



# The Dream Guide

**Therapist Edition Rev. 10.2023**

Here at Dream Big, we're not just a team; we're a family of dreamers. We share a passion for uplifting children and their families, and we believe in blending our efforts with joy and enthusiasm! Our quest for excellence is relentless, prompting us to continuously refine our methods and practices. This guide, your "Dream Guide," has been crafted with care to illuminate our journey together.

*Please note that while the **Dream Guide** delves into our procedures and day-to-day operations, our **Employee Handbook** specifically addresses HR-related policies. **Keep in mind, this guide isn't exhaustive and the leadership team may revise its contents as deemed necessary.***

While miles might lie between us, our shared mission bridges the gap: transforming lives and turning dreams into reality. Dive in and let's make dreams come true, together!

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## WHO WE ARE

### Our Mission

Our mission is to improve the lives of children and families through early intervention services that are inclusive, innovative and individualized. We strive to provide a fun, safe and inclusive play center where all children can learn and grow.

### Our Core Values



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**Cristina Cordeiro, Founder & CEO**

Hi! I'm Cristina, I started Dream Big in 2016 because I believe that everyone should aspire for more. Parents should have hope for their children's futures, children should be in a space where their imaginations can take flight and where they can learn while having fun. I want every person on the Dream Big team to believe in their dreams and constantly reach for more. I am married to my high school sweetheart and I have two young children, Nick and Lili who have taught me endless lessons. I love traveling, boating, being near the ocean, fishing, reading and spa time!



**Carolyn Kaiser, MBA, PHR  
Director of Human Resources**

Hi! I'm Carolyn, I have spent my career supporting organizations in various industries, serving in human resources and talent acquisition roles. Working at Dream Big Children's Center, I have the unconditional commitment and will to serve the greater mission of supporting the development of children's futures. At Dream Big Children's Center, the culture, leadership, and mission inspire me to continue to support organizational success through human resources. I love spending time hiking and exploring the great outdoors with my husband, attending yoga practice, and reading non-fiction! I am honored to be a part of Dream Big Children's Family!



**Lyre Fribourg**  
Psychologist, PhD, BCBA-D  
Chief Clinical Advisor

I am a Licensed Clinical Psychologist and a Board Certified Behavior Analyst. For more than 25 years, I have worked with children and families in homes, schools, and in diverse communities.

I have vast experience utilizing evidence-based interventions and my genuine approach helps me make meaningful connections with families. I come from a large family and have a sensitive understanding of the complexities of behavior and family dynamics. Outside of work, I enjoy spending time with my children who give me even more perspective on childhood and the challenges that come with parenting.



**Deanna Bishop, Regional Director**  
Rancho Mirage, Apple Valley

Hi! I am Deanna, I have been a part of the ABA field for over 18 years and a part of the Dream Big Family from the 1st day we opened our doors. It has been an honor to be a part of this amazing company and to watch the children, families and staff learn and grow with us. I have three children, 2 grown daughters and a teenage son. I also have 10 grandchildren. I enjoy spending as much time with all of them as I can. I also love to travel, go to concerts, get muddy in jeeps and spend time at the beach. I am blessed to have a job I love, a life with incredible people in it and a passion to make a difference in the lives of others.



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**Cassandra Collins, M.Ed, BCBA, Clinical Director**

I'm Cassandra, a Board Certified Behavior Analyst, with over a decade of experience in the field of ABA and 15 years dedicated to working with children. I'm grateful for the families that have entrusted me to be part of their journey. One of the most rewarding aspects of my work is watching children learn, grow and develop meaningful relationships with their peers.

Outside of my professional life, my heart belongs to my family, and I cherish every moment spent with my husband and two daughters. I enjoy traveling, drinking a good cup of coffee, and the ongoing journey of personal growth.



**Katie Quesada, Brand + Culture**

Hi, I'm Katie!

I have the joy of leading the storytelling + marketing department here at Dream Big. I have two little kids of my own and love being a part of a female-founded company where mothers (like myself) can thrive at work. Although I don't have any experience in ABA, I understand the support and care we need as parents first hand. As a part of my role here at Dream Big- I also get to train the staff on our incredible culture of inclusion, fun, growth, care, and excellence.



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## THE DREAM BIG WAY

At Dream Big, we're anchored in the belief that children thrive when they're engaged, motivated, and truly enjoying the process. Our early intervention services are built upon the robust foundations of Applied Behavior Analysis (ABA), embedded within naturalistic and playful interactions. Our specialized approach to ABA zeroes in on teaching those transformative skills that catalyze profound growth. It's all about forging a genuine bond with the child: understanding their world, building a trusting rapport, and seamlessly integrating our developmental goals into delightful moments of fun. This holistic approach ensures every child eagerly anticipates their therapy sessions, viewing them not as routine appointments but as enjoyable experiences. Dive into our Dream Big philosophy, where learning is not just a process, but a joy-filled adventure!

### Compassion Based Approach

Starting a role at Dream Big means you're joining a team where compassion, empathy, and genuine care are the pillars of our practice. We champion the philosophy of Compassionate ABA. This is because we firmly believe that empathy, joy, and forging strong relationships lie at the core of our clinical model.

1. Build strong relationships with children by understanding their joys, interests, and dislikes, using these insights to create optimal learning experiences.
2. "Happy, Relaxed and Engaged" is our mantra. HRE looks different for every child. As you get to know the child you're with you will know when they are at HRE. Your goal should be to have your child in a HRE state during sessions.
  - a. **Happy**- find what brings joy to the child you're with, and look for cues that communicate that the child is happy (smiling, laughing, content, not whining or crying).
  - b. **Relaxed**- when the child is relaxed, their brain is ready to learn.
  - c. **Engaged**- if the child is participating in the activity, they are receptive.
3. Remain attentive to each child's emotional state, offering time, space, and tools for them to regain balance and contentment when overwhelmed.



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## The 3 I's

Our program emphasizes three core pillars: Inclusion, Independence, and Interaction which we refer to as The 3 I's.

### Inclusion

Inclusion is the idea that everyone belongs. We believe that creating an inclusive play environment leads to an inclusive world. To support an inclusive environment, we offer playgroups for children from the community to join in play at the DB center. Play groups are two days per week for two hours. During this time, children from the community join in the Dream Big schedule. The BT's main goal is to foster interaction between children.

1. Be on the hunt for opportunities to include. Look at what the other children are playing and find children who might have the same interests as the child you're supporting. Start activities that can include others such as duck duck goose, treasure hunt, picnic, dinosaur excavations in sand room, art projects, sensory play, etc.
2. Be natural with interactions and greetings. Don't force greetings between kids- children don't usually greet each other until they are much older. Preschool and early school age children will typically just start playing next to each other. They don't usually introduce themselves or formally greet other children.
3. Be the life of the party! Attract the children- make your activity more fun than what is otherwise going on. Be creative, enthusiastic and use the children's interests to motivate them to play together.
4. Be subtle with prompting- use least intrusive prompts.
5. Be positive....but not excessive! Use verbal praise for the big stuff, and don't overuse "good job", etc.

### Independence

We focus on teaching developmentally appropriate skills and preparing children for school and life experiences as they go into school age. We should look at the child's day through the lens of increasing independence. Below are some examples of increasing independence:

- Walking through the center independently without holding your hand.
- Following group instructions without you having to give additional prompts (i.e. going to circle time when the leader announces it).
- Sitting in circle time independently. From the first day, we should target fading back your physical presence and prompting. *Children should not sit in your lap.*
- Putting their backpack away, getting their own lunch out, unpacking their lunch, eating independently, etc.
- Participating in group activities with minimal/no prompting from you.
- Completing toileting activities.

## Interaction

One of the unique advantages of having sessions in our inclusive play centers is that children can learn social interaction skills. Therapists should focus on increasing interaction amongst children by encouraging parallel play, turn taking, sharing and interactive activities.

## Daily Schedule

Our days are split into two blocks- morning and afternoon. Some children stay for one block and others stay for the full day (two blocks). Children are assigned to one of two groups that rotate together throughout the day. Below is the daily schedule.

### MORNING SCHEDULE

	GROUP A	GROUP B
8:00am	Welcome	Welcome
8:15am	Clinic (45min)	Play Area (45min)
9:00am	Play Area (45min)	Clinic (45min)
9:45am	Circle Time/Activity	Circle Time/Activity
10:00am	Snack (Group)	Group ABA
10:15am	Group ABA	Snack (Group)
10:30am	Clinic (45min)	Play Area (45min)
11:15am	Play Area (45min)	Clinic (45min)

*\*Lunch/Outdoor time 12-1 for full day schedules.*

*\*Additional group ABA time may be added throughout the day based on individual clinical recommendations.*

### AFTERNOON SCHEDULE

	GROUP A	GROUP B
1:00pm	Welcome	Welcome
1:15pm	Clinic (45min)	Play Area (45min)
2:00pm	Play Area (45min)	Clinic (45min)
2:45pm	Circle Time/Activity	Circle Time/Activity
3:00pm	Snack (Group)	Group ABA
3:15pm	Group ABA	Snack (Group)
3:30pm	Clinic (45min)	Play Area (45min)
4:15pm	Play Area (45min)	Clinic (45min)

*\*Lunch/Outdoor time 12-1 for full day schedules.*

*\*Additional group ABA time may be added throughout the day based on individual clinical recommendations.*

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## **Arrival/Welcome**

1. Arrive for sessions 5 minutes before the session start time to ensure you are on time and ready to receive the child.
2. Leave your personal belongings stored away in the designated area.
3. Cell phones should be left in your car or with your personal belongings. Dream Big is not responsible for your personal belongings so please avoid bringing valuables.
4. Wait at the front desk for your assigned child to arrive. To avoid overcrowding of the front desk area, you may also wait nearby at the entrance to the play area or the clinic room (depending on location).
5. When the child arrives, greet him/her and the parent/caregiver.
6. The parent signs the child in.
7. The child puts their personal items away.
8. The child says goodbye to the parent and the parent leaves. Some parents may stay for a portion of the session or all of the session.

