



# Brightsong<sup>®</sup> LLC

## PEDIATRIC THERAPY & EDUCATION SERVICES

### Clinical Experience Handbook

Welcome to Brightsong! We are excited to have you with us. At Brightsong, we utilize a team approach and consider volunteers and students to be an integral part of our team. Whether you're volunteering in our office, the clinic or one of our camps, we hope your experience is enjoyable and that you learn as much as you can while you're with us. As a team member, there are a few guidelines we must follow:

#### **ABUSE AND NEGLECT**

Any team member who knows or has reasonable cause to suspect that a child has been abused or neglected shall report such knowledge or suspicion to their supervisor and to the Tennessee Department of Human Services.

#### **INCIDENT REPORTING**

Any situation resulting in an injury to a team member or child **MUST** be documented on the Incident Report Form. If a child is injured, the team member should immediately take care of the child and then notify his or her parents. Their direct supervisor should be informed as soon as possible.

#### **ATTIRE**

As representatives of Brightsong, LLC, all team members are expected to exhibit a professional, neat, well-groomed appearance. Radical departure from conventional dress or personal grooming is not permitted. Brightsong, LLC will not be held liable for damage to clothing or accessories. Volunteers and students should dress in attire appropriate for working with young children.

If the direct supervisor of the student / volunteer, or the clinical director of Brightsong, LLC decides that a team member is in violation of the dress code, they will be asked to go home and change.

#### **PERSONAL PHONE CALLS**

Students / Volunteers shall not make personal phone calls or text while working directly with a child or family unless it is an emergency.

#### **FACEBOOK, TWITTER & OTHER SOCIAL MEDIA**

These social media guidelines are not to discourage team members from utilizing social media, but rather to be clear on everyone's respective rights and responsibilities to these new networking opportunities.

In today's world just about everything we do online can be traced and can impact (for better or worse) on a company. Brightsong, LLC does not want to control what is said on personal social media sites, however please understand that anti-harassment, ethics and company loyalty extend to all forms of communication.

- If team members or volunteers list their place of employment on their personal site, the company reserves the right to request removal or modifications of any media or content that reflects poorly on the company.
- If a team member does not modify or remove a social media post when asked, they will be subject to disciplinary action, including and up to termination from Brightsong.
- You are solely responsible for any legal implications or any actions for your personal social media site.
- If in the course of doing social media, you find any negative information about our company or any violation of our social media guidelines by other team members, you are required to report it to the clinical director of Brightsong, LLC as soon as possible.
- You agree not to use the company name to endorse or promote any product, opinion, cause or political candidate without written approval.
- You agree not to post any content that is illegal, obscene, defamatory, threatening or infringing on intellectual property or invasion of privacy or otherwise injurious or objectionable.
- Do not engage in discussions about competitor's products or services without approval from the clinical director of Brightsong, LLC.
- You agree not to disclose confidential information or trade secrets at any time.
- You agree not to post any content (text or pictures) related to any of the children and/or families you see for therapy and education services.

## **SMOKING**

Smoking is not permitted anywhere at Brightsong, LLC or when working with the children and their families.

## **SUBSTANCE ABUSE**

Team members experiencing problems with alcohol or other drugs are urged to discuss these issues with their direct supervisor and/or the clinical director of Brightsong, LLC and voluntarily seek assistance through an alcohol/drug rehabilitation program.

Team members must, as a condition of employment, report any conviction under a criminal drug statute. A report of a conviction must be made within five (5) days after the conviction.

## **FIRE ARMS / CONCEALED WEAPONS**

Team members, parents and visitors are NOT permitted to bring fire arms or concealed weapons to any Brightsong, LLC program, activity or event. This action could result in legal charges being pressed and immediate termination of an employee.

## **SEXUAL HARASSMENT & INAPPROPRIATE CONDUCT**

No team member or third party will be subjected to discrimination, harassment, intimidation, ridicule, or insult from a member of management, fellow employees or a third party because of the employee's sex, race, age, color, creed, religion, national origin or disability. Examples of sexual harassment include, but are not limited to:

- Any demand for sexual favors that is accompanied by a promise of a favorable job treatment or a threat concerning the team member's employment is strictly prohibited.
- Pressures for sexual favors, including implying that an applicant's or team member's cooperation of a sexual nature (or refusal) will have any effect on the person's employment, job assignment, wages, promotion or any other condition of employment.
- Any behavior of a sexual nature not welcomed by the team member or found to be personally offensive is expressly forbidden.
- Repeated sexual flirtations, advances or propositions from or to employees or third parties are prohibited.
- Continued or repeated verbal abuse of a sexual nature, sexually related comments and joking, graphic or degrading comments about an employee's appearance or the display of sexually suggestive objects or pictures is prohibited.
- Any uninvited physical contact or touching, such as patting, pinching, etc. are prohibited.

Examples of inappropriate conduct include, but are not limited to:

- Conduct which would offend a team member because of the employee's race, color, creed, religion, sex, national origin, age or disability is strictly prohibited.

