

# EMPLOYEE HANDBOOK

*(For Onsite & Remote Employees)*

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## 1. INTRODUCTION

Welcome to **Rise & Shine ABA**.

We are committed to providing ethical, evidence-based Applied Behavior Analysis services that support children and families with compassion, respect, and professionalism.

This handbook outlines all policies, expectations, and responsibilities for **both onsite and remote employees/contractors**. You are required to read, understand, and follow all policies included here.

## 2. MISSION & VALUES

Rise & Shine ABA is dedicated to:

- Delivering compassionate, client-centered, evidence-based ABA therapy
- Upholding the highest ethical standards
- Protecting client confidentiality, rights, and dignity



- Supporting diversity, equity, inclusion, and cultural sensitivity
- Maintaining professional excellence onsite, in-home, school-based, and remotely

### **3. EMPLOYMENT POLICIES (ONSITE & REMOTE)**

#### **At-Will Employment**

Employment or contracting with Rise & Shine ABA is at-will unless specified otherwise by written agreement.

#### **Attendance & Punctuality**

All employees (onsite or remote) must:

- Arrive on time for sessions, appointments, and meetings
- Communicate promptly about lateness or absences
- Maintain reliable schedules

#### **Professional Workspace Standards**

Whether onsite or remote, employees must:

- Maintain a quiet, private, professional workspace
- Ensure confidentiality of all client information
- Avoid background distractions (pets, children, noise, TV)
- Follow all safety and professionalism expectations

Remote standards are equal to onsite expectations.

### **4. COMMUNICATION & PROFESSIONALISM STANDARDS**

*(Applies to all employees: onsite, in-home, school-based, remote)*

#### **General Communication Expectations**

All communication—verbal, written, or digital—must be:

- Professional
- Respectful
- Confidential
- HIPAA-compliant

#### **Phone Calls & Verbal Communication**

Employees must:

- Speak professionally at all times
- Ensure privacy (no one overhears client details)
- Avoid taking work-related calls in public spaces
- Never use speakerphone unless in a private location
- Maintain calm, respectful tone
- Never disclose PHI casually or off-record

#### **Written Communication (email, messaging, notes)**

Employees must:

- Use company-approved communication systems **ONLY**
- Never use personal email or text for client information
- Maintain professionalism in tone and grammar
- Ensure accurate and timely documentation

#### **Social Media Policy**

Employees may **not**:

- Discuss clients or families
- Share client information
- Mention company confidential matters
- Post photos or content from worksites

Professional behavior extends online.

### **5. CODE OF CONDUCT & ETHICS AGREEMENT**

Employees agree to:

#### **Client Care & Safety**

- Prioritize client well-being, dignity, and safety
- Deliver respectful, evidence-based services
- Report concerns immediately

#### **Confidentiality**

- Follow all HIPAA and privacy standards
- Never disclose client or company information

**Professional Conduct**

- Dress appropriately
- Maintain respectful behavior
- Avoid conflicts of interest

**Ethical Standards**

- Follow the BACB Ethics Code
- Document honestly and accurately
- Never falsify records
- Not misrepresent skills or credentials

**Respect & Inclusion**

- Treat clients, families, and colleagues respectfully
- Support diversity, equity, and inclusion

**6. CONFIDENTIALITY & HIPAA AGREEMENT**

“Confidential Information” includes:

- Client names, diagnoses, records
- Insurance and billing details
- Session notes, behavioral data
- Company or employee information
- Any PHI or ePHI

**Employee Responsibilities**

You agree with:

- Access only the minimum necessary PHI
- Not discussing PHI with unauthorized individuals
- Use secure systems ONLY
- Report suspected breaches immediately

**Prohibited Actions**

- Taking screenshots/photos of PHI
- Using personal devices for PHI
- Discussing clients in public places
- Leaving documents unsecured

**Term & Enforcement**

- Applies during and after employment
- Violations may result in termination, legal consequences, or fines

**7. NON-DISCLOSURE AGREEMENT (NDA)**

Confidential information includes:

- Client information
- Training materials
- Internal documents
- Intellectual property
- Company financial or operational data

Employees agree to:

- Not sharing confidential information
- Use information only for official duties
- Keep information secure
- Maintain confidentiality even after employment ends

**8. TECHNOLOGY, TELEHEALTH & REMOTE WORK STANDARDS****Device Requirements**

- Secure, password-protected devices ONLY
- Encrypted communication platforms
- Log out when not in use

**Wi-Fi Requirements**



- No public Wi-Fi unless you use a VPN
- Home Wi-Fi must be protected

### **Telehealth Sessions**

Employees must:

- Be in a private, quiet environment
- Ensure no unauthorized individuals can hear
- Not record sessions without written approval
- Maintain professional appearance and behavior

### **Remote Work Conduct**

- Dress professionally
- Be camera-ready
- Avoid multitasking
- Uphold same standards as in-person services

## **9. EMERGENCY & INCIDENT REPORTING POLICY**

### **Must Report Immediately:**

- Client injuries or medical emergencies
- Staff injuries
- Suspected abuse or neglect
- Property damage or theft
- Behavioral emergencies
- Safety issues or hazards
- Any event affecting client safety

### **Reporting Procedure**

1. Call **911** if urgent
2. Notify supervisor/BCBA
3. Complete Incident Report within **24 hours**
4. Participate in follow-up procedures

## 10. MANDATED REPORTER REQUIREMENTS

All Rise & Shine ABA employees/contractors working with minors are **Mandated Reporters**.

### You **MUST** report suspected:

- Physical abuse
- Emotional/verbal abuse
- Neglect
- Sexual abuse/exploitation
- Domestic violence exposure
- Suspicious or unexplained injuries

### Child Abuse Hotlines (Multi-State)

#### New York (NY)

1-800-342-3720

#### New Jersey (NJ)

1-877-NJ-ABUSE (1-877-652-2873)

#### Florida (FL)

1-800-962-2873

#### Pennsylvania (PA)

1-800-932-0313

#### Connecticut (CT)

1-800-842-2288

### National Hotline

Childhelp National Abuse Hotline: **1-800-4-A-CHILD**

### NY Mandatory Training

Required within **10 days of start date**:

<https://www.nysmandatedreporter.org>

Certificates must be emailed to: **info@riseandshine.nyc**

**11. EMPLOYEE HANDBOOK ACKNOWLEDGMENT FORM**

I acknowledge that:

- I received the Rise & Shine ABA Employee Handbook
- I understand it is my responsibility to read and follow all policies
- The handbook is **not** a contract of employment
- Policies may be revised at any time
- I agree to comply with all standards, procedures, and expectations

**Employee Information**

Full Name: \_\_\_\_\_

Position/Title: \_\_\_\_\_

Date of Hire: \_\_\_\_\_

**Signatures**

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor/HR Signature: \_\_\_\_\_

Date: \_\_\_\_\_