## **Clinic Rooms**

1. In the clinic rooms, you should target goals that are being taught with structured teaching methods (such as DTT). Each child's goals will require specific stimuli, and their goals may be new, challenging, or require extra attention.
2. Each child has a box with their specific stimuli that they may be using. BT's are responsible for ensuring that the stimuli box remains clean and organized.
3. Children should also have free access to other toys and books and be encouraged to interact with those.
4. Clinic room time can be spent targeting skills individually, sitting at the table, playing on the floor, or playing with other children. You do not need to stay at the table during this time, the table should be used only as needed.

## **Play Rooms**

1. In the play center space, you should target social goals and naturalistic teaching goals.
2. Use natural opportunities and items/toys within these rooms to target generalization of skills and goals using natural stimuli. For example, if you are in the cafe room, you can use the tea cups to target colors, size, commenting/tacts, mands, etc.
3. Target interaction and play with other children.
4. When your child leaves an area, they should pick up the items they were playing with. BT's should prompt and provide assistance as needed and ensure that they leave the area as they found it.

## **Circle Time**

Circle time is an integral part of early childhood education. It is a structured, interactive time where children gather in a circle to learn, interact, and enhance their skills. The importance of circle time in preparing young children, especially those with autism, for school cannot be understated. Our circle times are held in the morning and the afternoon. The duration and extent of circle time varies depending

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on the ages and skill levels of the children. Below are the expectations for BT's during circle time and some behavioral strategies that may be used during circle time.

***These are generalized recommendations, however you should always follow the child's behavior plan and recommendations from your clinical team as those are individualized to your child.***

1. The goal is for children to participate in the circle time by sitting, attending, responding to the circle time leader, singing songs and other activities.
2. Support the child you are working with using the least intrusive prompting possible.
3. It may be necessary for you to sit next to or behind the child to prompt them. You should not have the child sit in your lap on a regular basis. If the child initially feels more comfortable with sitting in your lap, you can allow that and then work on fading to them sitting independently as soon as possible. Lap sitting should not be a regular occurrence, as we want the children to be independent.
4. If your child's attention drifts off momentarily, wait to see if they will come back to attending before prompting them. Younger children do not attend 100% of the time. If their attention is off after a period of time, then prompt them to attend and participate.
5. Avoid hand over hand prompting and instead try to use partial physical prompt or model prompt (least intrusive).
6. If your child stands up during circle time and continues to participate then allow them to stand and after a few minutes you can prompt them to sit again. Preschool age children typically stand and may have their attention drift from time to time.
7. If your child leaves the circle time, prompt them to come back. If they refuse to come back, see what they are engaged in and if possible use that to get them back to the circle time. For example, if they leave the circle and go play with a ball, bring that ball back to the circle and allow the child to play with it for a brief period of time and then get back to the circle time activity and fade out the ball.

## **Outdoor Play**

Outdoor play is crucial for preschool-aged children as it promotes physical development, enhancing muscle strength, coordination, and gross motor skills. Additionally, interacting with the natural environment stimulates curiosity, encourages imaginative play, and provides opportunities for social interaction and teamwork. During outdoor play, your role as the BT is to engage the child in play activities, facilitate interaction amongst children and target skills as directed by the clinical team.

1. Outside play time is not "break" time for the BT or the child. This is still billable service time and so goals should be targeted.
2. The clinical team may have specific programs/goals to be targeted outside such as gross motor skills, imitation, group games, following instructions, etc.
3. This is also a good time to target generalization of mastered targets in a natural environment.
4. BT's should look for opportunities to facilitate interaction amongst children.
5. Make this time fun! Be creative and start activities- follow the leader, obstacle courses, pretend play, chase, bubbles, chalk games, etc.

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## Group ABA

Throughout the day, we have group times in which children target skills with 1-2 other children. Children are grouped according to their skill levels. 2-3 children are assigned to a group together at a time. The groupings are determined by the BC/BCBA and may change as needed. As the child progresses through the Dream Big program, the amount of time in group ABA increases. This helps to prepare children for school and learning in a group setting. Initially, children begin with 15 minutes of group ABA and by the time they graduate DB, they may have up to 50% of their sessions in the group setting.

1. Groups have 1-2 therapists leading the group at a time. Typically, one therapist leads the group. When there are two therapists present, one can lead and the other can provide prompting and support and collect data.
2. Therapists will take turns taking their 10 minute break during the group time. Each therapist will take their 10 minute break during the 30 minute group time. When you are leading the group, you will lead the activity and implement the goals as written in the child's treatment plan.
3. **Data Collection:** Each therapist will have access to the clients within their group. Data for client specific goals are to be collected during this group time, as well as behaviors if applicable. Therapists may write data on a paper and then transfer to the online data collection system after group time.
4. **Activities:** The following are examples of group ABA activities:
  - Art project- target sharing supplies, passing needed materials amongst each other, showing other children each other's artwork (show and tell style)
  - Board games- practice turn taking, waiting for your turn, knowing whose turn it is, learning each other's names ("whose turn is it?"), playing the game
  - Interactive games- hot potato, musical chairs, simon says
  - Cooperative activity- block building
  - Snack time- target conversational skills such as:
    - Making reciprocal statements ("I like goldfish snacks/I like cookies" or "My favorite animal is a dog/My favorite animal is a pig")
    - Statement questions ("I like Skittles, what kind of candy do you like?")

## Sleeping

We do our best learning when we are awake! Our services are medically necessary therapeutic services and require children to be awake. Because of this, we do not allow sleeping during sessions. That being said, we understand that there are times when a child may become sleepy. If a child does fall asleep, we will allow them to sleep for a few minutes and then attempt to wake them up within 10 minutes. If they are not able to fully wake or appear too tired to continue the session, we will call the parent to pick the child up. We will end the session and billable time at the time the child fell asleep. The Center Manager will supervise the child while they are asleep and waiting for the parent, and the therapist will be reassigned. We ask that parents pick up their child as soon as possible and no later than one hour after.

## Cleaning

The child should clean up after themselves when they play. This is a valuable skill to learn and should always be a target for the child to gain independence. When the child is done playing in an area, they

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should clean up. As the therapist, you are responsible for making sure the child has picked up. If the child spills something or otherwise makes a mess that the child cannot pick up on their own, you should clean it whenever possible. If you are unable to clean the area because of behavior or safety concerns, you should ask the front desk for assistance. If a toy is broken, you should turn it in to the front desk and/or notify the front desk staff.

In the clinic rooms, you are responsible for returning all of the supplies they used to the location that they were originally stored.

At the end of every session, you should check their workspace and ensure that it is clean, that toys and materials are returned to their designated location in good condition.

Keeping the centers clean, tidy and organized is a shared responsibility between all of the Dream Big team. It is expected that everyone cleans up after themselves and pitches in when additional cleaning is needed. This is our shared workspace and it's up to everyone to keep it clean.

### **Pick-up**

Parents are responsible for picking up their child by the end of the scheduled session time. If parents are late, follow the procedures below.

1. Wait 5 minutes, sometimes parents are just stuck in traffic or running late.
2. If the parent has not arrived after 5 minutes, you (or Center manager) should call and text the parent.
3. If the parent has not responded after 15 minutes, call another parent or emergency contact from the emergency cards held at the front desk.
4. Continue to call parents and emergency contacts every 15 minutes until the child is picked up.
5. If the child has not been picked up and the center is closed, the Center Manager or staff that is closing will wait with the child. If the child has not been picked up after 30 minutes, call the Regional Director for next steps.
6. Once the parent does pick up the child, the BC will call and discuss a plan of action with the parents so that the late pickup does not occur again.

### **Data Collection**

Data is collected through the data collection platform (i.e., Motivity). Data is the foundation of ABA and how we base all of our clinical decisions, therefore data is crucial to our program. Data needs to be collected during every session/billable hour. This is the child's medical record and must be accurate and complete.

### **Starting Session + Collecting Skill Data**

1. Select appropriate Learner for session
2. Select "Collect Data"
3. Select "Session" (has play symbol) and enter start time & expected end time
4. Select "Start New Session"

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5. In most cases, data is collected for every trial, however this may vary depending on the individual and the goal
  6. If subbing, please ensure to review the Learner's sub sheet on Motivity
  7. Review previous notes and data

### **Behavior Data**

1. Review previous notes and data
2. Data is collected on every behavior that occurs as specified in behavior plan
3. If a significant behavior occurs, write a note in the notes section (below)

### **Daily Notes + Team Communication Notes**

1. At the end of each session, write a note summarizing the session. Use the **SOAP** format as a guide. (+ Note on top bar of Motivity session)

Summary of session- Note if behaviors were higher or lower, identify new behaviors, significant occurrences, etc.

Objectives targeted- What goals did you focus on? Indicate primary areas that were targeted.

Analysis of performance.

Plan for the next session and address parent concerns.

### **Video**

We use video to show progress over time and to allow team members to review progress when they are not present during the session. Clients must have signed video releases prior to video being taken.