- Conduct, whether intentional or unintentional, that harasses, intimidates, ridicules or insults a team member because of their race, color, creed, religion, sex, national origin, age or disability is strictly prohibited.
- Inappropriate conduct, whether verbal or physical, will not be tolerated. The clinical director /supervisor has the responsibility and duty to take immediate corrective action to stop any such inappropriate conduct.
- If a team member believes that another employee is engaging in inappropriate conduct, is the recipient of unwelcomed, offensive.

If any team member observes any of the above mentioned conduct, that team member must bring the matter directly to their supervisor. Brightsong, LLC is committed to taking prompt remedial action to halt such conduct and to prevent its reoccurrence. All complaints of inappropriate conduct will be investigated and appropriate remedial action taken, including disciplinary action where warranted.

***There will be not retaliation against anyone who, in good faith, submits a complaint or participated in an investigation relating to such a complaint. Retaliation against a team member who has made or assisted in a complaint of harassment is strictly prohibited and provides ground for discipline, up to and including termination.***

## **REPORTING SEXUAL HARASSMENT OR INAPPROPRIATE CONDUCT**

It is imperative for any team member with a concern involving discrimination or other harassment to promptly report the incident to the clinical director of Brightsong, LLC before it becomes severe or pervasive.

Any team member who is aware of harassment or discrimination must notify the clinical director of Brightsong, LLC. An investigation will be conducted as soon as an incident is reported. Confidentiality will be guarded to the extent possible, although it may be necessary to discuss the allegations in order to conduct a thorough and fair investigation. If the investigation confirms the allegations, Brightsong, LLC may take disciplinary action against the harasser, up to and including termination of employment.

If, after the investigation, the complaining team member experiences continued harassment or retaliation, the complaining employee must contact the clinical director immediately.

Brightsong, LLC forbids retaliation against anyone for reporting sexual or other harassment or discrimination, and/or assisting in making a complaint or cooperation in an investigation of a complaint. The complaint procedure outlined in this policy applies to all complaints of harassment and/or discrimination, including sexual harassment.

## **DISCIPLINARY POLICY**

Brightsong, LLC ensures staff compliance with performance standards, ethics and conduct. Informal disciplinary actions will be attempted prior to any formal actions. There are several disciplinary levels and it will be up to Brightsong, LLC which action may be taken and how it shall be administered. Brightsong, LLC reserves the right to terminate team members and volunteers for serious infractions, regardless of the discipline guidelines set forth below:

**WARNINGS:** Documentation of both oral and written warnings will be signed by the team member and the clinical director. If a team member refuses to sign, the clinical director will have a witness sign that a copy was given to the employee. The signature indicates receipt of the document, but not necessarily his or her agreement. This document should include the following: date, violation, indication of necessary improvement and information concerning further disciplinary action that could result from failure to show improvement.

**PROBATION:** A team member may be placed on probation by the clinical director in order to allow the employee to show improvement on the problem(s) specified at the time of probation. The probation period will be designated by the clinical director and the team member will be provided with the following information in writing: (1). identification of the problem, (2). necessary improvements which need to be made, (3). specifics as to the length of the probation period and (4). information about any further disciplinary action.

**SUSPENSION:** The clinical director may suspend a team member for disciplinary reasons without pay. Any team member who is suspended without pay will be given written notice of the reasons for the action, and a copy will be made a part of the employee's personnel record. Upon the employee's return to work, the clinical director will meet with the employee to define clearly and specifically the improvement in job-related behaviors required as a condition of the employee's continued employment. This meeting will be documented and a record of it will be maintained in the employee's personnel record.

**DISMISSAL:** When all other disciplinary action has failed to achieve improvement or when the employee commits a serious offense, the employee will be dismissed from Brightsong, LLC. Prior to dismissal, the clinical director will assure that the employee has been properly counseled in writing concerning any deficiencies in performance, given sufficient time to correct these deficiencies, and informed the employee that failure to correct them may result in termination of employment.

The following actions will result in immediate dismissal:

1. Theft – including theft of property of Brightsong, LLC or theft of property from another employee or client of Brightsong
2. Possession, use, sale, purchase or distribution of drugs or alcohol on Brightsong, LLC property or any illegal drugs. Also, reporting to work after partaking in alcohol or illegal drugs, or being in a condition that adversely affects the employee's ability to safely and effectively perform his or her duties.
3. Sabotaging or purposefully damaging equipment or the property of Brightsong, LLC or other employees.
4. Walking off the job without supervisory permission.
5. Insubordination involving, but not limited to: defaming, assaulting or threatening to assault a supervisor, or refusing to carry out the order of a supervisor where personal safety is not a problem.
6. Fighting or provoking a fight at Brightsong, LLC.
7. Absence for 2 consecutive working days without notifying Brightsong, LLC. In such an event, the offending team member will be deemed to have quit voluntarily.
8. Sleeping on the job.
9. Carrying concealed weapons.

### **TEAM MEMBER SAFETY**

Students and Volunteers must immediately report all job-related accidents, injuries and illness to the clinical director, regardless of whether the injury is minor or of no apparent significance.

Fire extinguishers and smoke alarms have been installed at Brightsong, LLC and are checked regularly. It is the responsibility of each employee to be familiar with the location of the fire extinguishers, exits and fire escape routes.

