approve public statements on behalf of the company. Unless specifically approved by the Owner, no employees are authorized to make statements on behalf of the company. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of the company must obtain approval from the Owner prior to the start of the document.

5.14 Operation of Vehicles

All employees using personal vehicles for conducting company business must possess a current, valid driver's license and have an acceptable driving record. Any change in license status or driving record must be reported to management immediately. Your driver's license must be in your possession while operating a vehicle. Drivers should obey all traffic, vehicle safety, and parking laws or regulations.

Leased vehicles may only be used when authorized by management.

Written consent and understanding from client's parent/guardian is required prior to transporting a client in a personal vehicle.

The use of portable communication devices while driving is strictly prohibited. Employees who drive on company business must follow all state or local laws prohibiting or limiting the use of portable communication devices, including cell phones or personal digital assistants. "Use" includes, but is not limited to talking or listening to another person and sending or reading electronic or text message. Regardless of the situation (including slow or stopped traffic), employees should drive to a safe location off the road and stop the vehicle before placing or accepting a call.

5.15 Business Expense Reimbursement

Employees may be reimbursed for approved expenses incurred in the course of business. These expenses must be approved by you supervisor and may include air travel, hotels/motels, meals, cab fare, rental vehicles, or gas/car mileage for personal vehicles. All expenses incurred should be submitted to the Owner along with receipts in a timely manner.

Employees are expected to exercise restraint and good judgement when incurring expenses. You should contact your supervisor in advance if you have any questions about whether a cost will be reimbursed.

5.16 Billing Guidelines

TRIO Academy processes payroll every 2 weeks. Time worked during the billing period must be completed and accurate prior to turning in by the last Sunday of the pay period by midnight. If there are mistakes in your entered time, you are encouraged to reach out to your supervisor to correct the error.

All technicians and Behavior Analysts/supervisors are required to track their hours through daily progress notes along with their time tracking.

Behavior Analysts and other billing supervisors will complete updates to caseload goals at least one time per month. This is a requirement of the Department of Human Services (DHS) and will be necessary in case of audits. These should be stored in clients' files and sent to families and other care providers to provide coordination of care.

5.17 References

TRIO Academy will provide references when requested in writing. Responses will be in writing and can include general information regarding the employee such as date of hire, date of termination, and positions held. *Only upper management may provide references.*

5.18 Leaving the Company ☹

If you decide to leave the company, we request a one (1) month advance notice in order to continue to provide appropriate coverage. Your thoughtfulness is appreciated.

All company property such as keys, company-provided laptop, computers, fax machines, and any other company items must be returned on or before your last day. Employees must also return all confidential information such as billing notes (digital and paper). To the extent permitted by law, employees will be required to repay the company for any lost or damaged company property.

5.19 Exit Interview

Employees who resign may be asked to participate in an exit interview with management, if possible.

HANDBOOK ACKNOWLEDGEMENT

The Employee Handbook is intended to familiarize employees with TRIO Academy. It provides guidelines and general descriptions and is not the final word in all cases. Individual circumstances may call for individual attention.

Because of changes and growth within TRIO Academy, the Handbook may change from time to time, with or without notice, at the sole discretion of management.

Please read the following and sign below to indicate your understanding of the Employee Handbook.

- I have read and reviewed a copy of the TRIO Academy Employee Handbook.*
- I understand the contents of the Handbook may change from time to time at the sole discretion of the company.*
- I understand that my employment is AT WILL and that my employment can be terminated by myself or the company with or without cause or notice regardless of the length of my employment or the granting of benefits of any kind.*
- I understand that nothing will alter my AT WILL status except in writing by the Owner of the company.*
- I acknowledge that my signature below indicates that I have read and understand the above statements and that I have received a copy of the TRIO Academy Employee Handbook.*

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____