1. As the therapist, you should let the parents know that we would like to collect video for one of the following purposes: supervisor asked for it, progress tracking, etc. Ask the parents for consent.
2. You will use a tablet to record video. It is important to only record video via the data collection platform (i.e., Motivity) and not regular video because it is HIPAA compliant.
3. Record video and save it on the data collection platform (i.e., Motivity)
4. BC/BCBA review video

### **Case oversight**

Clinical support is essential to providing excellent services and support for our Dreamer BT's. Our 3-tier model includes a direct supervisor (Behavior Consultant - BC) and a BCBA who monitors the BC's clinical responsibilities. In the 2-tier model, the BCBA is the direct supervisor who monitors the child's clinical progress. Therapists can reach out to the BC or BCBA at any time if they have any concerns or need any clinical support on a case. The BC & BCBA can be reached via email, text, or phone call.

In the 3-tier model, we provide scheduled clinical visits by the BCBA and Behavior Consultant for each child who attends our program. During these clinical supervision sessions, the Behavior Consultant

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reviews the child's progress on goals and conducts procedural validity checks to ensure that the goals are being implemented as directed. The BC makes updates to goals and behavior plans, provides feedback & training on the BT's implementation and updates the online data collection system (Motivity). At the end of the session, the BC completes the session feedback form and reviews their feedback with the BT. In addition to field supervision, BC completes non-direct case oversight hours such as data analysis, updating goals, creating new goals, and making updates to behavior plans. BCs meet with the BCBA assigned to the case on a bi-weekly basis to discuss progress, factors that are barriers to learning and develop a treatment plan.

BCBA's also conduct scheduled clinical visits which may be together with the BC or at a different time. The BCBA visits are similar to the BC visits with a higher level focus on the overall progress of the child and barriers to progress.

As programs and behavior plans change, BCs and BCBAs are responsible for on-going training of their team. On-going training is also necessary in maintaining treatment fidelity as a new staff joins the team.

### Communication with parents

Communication is key in every relationship and so we believe that our communication with parents is essential. Parents may want to communicate with you at drop off any information that is relevant to the child's status such as how they slept, any setting events that may affect their behavior or any other relevant information. At the end of session, parents may want a quick update (no more than 5 minutes) on how the session went, progress of the goals, and any session updates needed. Communication during drop off/pick-up should be short (1-2 minutes or less). If parents have further questions, concerns or comments, they should be directed to contact their child's assigned BC or BCBA. If parents have concerns about staffing, scheduling or clinical, you will kindly direct the family to the scheduling and/or clinical team.

Keep in mind our core value of "Caring." We want to understand, empathize and stand together with parents. When you are communicating with families, try to understand their perspective and use statements that reflect that understanding.

### Parent participation

We believe that parents are vital to the success of our program and the child's progress. Parents trust us with their child's future and we take that trust seriously. We work hard to collaborate with parents and ensure that they are a part of the clinical team.

Parents participate in the ABA program by attending sessions, observing therapists, meeting with the Behavior Consultant and implementing the child's treatment plan.

Below is the progression of parent participation in the ABA program. Dream Big requires parent participation during at least one session per week. In some cases, parents have work or extreme circumstances that prevent them from participating. In this case, other arrangements are made. In cases where there are other caregivers (grandparents, nannies, respite workers, etc.) who provide a significant



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amount of care, the caregivers (in addition to parents) should also participate in the manner listed below. Funding sources may have additional requirements for parent participation.

1. Attend session and observe therapist implementing ABA therapy strategies
2. Implement goals during session with therapist present, therapist provides feedback and tracks data
3. Implement “parent goals” that are written in the child’s treatment plan/progress report
4. Generalize goals throughout child’s day
5. Meet with Behavior Consultant/BCBA for parent training sessions

### Quality Assurance

One of our core values is **excellence** in all that we do. We want to ensure that our services are not only adequate, but superb. To assure that our services are of the highest quality, we have implemented a quality assurance program.

1. **Parent Feedback Surveys**- sent out via text, email and paper (when requested) twice per year. The results of these surveys are shared with team members.
2. **Dreamer Feedback Surveys**- twice per year, a survey is sent out to Dreamers to provide feedback anonymously. The feedback is reviewed by the executive and the leadership teams. Following the review, an action plan is developed and changes are communicated to all Dreamers in the quarterly all staff meetings.
3. **Session Feedback Forms**- completed at the end of each “overlap” session when a BC or BCBA is in session with a BT. This is emailed to BT and reviewed with the BT at the end of session.
4. **Staff Performance Review**- completed by the Behavior Consultant for each therapist annually before the therapist’s annual review.

### Abuse Prevention

To protect Dream Big clients, therapists and other staff are not to be alone with a single child where he or she cannot be observed by others.

1. Restroom supervision
  - a. Staff will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities.
  - b. At least two staff members are required to be present in the bathroom when a child is using the restroom, having their diaper changed, changing their clothing or engaging in any restroom activities.
  - c. For children who are able to complete the toileting routine independently, staff will monitor the restroom area while it is being occupied by children. This policy allows privacy for the children and protection for the staff (not being alone with a child). When children are in the restroom, doors must remain open.
2. Avoid physical affection that can be misinterpreted. Limit affection to pats on the shoulder, high-fives, and handshakes.

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3. Document and immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted.
  4. Staff will take note of any bumps, bruises, burns, and all symptoms or issues that are visible on a child. Questions or comments will be addressed to the parent or child in a non-threatening way. If a child states that the parent caused an injury, staff will contact the Center Manager immediately. Staff will document any questionable marks or responses.
  5. Staff will respond to children in a respectful manner and treat all children equally, regardless of sex, race, religion, culture, economic level of the family, or disability.
  6. Staff may not have dual relationships with children/parents who are Dream Big clients outside of Dream Big. This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes.
  7. Staff are to report to a supervisor any observation or suspicion of another staff in violation of these policies.
  8. Dream Big expressly prohibits and will not tolerate abuse of any form; the following actions are subject to immediate termination and reporting to legal authorities:
    - Physical Abuse — striking, spanking, shaking, or slapping
    - Verbal Abuse — humiliating, degrading, or threatening
    - Sexual Abuse — touching or speaking inappropriately
    - Mental Abuse — shaming, withholding kindness, or being cruel
    - Neglect — withholding food, water, or basic care

### CPS Visits

Child Protective Services conducts unannounced visits to children's homes, schools and anywhere that the child is cared for or receives services at which may include our centers.

1. When the CPS representative arrives, the Center Manager will have them sign-in (include check-in and check-out time).
2. After the representative has signed in, the CM will ask to see their badge and ensure that their name matches the sign-in information.
3. CM will provide the representative with a visitor badge and escort the representative to the child.
4. After the visit, send an email to BC, BCBA, and Regional Director with a brief summary of the visit.
5. At pick-up time, inform the parent of the CPS representative visit.

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## ADMINISTRATIVE

### Time and Attendance

Employees are responsible for accurately recording their time worked, including any overtime, breaks, or missed punches. Any errors or discrepancies must be reported to the employee's supervisor or HR department in a timely manner.

We take compliance with labor laws and accurate timekeeping very seriously. Failure to comply with this policy may result in disciplinary action up to and including termination of employment. If you have any questions or concerns about this policy, please contact your supervisor or [HR@dreambigchildren.com](mailto:HR@dreambigchildren.com) for assistance.

### Attendance

Punctual and regular attendance is an essential responsibility of each employee at Dream Big Children's Center. Employees are expected to report to work as scheduled, on time and prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.

This policy does not apply to absences covered by the Family and Medical Leave Act (FMLA) or leave provided as a reasonable accommodation under the Americans with Disabilities Act (ADA). These exceptions are described in separate policies.

### Clocking In

Employees are required to clock in at the start of their shift, using the Paycom app. If an employee is working remotely or offsite, they must clock in using a designated electronic method. Clocking in and out must take place anytime an employee works.

### Clocking Out

Employees are required to clock out at the end of their shift, using the Paycom app. If an employee is working remotely or offsite, they must clock out using the Paycom app. Employees are required to clock out and then back in for any unpaid meal periods, as required by state and federal labor laws.

### Breaks and Overtime

Employees are required to take all mandatory breaks, as required by state and federal labor laws. Employees are not permitted to work off the clock or clock in early to complete work before their scheduled shift. Any overtime must be pre-approved by the employee's supervisor and properly recorded in the timekeeping system.

### Time off Requests

Time off requests may be made only in the Paycom payroll system. The absence request is reviewed by the employee's direct supervisor and the scheduling team. Once a decision has been made, the scheduling team will email you and notify you of the decision.

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\*See employee handbook for more information on the attendance policy, excused and unexcused absences

1. Open the Paycom app on an electronic device.
2. Tap on the "Time and Attendance" icon from the main menu.
3. Select the "Request Time Off" option.
4. Choose the date and time for your leave request.
5. Select the type of leave.
6. Enter any additional details or comments related to your sick leave request.
7. Click on the "Submit" button to send your request to your supervisor or HR manager.
8. Scheduling will review your request and approve or deny it based on your time accrual.
9. You can check the status of your leave request in the Paycom app by navigating to the "Time and Attendance" section and selecting "My Time Off Requests".

**\*Please see the employee handbook for the full time and attendance policy**

## Scheduling

### Initial Scheduling with Clients

1. We use [Aloha ABA](#) for scheduling and billing. During orientation, you will be given a username and password.
2. When you were hired, you provided your availability. It is critical that you do not change that availability as you were hired for cases that need that time.
3. You will be sent an email from the scheduling team when you are assigned a case.
4. Your schedule will be added to the scheduling system and from there you will see your scheduled work days and hours, the client address, phone number, and relevant client notes.