## **HEALTH AND SAFETY GUIDELINES**

To ensure the health and safety of all our employees, children and families, we must follow the guidelines of the Center for Disease Control issued by the Health Department:

**Fever free without the use of fever reducing medicines for 24 hours.** Normal temperatures are 98.6 oral; 99.6 rectal; and 97.6 axillary.

**No vomiting and/or diarrhea for 24 hours** (bowel movement and food intake should be back to normal)

**No colored drainage from any body part** (this includes eyes, ears, nose and sores). If the child/employee has been on antibiotics for 48 hours and still has colored drainage, they may return to work/resume services.

**No rashes of any sort** unless seen by a doctor and the doctor has written a note stating that the rash is not contagious.

**Vigilant hand washing** (soap and water) before and after changing diapers, and before all snacks.

**Banning of all peanuts and products** that contain peanuts, including peanut oil.

## **UNIVERSAL PRECAUTIONS**

All team members must adhere to the following policies:

- Disposable gloves should be worn during contact with blood and bodily fluids. All blood and body fluids from all persons should be considered as potentially contagious.
- Gloves should be changed between contact with each child.
- Disposable towels and tissues should be used for cleaning and wiping runny noses.
- Contaminated surfaces and toys that have been put in a child's mouth should be disinfected immediately.
- Disposable towels should be properly disposed of.
- Blood and body fluid contaminated materials should be disposed of properly in a securely tied plastic bag.
- Open or draining wounds should be covered.
- Hands should be washed thoroughly if exposed to blood or body fluids.

## **IN THE EVENT OF INCLEMENT WEATHER**

In the event of inclement weather, the Clinical Director will make a decision regarding the closing of the Brightsong clinic and cancellation of home visits. If Brightsong does close, the Clinical Director will contact each team member and volunteer to let them know of the closure. Each team member is responsible for contacting the families they are scheduled to see that day. If you have openings available for a make-up session, please offer those times to the families you see.

## **IN THE EVENT OF A MEDICAL EMERGENCY (INVOLVING A PARENT / GUARDIAN)**

- Life saving techniques will be administered as needed by trained/certified staff members.
- A designated employee will call 911 to summon an ambulance and medical assistance on behalf of the parent/guardian.
- A designated employee will contact the person's spouse and/or emergency number on file for that family. Emergency contacts will be maintained for every child and family at the Brightsong, LLC office.
- If the parent/guardian must be transported by medical personnel, the child will be cared for by the employee until another family member arrives.
- A designated employee will document the incident within 24 hours. Documentation will be maintained in the child's chart and a copy will be provided to the family and the clinical director of Brightsong

## **IN THE EVENT OF A MEDICAL EMERGENCY (INVOLVING A CHILD / SIBLING)**

- Life saving techniques will be administered as needed by trained/certified staff members.
- A designated employee will call 911 to summon an ambulance and medical assistance on behalf of the child/sibling.
- A designated employee will contact the child's parent or guardian (if they're not present) or contact the emergency number on file for that family. Emergency contacts will be maintained for every child and family at the Brightsong, LLC office.
- If the child or sibling must be transported by medical personnel, an employee may accompany the child and the parent/guardian as needed.
- A designated employee will document the incident within 24 hours. Documentation will be maintained in the child's chart and a copy will be provided to the family and the clinical director of Brightsong



## **REPORTING AN EMERGENCY SITUATION**

Team members will promptly notify all appropriate persons / agencies in the event of an accident, illness, emergency and/or other circumstances. These may include, but are not limited to:

- The client's parent / guardian / sibling
- The spouse of the affected adult or designated emergency contact person
- Local police / fire department
- Clinical director of Brightsong, LLC

All such incidents will be reported in writing within 24 hours of the accident or event. The report will be recorded in the appropriate client file.

## HOW TO ASSIST THE BRIGHTSONG TEAM WHILE YOU'RE VOLUNTEERING

In the world of pediatric therapy, there will occasionally be cancellations due to illness, doctor's appointments, meetings, etc. If you experience some "free time," there are a variety of things you can do to help the Brightsong team. Your direct supervisor may have specific suggestions, but here are a few things we generally need each day:

- Straighten up the waiting room
- Organize the books and magazines in the waiting room
- Vacuum the waiting room
- Empty the garbage cans in the therapy rooms, kitchen, office and bathroom
- Clean and disinfect therapy toys
- Clean and disinfect the sensorimotor equipment (swing, slide, etc)
- Vacuum the therapy rooms and sensorimotor room
- Sweep the bathroom
- Replace paper towels in kitchen and bathroom
- Straighten up toy shelves in the large therapy room
- Straighten up the book shelf in the small therapy room
- Organize toy closet
- Make copies for therapists

Thank you so much! We're glad you're here and hope you have a wonderful experience!

*The Brightsong Team*

## **VOLUNTEER FORMS AND RELEASES**

- Confidentiality Agreement
- Review Clinical Experience Handbook
- Complete Volunteer Release Form
- Background Check (completed by office)
- Brightsong Contact Info Sheet