

EMPLOYEE HANDBOOK

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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

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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: _____