### Therapist Availability Changes

1. If you need to change your regular schedule due to an availability change such as school or family needs, please request that change as soon as possible and no later than the 15th of the month prior (i.e April 15th: report all availability changes for May).
2. To meet availability requirements, you must commit to at least one time block either AM or PM Monday-Friday. These time blocks occur between 8 am-12 pm and 1 pm-5 pm, Monday through Friday.
3. If you cannot fulfill the time block requirements, you have a one time option to request placement on the substitute list for a 30-day duration. During this period, you are not obligated to respond to scheduling requests, and you are not on call. However, you will be notified of substitute opportunities. Following the 30-day period, you must either adhere to the time block requirements or resign from your position due to scheduling incompatibility with the BT schedule.
4. Dreamers may request availability changes after their first 90 days are completed and may request a change up to 2 times per year (sub list is only a one time accommodation).

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5. Please use the “Therapist Availability” google form to make changes to your availability.
    - a. [Monrovia](#)
    - b. [Rancho Cucamonga](#)
    - c. [Rancho Mirage](#)
    - d. [Riverside](#)
    - e. [Apple Valley](#)
  6. All changes must be approved by HR, RD or Ops Coordinator.

### **Therapist Tardies**

1. If you are going to be late to a session, please call or text the center scheduling line.
  - a. Monrovia: 626-775-7888
  - b. Rancho Cucamonga: 909-689-4135
  - c. Riverside: 951-289-4069
  - d. Rancho Mirage: 760-992-3039
  - e. Apple Valley: 760-269-4242
2. Center manager/sub will start the session until you arrive.
3. If you are more than 10 minutes late, the person covering will need to bill for the time that they started the session. The OC will create an appointment for the time that the sub fills in.
4. When you arrive, clock into the timekeeping system (Paycom).
5. If you are more than 10 minutes late, adjust the appointment time so that your session start time indicates the actual time you started with the client. Include details in the “Office Notes” section. For example, “Started at 8:20 due to traffic. CM covered from 8:00-8:20”

### **Client Tardies**

1. The OC (or BT from the center phone, not personal) will call/text the parent to determine if they are coming and when they plan to arrive.
2. If the family’s arrival time is within 30 minutes, plan to wait for them. While you are waiting for the child to arrive, let the Center Manager know you are waiting and can help with breaks or admin work. We have a basket with admin tasks that need to be completed. Find ways to be helpful :)
3. If there is a special circumstance, ask the Center Manager for guidance.
4. When the child arrives, adjust the start time of the session on Aloha.

### **Client No Show**

If the parent does not respond to calls/texts after 30 minutes, the session will be considered canceled. You will be assigned other work such as subbing for another client, covering breaks or other work at the center for a minimum of two hours/ at least 50% of your scheduled time.

1. OC changes the appointment status to canceled late on the scheduling platform.
2. Inform the BC of what occurred so that they may follow up with the family. If there are repeated instances of no-shows, the parent will be placed on an attendance improvement plan.

### **Client Cancellations**

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## Advance Cancellations

1. Parent notifies OC, OC assigns therapist to sub session or 2 hour minimum center assistant *when available*. If the therapist does not come into work, it counts as a staff cancellation.
2. If there is no sub assignment or center assistant work assigned, it will be considered an advance client cancellation and the therapist will be notified and will NOT be required to be on call for subbing. If the therapist would like to be called for sub assignments, they may choose to accept or not.
3. If the parent notifies therapist or BC/BCBA/other staff, direct to scheduling and notify scheduling who will then follow steps 1 and 2 above.

## Same Day Cancellations

1. If a parent cancels the same day, the OC assigns you to substitute work *when possible*.
  - a. You'll get assigned for at least 50% of your scheduled hours, but no less than 2 hours.
  - b. Canceling this assignment will be marked as a staff cancellation.
2. Other Center Work:
  - a. If there's no substitute assignment, we will *attempt* to schedule you for other duties at the center, like assisting with breaks, administrative tasks, or center maintenance, depending on business needs.
3. No Work Notifications:
  - a. If no work is available, we'll inform you before your scheduled start time. You won't need to come in, and you won't get paid.
  - b. If we are unable to inform you 30 minutes prior to your session, you'll be assigned at least 50% of your scheduled shift hours.
4. Opting Out of other work assignments:
  - a. If you prefer not to come in when there's no substitute work, let the OC know. If you do this, you won't need to come in and you won't receive reporting pay since you chose not to report for work when work was available.
5. Repeated Cancellations:
  - a. We understand multiple last-minute cancellations can be tough. If you experience more than 2 in a week and we can't offer substitute hours, we'll try to find other work for you based on current business needs.
6. Parent's Direct Notification:
  - a. If a parent informs you about a cancellation, ask them to call the scheduling line and then inform the OC.
  - b. The OC will provide you with next steps as listed above.
7. Full Day Scheduling:
  - a. If you're scheduled for a full day and the afternoon gets canceled, we'll attempt to schedule you for a sub session. If nothing's available, you'll leave after completing at least half of your scheduled hours (e.g., 4 out of 8 hours).

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### **Reporting-time pay**

In the event a therapist (non-exempt employee) reports to work and has a cancellation, the employee will be assigned work for the minimum hours as listed below. Reporting-time pay for hours in excess of the actual hours worked is not counted as hours worked for purposes of determining overtime.

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### Reporting Pay Schedule

Scheduled Hours	Reporting Hours
8	4
7	3.5
6	3
5	2.5
4	2
3	2
2	2

### Sub Cancellations

Therapists may choose to be on the sub call list for times when they are not scheduled. During this time, you will receive a text message if there is a sub opportunity. You are not required to accept the assignment, to be available or to respond. If you choose to accept the assignment, then you will receive a confirmation from the scheduler and will then be scheduled for the session. If you cancel once you are *scheduled*, this will be considered a staff cancellation. If the parent cancels, it will be subject to the same parent cancellation procedures as described above.

### Therapist Cancellation

1. As soon as you know or suspect you will need to cancel, it's crucial that you communicate with the OC. If you are sick and you have a session the next morning, it's better to be cautious and inform the OC the night before so that a substitute can be found.
2. Text or call and leave a voicemail on the scheduling line and include the cancellation date and your scheduled client(s) and reason for cancellation. "This is Andrew J, I am sick and will not be at the center tomorrow, Monday 6/15, I have a morning session with ErTo and afternoon with JaMc."
3. We understand that there are times when you have to cancel without 24 hours notice because you are sick or there is an urgent situation. Please reference our Attendance Policy in the employee handbook for further information.

### Therapist Sick Pay

Therapists are allotted 24 hours of sick pay per calendar year.

1. Follow the therapist cancellation process above.
2. Complete the scheduling request form and indicate that you want to use any sick hours that you have available.



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## Client Scheduling

Client scheduling is handled through the Operations Coordinator, Center Manager and leadership teams. Parent questions, scheduling/attendance notifications and anything else related to scheduling should be directed to the Operations Coordinator. Below is a summary of the client scheduling policies/procedures for your information. If you have any questions about client scheduling policies or procedures, please check with your OC or BC.

### Attendance Policy

If you need to cancel the morning of a session, please **text** the scheduling line at least two hours prior to the scheduled time. If the session is canceled with less than 2 hours notice, it is considered a "Late Cancellation". See below for Late Cancellation policy. All other cancellations should also be texted to the number listed below.

### Attendance Commitment

#### Attendance Infractions

- Late cancellation (less than 2 hours notice)
- Unplanned early pick up (more than 15 minutes)
- Unplanned late drop off (more than 15 minutes)
- Attendance for scheduled sessions less than 80% (\*see below for illness reasons)

### Attendance Compliance Plan

The following plan is implemented in order to ensure parental adherence to our attendance requirements. When there is an attendance infraction as listed above, the following occurs:

First Occurrence- Reminder for Parents

Second Occurrence- Attendance Improvement Plan

Repeated Occurrences- Transition to another provider/exit from Dream Big program

## Verification of Hours

It is crucial that we have all hours rendered accurately entered in our scheduling and billing system (i.e., AlohaABA). It is your responsibility to ensure that all of your hours rendered to clients are accurate and that you have reviewed your schedule, marked all sessions as completed and signed for all sessions completed at the end of every day.

**Completing sessions may seem like a small task, but it is a VITAL task to your role as a Dreamer. Marking your session as complete and signing are a requirement for our funding sources and in order to get everyone paid on time, we have added some guidelines for accountability.**

1. At the end of each session, you must mark your session as completed on the scheduling system using your tablet. Update the time of session to match the actual time you delivered services. Hours are verified by parents through their daily sign in/out and weekly review of the schedule.

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2. At the end of each day, review your schedule and make sure that all of your appointments have been marked as completed or canceled. If you had a session that was canceled, mark it as canceled and in the notes indicate the reason for the cancellation. See [cancellation](#) section for more information.
  3. If you need a change made and scheduling has not completed it, follow up with a reminder. Do not mark the session completed until it reflects the correct time.

