

Sensory Fitness Employee Policy

1. Code of Conduct

1.1 Professionalism: Employees are expected to conduct themselves with professionalism at all times, upholding the organization's policies and demonstrating respect for colleagues, clients, and staff.

Conduct Expectations: Employees are expected to conduct themselves with integrity, respect, and professionalism at all times, both within and outside the workplace. This includes being punctual, dressing appropriately, and engaging in positive, respectful communication.

Adherence to Policies: Employees must adhere to all organizational policies and procedures. This includes compliance with workplace rules, following directives from supervisors, and engaging in practices that reflect the organization's mission and values.

Respect for Others: Employees should demonstrate respect towards colleagues, clients, and staff at all times. This includes:

Respectful Communication: Engaging in courteous, clear, and constructive communication and avoiding language or behavior that could be perceived as offensive, disrespectful, or discriminatory.

Professional Interactions: Treating all individuals with fairness and dignity. Professionally resolving conflicts and seeking assistance from supervisors or human resources when necessary.

Responsiveness: Addressing workplace issues promptly and professionally, and being receptive to feedback and constructive criticism.

Performance Standards: Employees are expected to perform their duties to the best of their abilities, meet established performance standards, and continuously seek to improve their skills and knowledge relevant to their roles.

Probation Period: A probationary period starts the date an employee reports to work on their first day. All staff employees new to a position at Best S.T.E.P. Forward will serve and complete an initial thirty-day (30) probationary period.

1.2 Confidentiality: Employees must maintain the confidentiality of sensitive information obtained through their role. Disclosure of confidential information without proper authorization is strictly prohibited.

Definition of Confidential Information: Confidential information includes any non-public information proprietary to the organization or its clients. This may include, but is not limited to:

Personal Data: Employee records, client contact details, and other personal information.

Business Information: Financial records, business strategies, project plans, and proprietary methodologies.

Client Information: Information about clients' needs, preferences, and personal details that are obtained through professional interactions.

Responsibility to Maintain Confidentiality: Employees must safeguard all confidential information they encounter during their work. This includes:

Non-Disclosure: Employees are prohibited from disclosing confidential information to unauthorized individuals, both within and outside the organization. This includes colleagues who do not need to know the information for their job functions.

Secure Handling: Employees must use secure methods to store, transmit, and dispose of confidential information. This includes locking electronic devices, using encrypted communications, and securely shredding physical documents.

Incident Reporting: Any accidental or intentional breaches of confidentiality must be reported immediately to a supervisor

Consequences of Breach: Unauthorized disclosure or mishandling of confidential information can lead to disciplinary action, including reprimands, suspension, or termination of employment, depending on the severity of the breach.

1.3 Dual Relationships: A dual relationship occurs when an employee has more than one type of relationship with a client, such as both a professional and personal relationship. This can include providing personal contact information (e.g., personal cell phone numbers), engaging in social activities, or entering into personal agreements or transactions outside of the professional scope.

Employees are strictly prohibited from engaging in dual relationships with clients. This includes but is not limited to:

Providing personal cell phone numbers or other personal contact information to clients.

Inviting clients to personal events or social gatherings unrelated to the professional relationship.

Entering into personal or business transactions with clients outside of the scope of their professional services.

Maintaining professional boundaries helps prevent conflicts of interest, ensures objectivity in service delivery, and protects both employees and clients from potential misunderstandings or exploitation. It also supports a clear and ethical framework for all professional interactions.

Guidelines for Professional Boundaries:

All communications with clients should occur through official channels provided by the organization.

Any personal information should not be shared with clients unless it is directly related to the professional services being provided.

Reporting and Addressing Violations:

Employees who have concerns about potential dual relationships or who observe breaches of this policy are encouraged to report them to their supervisor

Consequences of Non-Compliance:

Violations of this policy may result in disciplinary action, including verbal or written warnings, suspension, or termination of employment, depending on the severity of the breach.

2. Drug-Free Workplace: Best S.T.E.P. Forward maintains a drug-free workplace. The use of illegal drugs or alcohol on company premises is strictly prohibited.

Drug Testing: Each month, five employees will be randomly selected for drug testing, which will be conducted by a third-party provider.

Employees selected for drug testing must report to the designated facility within 24 hours of notification.

Failure to comply may result in disciplinary action, including a written warning or termination, depending on the circumstances.

Electronic Use: Electronic use such as cell phone, apple watches, and personal computers should not be used when in direct services with clients. The client's

3. Dress Code

Employees should present a professional appearance at all times. Clothing should be suitable and appropriate to the role. Safety aspects of clothing should be considered at all times. Clothes that present a health and safety risk in the opinion of management will not be acceptable.