**\*\*There should not be any billable time on your schedule for less than 1 unit (typically 10 minutes).**

### Accountability for Rendering/Signatures

1. On Monday, the scheduling team runs a report which shows any sessions that have not been marked completed or are missing a signature.
2. If you are on the "Monday Missed It" list, the Regional Director will reach out to you and discuss the issue. They will document that with a statement of discussion and include a plan to get you back on track.
3. On the third time you are on the "Monday Missed It" list, **you will receive a "written warning" and further disciplinary action as needed.**

### Breaks & Meal Times

The full break and meal time policy is provided in the Employee Handbook. Below is a summary:

1. 3.5 hours or more of time worked
  - a. A 10-minute paid break is required
  - b. On Paycom, clock OUT to break and back IN from break before hitting 3.5 hours
2. 5 hours or more of time worked
  - a. A 30-min unpaid meal break is required
  - b. On Paycom, clock OUT to lunch and back IN from lunch before hitting your 5 hours
3. Between 5-6 hours for the whole day, you may choose to waive your lunch break with a signed waiver in advance (see employee handbook)
4. 6 hours or more of time worked
  - a. A second 10-minute paid break is required
  - b. Clock OUT to break and back IN from break before hitting your 6th hour
5. **NOTE: Please ensure you take your FULL break/lunch - down to the seconds!**

### Communication

Communication from Dream Big to therapists may come from emails, text messages and phone calls. Dream Big will send communication during regular business hours. In the event of an emergency or urgent situation, a communication may be sent after work hours. If a therapist receives an urgent call or message after hours, they will add any time used to their schedule to be included in payroll hours. Therapists should use their company issued tablet to send and receive communication.

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## Dress Code

We recognize that parents want to enter into trusted space with professionalism when caring for their children. That is why our dress code is so important! All team members are a representation of Dream Big. As such, your dress and physical appearance should reflect Dream Big in a professional and modest manner.

1. **Uniform Shirts-** Worn by all BT's during work hours
  - a. Upon hire, Dreamers are provided with two uniform shirts. Please sign for them as a confirmation of receipt.
  - b. Keep in mind, uniforms and badges are property of Dream Big.
  - c. Dreamers are encouraged to care for and maintain their uniforms.
  - d. Should you require a replacement due to wear or damage, simply bring in the old one. Every six months, you're welcome to request a new shirt. Significant damage to uniforms might necessitate a conversation about proper upkeep.
  - e. Occasionally, Dream Big might update the uniforms or ask for returns for specific reasons, like logo refreshes. We'll always offer a fitting replacement.
  - f. If your journey with us concludes, kindly return all uniforms. A deduction might be applied to the final paycheck for missing items, where legally applicable.
  - g. Missed bringing your uniform? We got you! Borrow a polo for the day. Please ensure its return by the next day. Our Center Managers will help with the tracking.
1. **Pants-** Clean jeans and comfortable pants are acceptable. Pants should be modest and allow you to move freely. Avoid pants that are low cut in the back or are too tight. Yoga/spandex pants are not acceptable.
2. **Shorts-** Shorts that are modest, loose, and not shorter than 3 inches from the knee are acceptable. Capri pants are encouraged as an alternative to shorts in hotter months. Biker/yoga/spandex shorts are not acceptable.
3. **Jackets-** Solid color or patterned jackets are acceptable. Graphic hoodies are not acceptable.
4. **Inappropriate attire for work includes-** tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders; and sweatshirts.
5. **Shoes and Footwear-** Closed toe flats, tennis shoes, and boots are acceptable. High heels are not appropriate.
6. **Jewelry, makeup, perfume, and cologne-** Should be in good taste, with limited visible body piercings. Remember that some clients are allergic to the chemicals in perfumes and make-up and should be used sparingly.
7. **Tattoos-** Tattoos that are tasteful and appropriate for children are acceptable.
8. **Hats-** Not appropriate while working. Head covers that are required for religious purposes or to honor cultural tradition are allowed. Plain hats (no graphics) can be used while working outdoors.

No dress code can cover all contingencies so employees must exert a certain amount of judgment in their choice of clothing to wear to work. If you experience uncertainty about acceptable, professional casual attire for work, please ask your supervisor.



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## Reasonable Accommodations for Dress

We recognize that some employees may have religious or other reasons for requesting a modification to our uniform policy. As an employer, we are committed to accommodating our employees' needs to the extent possible while still maintaining the overall integrity of our uniform policy. If you require a modification to our uniform policy for religious or other reasons, please notify [HR@dreambigchildren.com](mailto:HR@dreambigchildren.com) as soon as possible. We will work with you to determine a reasonable accommodation that meets your needs while still ensuring that all employees are dressed appropriately for their roles. Reasonable accommodations may include, but are not limited to, modifications to uniform styles or fabrics, exceptions to certain uniform requirements, or alternative dress codes that still maintain a professional appearance. We value diversity and inclusivity in our workplace, and we are committed to ensuring that all employees are treated with respect and dignity. If you have any questions or concerns about our uniform policy or the accommodations we can provide, please don't hesitate to reach out to HR.

## Personal Items/Cell Phones

We encourage you to keep personal items at home for your peace of mind. If you do bring any items, please store them in the areas designated for personal belongings. Keep in mind that we can't be responsible for any items you bring into our facilities. Additionally, to maintain a focused and professional environment, we ask that you keep your cell phones put away during working hours. Thank you for helping us keep the workspace clutter-free and attentive!

## Visitors

Our top priority is the safety and security of both our clients and Dreamers. To achieve this, we've established a visitor policy that streamlines the process while maintaining a high standard of protection. Simply put, unauthorized visitors are not allowed to enter or stay on the premises of Dream Big centers. We welcome individuals with legitimate business purposes as visitors. Parents are always welcome and can observe and participate in sessions as clinically appropriate.

1. Any visitor wishing to enter Dream Big premises must first obtain authorization from the Regional Director.
2. Employees expecting a visitor for business purposes should communicate and seek approval from their Regional Director in advance, providing the visitor's name, the purpose of the visit, and the expected date and time of arrival.
3. Upon arrival and after verification, every authorized visitor will be issued a visitor badge.
4. Visitors must visibly wear this badge at all times while on the premises.
5. Visitors must be accompanied by a Dream Big staff member at all times.
6. Before leaving, visitors are required to return their badges to the designated point of issuance.
7. Employees observing unauthorized visitors or visitors without badges should report the incident to the Center Manager immediately.
8. Repeated failure by employees to comply with this policy, including allowing unauthorized entry, may result in disciplinary action.

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## Reporting Misconduct

This policy applies in the event that any employee of Dream Big has reason to believe that another employee, client (family) or any other person affiliated with Dream Big has engaged in questionable conduct involving financial improprieties, misuse of the organization's assets, incorrect billing, or other fraudulent, dishonest, or illegal conduct detrimental to the interests of Dream Big and our affiliates. This misconduct may include but is not limited to entering inaccurate information in timesheets, altering timesheets or billing records, theft of equipment or cash, fraudulent expense reports, misstatements of any accounts, or a conflict of interest that may result in financial harm or public discredit to Dream Big. Dream Big encourages its employees to report such questionable conduct through the following process.

1. Employees may make a confidential report at any time to the HR Director. This report may be submitted anonymously by mail to our Dream Big Headquarters 612 S Myrtle Ave Ste 100 Monrovia CA 91016 or emailed to [HR@dreambigchildren.com](mailto:HR@dreambigchildren.com) or [carolyn@dreambigchildren.com](mailto:carolyn@dreambigchildren.com).
2. Our ethics committee will promptly conduct an investigation into the matter. The committee will keep the reporting employee's identity confidential at all times to the full extent permitted by law, unless the employee submitting the report indicates otherwise. Employees making such reports will be informed of the results of that investigation.
3. Upon completion of the investigation, the committee will recommend to the CEO the appropriate action to be taken. If Dream Big concludes that fraudulent time or billing, financial improprieties, misuse of the organization assets, or other fraudulent, dishonest, or illegal conduct detrimental to the interests of Dream Big has occurred, the offender will be subject to appropriate disciplinary action, which may include verbal or written reprimand, suspension or termination. The employee making the report will be informed of the disciplinary action taken. Dream Big will complete necessary steps to remediate the situation with funding sources and legal steps needed.

## Retaliation

If, having made a report of suspicious conduct, an employee subsequently believes that he or she has been subjected to retaliation of any kind by any Dream Big employee, the employee should immediately report it to the investigating committee and the CEO, if applicable. Reports of retaliation will be investigated promptly in a manner intended to protect confidentiality, consistent with a full and fair investigation. Dream Big strongly disapproves of and will not tolerate any form of retaliation against employees who report concerns in good faith regarding Dream Big's operations. Any employee who engages in such retaliation will be subject to disciplinary action up to and including termination. The committee conducting the investigation will notify the reporting employee of the results of the investigation.

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In all instances, a prompt, thorough, and fair investigation will take place, giving careful consideration to protecting the rights and dignity of all people involved. No retaliation of any kind will occur because an employee has, in good faith, reported an incident of suspect fraudulent behavior.

### Reporting bias/discrimination

We don't just dream of inclusive and equal environments- we create them. Dream Big is passionate about building an inclusive work and play space where everyone is celebrated. We are proud to be an Equal Opportunity Employer. Dream Big does not discriminate based upon race, religion, gender, sexual orientation, color, age, status as an individual with a disability, or other applicable legally protected characteristics. We celebrate each uniqueness in our clients and staff- we know we are better together.

If you feel that you have been discriminated against or have experienced bias within Dream Big, we want you to report that to our Dreamer Support team right away. We will keep your report confidential and assure that your report is addressed.

### Reporting Bias/Discrimination Incidents

1. Notify Dreamer HR via email ([HR@dreambigchildren.com](mailto:HR@dreambigchildren.com)), phone 800-207-0272, or in person at our Headquarters 612 S Myrtle Ave Ste 100 Monrovia CA.
2. Describe the incident and your concerns. We are here to help you and want to hear about your experience.
3. We will take your report and complete an investigation into the matter.
4. Once we have completed the investigation, we will inform you of the actionable steps we will take.

### Conflict Resolution

Employee disputes are best resolved informally directly between an employee and the supervisor. However, we recognize that there are situations when a formal process may be beneficial and additional perspectives may be needed to review a dispute. Successful resolution of a dispute requires an open and honest exchange of information, a willingness to see a situation from a different perspective, an appreciation for the challenges and expectations of the jobs of both the employee and the manager, appropriate use of flexibility and an understanding of the business needs of the company.

The following is a process that Dreamers can use to internally resolve disputes.

1. Discuss the issue directly with the person/people involved.
2. If a resolution cannot be reached in the initial conversation, contact HR/Dreamer Support. Send an email to [HR@dreambigchildren.com](mailto:HR@dreambigchildren.com) and describe the situation and what you have done to resolve the issue so far.
3. HR/Dreamer Support will set up a meeting with everyone involved.
4. In the dispute resolution meeting, HR/Dreamer Support will help each person to express their thoughts and concerns and work together to find a resolution.
5. If a suitable resolution was not able to be reached, the employee who raised the issue may request another meeting with the HR Director, Regional Director and/or CEO.

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## Ethical Considerations

As an organization, we follow the guidelines set forth by the Behavior Analyst Certification Board. While you may not be certified under the BACB, we expect you to abide by the ethical guidelines set forth. Below are some of the ethical situations that frequently arise. This is not an exhaustive list. If there is a situation that arises that you are unsure about, you should immediately reach out to your supervisor.

### Dual relationships

Dual relationships exist when multiple roles exist between a therapist/clinician and the client/client's family members/guardians. Examples of dual relationships would include working for the family in any capacity, gathering with the family outside of sessions, becoming "friends" on social media, friendships and relationships outside of the working relationship all constitute dual relationships and should not occur.

### Gifts

Clients/parents may want to express their gratitude or appreciation by giving you a gift. You may accept small gifts that are under \$10 in value if they are infrequent. Parents/clients are made aware of this policy and are encouraged to express their gratitude and appreciation with a card, handmade gift from their child, etc.



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## Driving Clients

At no time should a Dream Big employee drive a client or client's family members. Employees also may not drive in a client's/parent's vehicle. This would constitute a dual relationship and would also be a liability for driving.

## Photos/Video

Dream Big employees may not take photos or videos of clients on their personal phones or devices. Photos/videos that are pertinent to the child's progress, data collection, or video review for clinical purposes should be collected on the company issued devices only. Photos/videos should only be shared within Dream Big email addresses and should be sent using a secure email or within the data collection app. At no time, should any photos be shared via social media or otherwise distributed.

## Social Media

We know that you are a dreamer on and offline. Because of that, we want to represent Dream Big well in all that we say and do.

1. Our families' privacy is very important to us! We cannot share any names, images, locations, or any other information about the children we serve. The BACB says it this way, "Behavior analysts must not share or create situations likely to result in the sharing of any identifying information (written, photographic, or video) about current clients and supervisees within social media contexts."
2. If any of your social networking channels are public, imagine the families of the kids you serve following you. Would they be thrilled to have you as their child's therapist based on what they saw? We hope you will use your best judgment to ensure this is true!
3. We are INCLUSIVE! Here at Dream Big we honor our differences on and offline. We will not engage in speech or behavior that discriminates based on age, race, color, sexual orientation, or ability in any way.

## Training Program

### Behavior Therapist 2

We believe in the continuous growth and development of our team members. All Dreamers are eligible to advance to the role of Behavior Therapist 2. Upon selection for this role, you will benefit from a rate increase. Those in the Behavior Therapist 2 position will take on the responsibility of guiding new therapists during their initial training sessions. As a representative of Dream Big Children Center's core values, the Behavior Therapist 2 plays a pivotal role in fostering a welcoming, inclusive, and connected environment. They offer unwavering support to newly appointed therapists throughout the onboarding and shadowing phases, ensuring their smooth transition and integration into our community.

To be eligible for this opportunity you must have:

- 3 months Dream Big experience
- 6 months ABA therapist experience

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- Recommendation from at least 2 members of the leadership team
  - Pass a BT2 written competency exam
  - Must score 90-100 points on the field competency exam
  - Meet quarterly evaluation expectations, every quarter

Steps to become a Behavior Therapist 2:

1. Request recommendations from your Center Manager, Behavior Consultant or BCBA. You need 2 recommendations to qualify.
2. Dreamer Support then schedules the written exam administered by the Center Manager. Once the exam is completed, the Center Manager sends the exam to the Behavior Consultant and Dreamer Support. The Behavior Consultant grades the exam and notifies Dreamer Support of the score.
3. If you pass the written exam, Dreamer Support schedules your field competency with a Behavior Consultant.
4. The Behavior Consultant sends field competency results to Dreamer Support to maintain records.
5. Dreamer Support sends updated Behavior Therapist 2 job description to you for signature and you send the signed copy to Dreamer Support.
6. Dreamer Support sends you your new rate with the effective date and provides the training program schedule. Congratulations!

## **BCBA Supervision Group**

At Dream Big, nurturing our Dreamers is close to our heart! We believe in facilitating the growth journey from BT to BC, and then to BCBA. To champion this cause, we've initiated a BCBA supervision program, ensuring our aspiring Dreamers receive top-notch mentorship, supervision, and hands-on experience as they aim for BCBA certification. We're mindful of the quality, so each BCBA takes under their wing only two supervisees. Here's a glimpse into how our program unfolds:

### **1. Requirements to Participate**

- a. Full time therapist in good standing (e.g. no PIP or HR deficiencies).
- b. Enrolled and attending courses towards a Masters degree that meets course requirements to become a BCBA.

### **2. Availability**

- a. Available for group supervision meetings twice per month based on BCBA availability.
- b. At the beginning of each month, BCBA's will email out a monthly schedule of meetings.
- c. Supervision meetings will be scheduled outside of clients' scheduled sessions (i.e. late evening).
- d. Group supervision will not exceed 50% of supervised hours. Remaining supervision hours will be completed by assigned BCBA.

### **3. Performance Goals**

- a. The assigned BCBA will complete monthly evaluation forms that will assess the therapist's clinical skills in the field, as well as writing skills (e.g. literature reviews are well written and in behavioral terms)

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#### 4. Unrestricted Activities

- a. Once the therapist is in their last semester of their Masters program, they may be assigned unrestricted activities including, but not limited to, updating progress reports, completing assessments, or updating programs.

#### 5. Enrollment

- a. If you meet the requirements listed above, please send an email to your Regional Director to express your interest.
- b. The RD will review the current program capacity for your BCBA's, your performance and requirements and will then determine if you can join the program.

### Performance and Development

#### Annual performance review

At Dream Big, we firmly believe that feedback fuels your journey towards personal and professional growth. You can expect a performance review every quarter as well as an annual deep-dive. During the annual review, we'll discuss your accomplishments, role expectations, any merit increases, and set achievable goals for the upcoming year. This is a valuable time for both managers and Dreamers to celebrate successes and pinpoint areas for improvement.

In preparation for your Annual Performance Review, here's what you can expect from the process:

1. Performance Review Document: Your manager will prepare a comprehensive evaluation of your performance over the past year using the [BT Performance Review](#) document. Note: The rating score for merit will be rounded to the nearest whole number. For example, a Dreamer who scores 2.5 will be rated a 3 and a dreamer who scores 2.4 for example will be rated a 2.
2. Scheduling the Review: Your manager will arrange a meeting for your annual review around the time of your employment anniversary. Be prepared to discuss your accomplishments, challenges, and goals for the upcoming year.
3. Merit Recommendation: Dreamer HR will assess various factors such as your performance rating, individual accomplishments, educational achievements, and market rate to propose a merit increase. This recommendation is then sent to the Regional Director for approval.
4. Notification of Merit Increase: Once the Regional Director approves the merit increase, Dreamer HR will inform your manager, who will then communicate this to you during the annual review meeting.
5. No Guaranteed Merit Increases: Please note that merit increases are not guaranteed and are subject to various factors including performance and pay scale limitations.

To make the most of your annual review, consider reflecting on your own performance, setting new goals, and gathering any questions you may have for your manager. This is a great opportunity to gain insights into your career development at Dream Big.

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## Performance Improvement

We believe that feedback helps us grow and so regular feedback is provided to Dreamers in person while they are on the job. For therapists, this is done during sessions and followed up with the [session feedback form](#). When there is a performance area that needs improvement, the following steps are implemented.

***Step 1: Verbal Warning***

***Step 2: Performance Improvement Plan (written warning)***

***Step 3: Suspension and final written warning***

## Performance and Conduct Issues Not Subject to Progressive Discipline

1. Behavior that is illegal is not subject to progressive discipline and may result in immediate termination. Such behavior may be reported to local law enforcement authorities.
2. Similarly, theft, substance abuse, intoxication, fighting and other acts of violence at work are also not subject to progressive discipline and may be grounds for immediate termination.

## Documentation

1. The employee will be provided copies of all progressive discipline documentation, including all PIPs. The employee will be asked to sign copies of this documentation attesting to his or her receipt and understanding of the corrective action outlined in these documents.
2. Copies of these documents will be placed in the employee's official personnel file.