3.1 Professional Appearance: Employees should dress in a manner that is professional and suitable for their role. What constitutes "professional" can vary depending on job function and departmental norms.

Personal Hygiene: Good personal hygiene is expected. This includes grooming and the use of deodorant.

3.2 Inappropriate Attire

Clothing that is never allowed within the work environment includes:

Clothing that is sheer or exposes an excessive amount of skin, including bare midriff, bare backs, and cleavage.

Visible undergarments

Tank tops, tube tops, or crop/midriff tops

Clothing that contains sexually related references, political slogans, or insignias, or inappropriate, suggestive or offensive language

Ripped or Torn Clothing: Clothing with significant rips, tears, or visible damage.

Graphic Tees with Offensive Prints: Shirts or tops with offensive or inappropriate images, slogans, or language.

Revealing Clothing: Clothing that is excessively short, low-cut, or otherwise revealing. Tops that expose the midriff or are deemed too casual or unprofessional.

Open-Toe Shoes/Sandals: For safety reasons, especially in certain work environments, open-toe shoes or sandals may not be allowed.

3.3 Enforcement

Compliance: Supervisors and managers are responsible for ensuring that employees adhere to the dress code. Any concerns or violations should be addressed promptly and discreetly.

Disciplinary Actions: Failure to comply with the dress code may result in corrective actions, including verbal warnings, written warnings, or more severe disciplinary measures if necessary.

4. Attendance and Punctuality

4.1 Work Hours: Employees are required to arrive on time and fulfill their scheduled work hours.

4.2 **Absence:** If you are unable to attend work due to illness or an unforeseen circumstance, you must notify your supervisor as soon as possible to minimize disruptions.

4.3 **No Call No Show:** Failure to notify your supervisor of your absence and not providing a valid reason is considered a 'no call no show'. This is unacceptable and will lead to disciplinary action.

5. Requesting Time Off

5.1 Procedure for Requesting Time Off:

Weekday Shift: Employees should submit time-off requests in writing or through the designated system at least 14 days in advance.

Weekend Shift: To ensure proper planning, requests for weekends off must be submitted at least one month in advance.

5.2 Find Alternative for Shift: To ensure your shift is properly covered, an employee must arrange for a replacement and notify the shift scheduling team for approval from your supervisor.

Approval of Requests: Requests will be reviewed and approved based on operational needs and staffing requirements.

Employee Responsibilities

Sensory Fitness staff have a set of opening, shift, closing and weekly tasks. Below are some general things that must be completed each day. Staff members are expected to familiarize themselves with the specific duties.

Throughout the shift, employees are responsible for ensuring the safety of the children while delivering engaging sensory fitness exercises. If coaches are not needed in the sensory gym during a session, staff should redirect themselves to other productive tasks. These tasks include completing notes, preparing snack bags, maintaining a clean environment by picking up any trash around the building, and ensuring the bathrooms remain tidy.

Before departing, staff must ensure that all daily notes are completed, the floors are swept and mopped, and the restrooms, sensory gym, equipment, tables, and check-in desk are thoroughly disinfected. Employees are also responsible for completing the bathroom log checklist. Additionally, it is essential to ensure that all air conditioning units and lights are turned off at the end of the shift.

6. Last-Minute Call-Off Procedure

6.1 Procedure for Last-Minute Call-Off: If an employee needs to call off work with less than 24 hours' notice, they must contact their supervisor directly by phone and provide a valid reason for their absence. Employees should follow up with an email or written notification as soon as possible.

6.2 Employee must communicate delay arrival to work if more than 10 minutes of time has passed once shift has began.

Failure to do so, will result in a write-up.

7. Termination of Employment Relationship

7.1 At-Will Employment: Employment with Best S.T.E.P. Forward is at-will, meaning either the employee or the company can terminate the employment relationship at any time, with or without cause and with or without notice.

7.2 Employee Discontinuation: The organization reserves the right to terminate the employment relationship if an employee fails to adhere to company policies or if performance does not meet expectations.

7.3 Employee's Right to Discontinue: Employees may choose to end their employment at any time, with or without cause, by providing reasonable notice to the organization.

8. Procedure for Addressing Policy Violations

8.1 Reporting Violations: Employees should report any violations of this policy to their supervisor or through the designated reporting channel. All reports will be handled confidentially and investigated thoroughly.

8.2 Disciplinary Actions: Depending on the severity of the violation, disciplinary actions may include verbal or written warnings, write-ups, suspension, or termination of employment.

8.3 Duration of Write-up on File: The write-up will remain in the employee's file for one year.

Acknowledgment

All employees are required to read and understand this policy. By signing below, you acknowledge that you have received, read, and agree to comply with the Sensory Fitness Employee Policy.

Employee Signature: _____

Date: _____