## Employee Referral Bonus

Dream Big values team growth! Employees who refer an experienced Behavior Therapist to our family can earn up to \$500. For those referring an entry-level Behavior Therapist, a bonus of up to \$300 awaits. Referral bonus payments will be issued after the employee completes 6 months at Dream Big and is in good standing.

1. Use our Employee Referral Program Form to introduce potential candidates to our HR team.
2. Ensure all required documents are sent to HR within a month of the candidate's start date to be eligible for a bonus.
3. The referred individual should be hired within 180 days of your referral, and this introduction should be their first interaction with Dream Big.
4. Be the first to refer a candidate and stay with us for their initial 180 days to secure your referral bonus. Ensure they're hired as full-time or part-time permanent employees on their first application with us.
5. All hiring decisions are based on our company's guidelines, keeping the process fair and information confidential.
6. Should any clarification or disputes arise, our Human Resources team will guide the way.

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## HEALTH AND SAFETY

Safety is of the utmost concern for all of the Dream Big's staff, clients and families. We believe in approaching safety from a proactive perspective to keep incidents from occurring.

*See employee handbook for sick policy, Covid-19 policy and sick pay.*

### Personal Protective Equipment

1. Dreamers have the option to wear masks while working.
2. Dream Big has masks, face shields, hand sanitizer, gloves, and sanitizing spray available at every location.
3. Children can wear masks if parents request.

### Disinfection of Work Area/Materials

1. We provide hand sanitizer and cleaning supplies for all therapists and staff.
2. Therapists should wipe their table/work area before and after they use it.

### Sick Policy (Children)

The sick policy below is included in the parent handbook and reviewed with parents when they begin at Dream Big. You can refer to this policy when needed and if you have any questions or concerns, ask your immediate supervisor.

*It's important to us that your child and our staff stay healthy. Here are the guidelines for handling health in our centers:*

1. *Please monitor your child's symptoms/health on a daily basis. If you notice any symptoms that may be Covid related or contagious, please cancel your child's ABA session and keep your child home. Symptoms may include fever or chills, cough, shortness of breath or difficulty breathing, fatigue, low energy, body aches, sore throat, congestion or runny nose, vomiting, or diarrhea.*
2. *We check all staff and children's temperatures when they arrive. If they have a temperature above 100 degrees, the ABA session will be canceled and you will be asked to take your child home and cancel sessions until they are fever free for 24 hours.*
3. *If your child has allergies, please provide a doctor's note that describes your child's symptoms.*
4. *Any child experiencing vomiting or diarrhea will be sent home and asked to stay home 24 hours after the last incident.*
5. *Your child must be fever free for 24 hours before returning to the center.*
6. *If your child has been sick with a lingering cold or cough, please provide a doctor's note stating that the child is not contagious, and is cleared to return to the center.*
7. *If your child has green mucus running from their nose, we will need to send them home.\**

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8. *Please follow the current CDC recommendations for a Covid 19 positive exposure. If someone in the household has COVID-19 exposure and is ill, the person with symptoms should self-quarantine pending the test results. That individual should also separate themselves from everyone in their household, so they do not transmit the virus to any family members in the home. They should wear a mask and social distance if they must be in the same room as a household member. We encourage you to communicate with us every step of the way to keep everyone safe and healthy.*
  9. *Communicable diseases and nuisance conditions- if we are made aware of outbreaks such as lice, ringworm, chicken pox and other conditions that may affect your child's health, we will notify you immediately by text, phone or a written notice sent home with your child. When necessary, we will ask for a doctor's clearance for your child to return to the center.*
  10. *Please follow the current CDC steps to prevent getting monkeypox. Avoid close, skin-to-skin contact with people who have a rash that looks like monkeypox. Do not touch the rash or scabs of a person with monkeypox. Do not kiss, hug, or cuddle with someone with monkeypox. Avoid contact with objects and materials that a person with monkeypox has used. Do not share eating utensils or cups with a person with monkeypox. Do not handle or touch the bedding, towels or clothing of a person with monkeypox. Wash your hands often with soap and water or use an alcohol-based hand sanitizer, especially before eating or touching your face & after you've used the restroom. If you see any clients with a rash that looks like monkeypox, inform the Center Manager and do not touch the rash or scab. The leadership team will inform you of next steps.*

*\*If a parent is called to ask to pick up a child early due to health reasons, we will provide the child with a comfortable place where they can wait for their parents. The ABA session will be canceled and the child will be supervised by center staff. We ask that a child is picked up as soon as possible and no later than one hour after being contacted.*

### Allergies (Children)

Parents/guardians will inform DB if their child has any allergies. This information will be contained within the emergency card as well.

1. Therapists will be informed if they are assigned to work with a child who has a known allergy.
2. A list of children who have allergies will be posted in the kitchen area for staff to see.
3. In case of an allergic reaction:
  - a. If you see signs of a mild allergic reaction, the therapist should call parents and ask them to pick up the child.
  - b. If you see signs of anaphylaxis, including difficulty breathing, dizziness, hives, swelling of the face and vomiting, IMMEDIATELY call 911.
  - c. Center staff will call parents and Regional Director.
  - d. Follow medical professionals advice, deliver CPR if needed.
4. Following the incident, complete an [incident report](#).

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## Medication

1. Dream Big employees are not authorized to dispense any medication to a child.
2. Parent/guardian may dispense medication at home as prescribed by a medical professional.
3. If a child needs medication while they are at the center, the parent can arrange to come in and dispense the medication depending on what the medication is for. The Regional Director would approve this based on the specifics.
4. Staff cannot bring medications into Dream Big unless it is an essential medication such as an epi pen. In this case, please inform the Regional Director and Center Manager.

## Emergency Medical Situations

If there is a situation that requires immediate medical attention, the first available/closest person will call emergency services to respond.

1. First available person will dial 911 immediately.
2. The Center Manager or therapist (whomever is not attending to the child) will then call the child's emergency contacts if the parent is not present.
3. If the emergency is with a staff member, the staff's emergency contact will be called and HR will be notified.
4. Clear the area where the child/adult with the medical emergency is located and ask all other staff/children present to remain out of the area and to clear the area that the emergency medical services will need.
5. Notify the on-site clinician and Regional Director.
6. The child's therapist and a manager (CM, RD) will be assigned to go with the child to the hospital if needed and coverage will be assigned.
7. Leadership will remain with the child at the hospital until their parent/guardian arrives and will debrief the parent, offer support and remain as needed.
8. Once the incident has moved out of the emergency state, the staff who witnessed the incident will complete the [incident report](#).

## BT Relief

There are situations in which a BT needs to be relieved of the supervision of a child due to an urgent need that cannot wait until a break. This may include an urgent non-work situation, needing to go to the restroom or attend to a personal matter.

1. Immediately notify the Center Manager or a leadership staff member of the situation and ask them to relieve you.
2. If a leadership member is not available and the situation is an emergency then you may ask the "center staff" or another BT, preferably a BT2 to assist temporarily until they can get the help of a leadership team member. In most cases, this should not occur as a leadership member should be available to assist at all times.

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3. Staff will assume supervision of the child until the assigned BT can return. If this is 7 minutes or more, the staff will then take over the billable time until the original BT returns. If the coverage time is 6 minutes or less, the billing does not need to be changed as long as the covering staff continues to provide billable service.

### **Intoxication of Parent/Guardian**

1. If a parent/guardian or emergency contact who appears to be intoxicated arrives at the center to pick up a child, the staff will not release the child.
2. Offer to call a relative or friend to pick up the parent and child.
3. Inform the parent that if he/she chooses to drive with or without the child, staff will inform the police immediately.
4. Call CPS for the child if the clinical team deems this a reportable incident.
5. If you arrive at an in-home session and a parent/guardian appears to be intoxicated or under the influence of substances, you should cancel the session and let the parent know you cannot conduct the session under the circumstances.
6. If there is no other adult present, you should ask the parent if there is another caregiver who can care for the child.
7. Contact your supervisor immediately to discuss next steps.

### **Emergency Preparedness Plan**

In case of emergency, we have an Emergency Preparedness kit in each center. This kit contains enough emergency supplies to take care of all the children and staff for at least 72 hours. First Aid kits, ice packs and flashlights are also readily available.

### **Evacuation**

1. In the unlikely event of an evacuation, the Center Manager will take the emergency kit, the binder with the clients sign in sheets, and the emergency contact cards to the emergency meeting place.
  - a. Monrovia location will meet in the back parking lot. Use care when walking out of the building and stay close to the gate by the restaurant. Meet at the back part of the parking lot by the hair salon and big house.
  - b. Rancho Cucamonga location will use the main entrance to exit. Meet in the parking lot.
  - c. Riverside location will exit through the back of the building if safe and meet in the parking lot near the far wall. If the emergency is in the back then exit safely through the front door and meet on the grass.
  - d. Rancho Mirage location will exit the building and go toward the right hand side of the parking lot closest to the hill.
  - e. Apple Valley location will exit through the front door and meet in the parking lot under the tree at the front of the driveway.
2. Center manager/staff will take attendance to make sure that all children and staff are accounted for.



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3. Parents who are present may sign their child out and leave when it is safe to do so.
  4. Therapists will call parents, give a status update, and, if necessary, ask them to pick up their child.
  5. When a parent/guardian arrives, they will sign their child out. When all children have left, the therapist may leave as well.

### **Emergency Drills**

Our emergency plan will be tested at least once a quarter and will be documented.

### **Other Disasters**

1. If there is a bomb threat everyone will immediately evacuate the building.
2. Staff will take the children to the parking lot closest to the center.
3. If, within one hour, the fire department determines that the center is safe to enter, we will return to the center.
4. If weather does not permit going outside during the hour, parents will be called immediately for pick up.
5. Staff may call parents at any time for pickup if a child's safety is compromised.
6. For power outages, the power company will be called and the estimated time for the outage will determine if the center will need to close early. Leadership will make the call either way, for each location.

### **Active Shooter**

1. Lockdown: Initiate a lockdown procedure. This typically includes locking doors, turning off lights, and hiding out of sight from door and window openings.
2. Stay Calm: Teachers and staff should remain calm and keep their voices soothing. This will help comfort the children.
3. Avoid Confrontation: Only as a last resort, and if there's an imminent threat, should staff consider trying to incapacitate the shooter.
4. Silence Phones: Ensure all mobile phones are set to silent (not vibrate) to avoid drawing attention.
5. Care for the Children: Use comforting words and actions. Use stories, songs, or quiet games to keep children calm and distracted.
6. Stay Put: Remain in the safe location until authorities give the "all clear".
7. After the Incident
  - a. Parent Reunification: Set up a safe reunification point for parents and children. Ensure there's a system to safely release children to their parents or guardians.
  - b. Professional Counseling: Offer counseling services for children, staff, and families affected by the event.
  - c. Review & Improve: Evaluate the effectiveness of the emergency plan and make necessary improvements. This should be done after any drill or actual incident.

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## Earthquakes

1. Immediate Response (at the first sign of shaking):
  - a. Drop to hands and knees.
  - b. Cover heads and necks. Use furniture as shelter.
  - c. Hold on to your shelter.
2. Stay Inside: Do not go outside during shaking.
3. Avoid Windows: Move children away from glass and exterior walls.
4. Count Children: Ensure all children in your care are present and safe.
5. Evacuate if Needed (after shaking, if there are hazards like gas smells or structural damage):
  - a. Follow evacuation routes.
  - b. Take emergency contact list and supplies.
  - c. Headcount: Once safe, confirm all children and staff are accounted for.
  - d. Monitor News: Use a battery-powered radio for updates.
  - e. Limit Phone Use: Save phone lines for emergencies. Communicate with parents only when safe to do so.
6. Prepare for Aftershocks: They can follow the main quake. Be ready to Drop, Cover, and Hold On.
7. Inspect Facility: Check for hazards before re-entry.
8. Post-Event Review: Discuss and refine our procedure as necessary.

Always remember: Our primary duty is to keep the children safe and comforted. Regular drills will help us all stay prepared!

## Missing Child

The situation of a missing child is deeply concerning and requires immediate and systematic action.

1. Immediate Confirmation: As soon as you suspect a child is missing, inform your immediate supervisor or center director.
  - a. Quickly check typical areas like restrooms, play areas, and sleeping quarters.
2. Immediate Lockdown: Lock down the center to ensure no one enters or exits. This prevents possible abduction scenarios and keeps other children safe.
3. Conduct a Thorough Search: Allocate staff to search the center room by room, checking all hiding spots. Other staff should check outdoor play areas, parking lots, and surrounding areas.
4. Roll Call: Gather all children in a central, secure location. Perform a roll call using the center's attendance list to confirm which child is missing.
5. Contact Authorities: If the child is not located after the initial search, immediately contact local police or appropriate authorities. Provide them with a recent photo, description of clothing, and any other pertinent details about the missing child.
6. Inform Parents: Contact the missing child's parents or guardians, informing them of the situation and actions being taken.
7. Expand Search: If the child is still missing and police are on the way, expand the search area if manpower allows. Enlist any available help without compromising the safety of the other children.

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8. Cooperate with Authorities: Upon arrival of the police, provide all necessary information. Cooperate fully with their search efforts and follow any instructions they give.
  9. Document Everything: Write a detailed report of the events leading up to the child's disappearance, including times, locations, and potential witnesses.
  10. Post-Incident Action: Once resolved, hold a staff meeting to review the incident. Discuss ways to prevent future occurrences, and consider refining procedures or increasing security measures.

## Safety

Safety is of the utmost concern for both our clients and our team members.

### Client Safety

1. To ensure client/therapist safety, we have a hands-off policy. We do not carry or pick up clients.
2. If the child is having a tantrum, refer to the behavior plan for more detailed steps to take. In general, when a child is having a tantrum it is best to wait for the child to calm down rather than place any additional demands on them to help them de-escalate. If the child is requesting or indicating that there is something that they want or need, give this item to them. Once the child has calmed down, you can work on appropriate ways that they should request.
3. If the child engages in aggressive behaviors, refer to the behavior plan for more detailed steps. In general, if the child is engaging in aggressive behavior, the first step is to take precautions to keep yourself, the child and others around you safe. Use physical boundaries to separate yourself and the child. Evade and avoid contact. Keep at least an arm's distance from the child. Prompt the child to engage in coping behavior and to de-escalate. Do not attempt to restrain or hold the child as this is unsafe and may escalate the behavior. If there are any objects in the way, move them to secure the location as much as possible. If this is a home session, call the parent/caregiver to assist. If this is a center session, ask a center staff, intern, or co-worker to assist. For center based sessions, if the child is engaging in aggressive behaviors, ask other children/parents to please give the child some space (i.e. "Johnny is having a hard time. Can you give us some space please?"). Ask center staff to assist with keeping other children safe.

### Client Injuries

1. Immediately administer first aid. First aid kit and ice packs are available. Familiarize yourself in advance with their location.
2. Ask for support from front desk staff.
3. Allow the child time to recover and comfort them until they feel better.
4. If the child requires immediate medical attention and this is an emergency, immediately dial 911 for assistance. Center staff should notify the parents immediately.

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## Team Member Safety

Safety can only be achieved through teamwork at our company. Each team member must practice safety awareness by thinking defensively, anticipating unsafe situations, and reporting unsafe conditions immediately. Since therapists work in children's homes and there are times when a supervisor is not present, it is important for therapists to report any instances that feel unsafe or hazardous to their supervisor or Regional Director.

1. Full safety procedures can be found in the safety manual located in each office.
2. Be proactive. Be aware of your surroundings. Report any possible safety concerns to the Regional Director.
3. Keep an arm's distance from clients to avoid being injured by aggressive behavior.
4. Do not lift heavy items. Ask for assistance.
5. Do not carry or lift clients.
6. Do not restrain or hold down a child at any time.
7. Keep areas clear of toys to allow you to safely walk around.
8. Drive cautiously and do not use the phone while driving.

## Special Incident Reporting

There are times when incidents occur during sessions that require special reporting. Below is a list of some of these instances:

1. Client injury requiring more than first aid
2. Employee injury
3. Suspected abuse

## Safe Workplace (work related accident and injury policy)

Maintaining a safe workplace is essential to Dream Big Children's Center's operations, and it is the company's policy to promote safety on the job and comply with applicable laws regarding safety in the workplace. The health and well-being of employees is foremost among the company's concerns. For this reason, employees are expected to assist the company in maintaining safe working conditions.

Employees are required to follow common-sense safety practices and correct or report any unsafe condition to their supervisors and human resources. Similarly, employees are required to report any workplace accidents, injuries and illnesses to their supervisor.

Employees are required to report to work during each scheduled workday able to safely and competently perform their job duties. If employees are unable to safely or competently perform their job duties for any reason, they are required to inform their supervisors and human resources. Additionally, employees who observe or experience unsafe working conditions are required to immediately report the unsafe working conditions to their supervisors and Human Resources.

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1. All accidents and injuries involving employees, even those that are not serious, must be reported immediately to your Center Manager and human resources.
  2. Employees who experience a work-related accident or injury will be required to complete the appropriate forms and cooperate with the company in complying with its recording, reporting and investigation obligations.
  3. Similarly, all accidents and injuries involving the company's clients or any other person who is on company premises, even accidents and injuries that are not serious, must be immediately reported to their supervisors and human resources.

It is only through full knowledge of every accident or injury that the company can become a safer, healthier place to work for everyone. Employees' notification to the company of unsafe working conditions or of workplace accidents, injuries or illnesses is essential to enforcing this policy. Employees may be assured that they will not be penalized in any way for reporting unsafe working conditions or workplace accidents, injuries or illnesses.

### **Injuries/Workers Compensation**

We provide Workers' Compensation insurance benefits to all employees who experience an injury or illness that arises out of the course and scope of employment. Entitlement to Workers' Compensation benefits is controlled by applicable law, and as detailed in the company's [Work-Related Accident and Injury Policy](#), employees are required to immediately report all work-related accidents, injuries and illnesses. Workers' Compensation applies to all employees who experience an injury or illness that arises out of the course and scope of employment.

1. When an employee experiences a work-related accident, injury or illness, they will notify their supervisor immediately. The supervisor will direct them to the Nurse Triage Hotline at 1-833-385-1317 for further assistance and will notify their respective Regional Director and the Director of Human Resources via [DreamerHR@dreambigchildren.com](mailto:DreamerHR@dreambigchildren.com).
2. If the employee is unable to be helped via the Nurse Triage Hotline, a claim will be filed.
  - a. To file a claim, the employee must fill out the [California Workers Compensation DWC1 Form](#) and submit it to [DreamerHR@dreambigchildren.com](mailto:DreamerHR@dreambigchildren.com) with a description of the incident, including the names of all parties involved.
3. Contact Dreamer HR for next steps.

\*The complete injury and worker's compensation policy is included in the employee handbook