



ThrIVE Wheeling, LLC  
Employee Handbook

2019.1

This employee handbook is not meant to be a contract of employment. Its only purpose is to inform employees about company policies, benefits, and regulations. Thrive Wheeling, LLC reserves the right to change the handbook at any time, with or without notice.

January 13, 2019

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# Section I: About The Company

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## **Mission Statement**

Thrive Wheeling, LLC's mission is to create an unforgettable alternative Recovery and Wellness SuperSpa, so that people may THRIVE and reach their full potential.

## **Vision**

Thrive Wheeling, LLC provides exceptional wellness services in a friendly, well-supervised, and clean environment. We are unmatched in offerings AND in the exceptional care we provide our clients.

## **Brief History**

Thrive Wheeling, LLC was established in October, 2018 and opened in May, 2019 in Downtown Wheeling, WV. ThrIVE offers a unique blend of wellness services, catering to discerning clients. Dissatisfied with the lack of alternative wellness services & facilities in the area and seeing a need for professional, high-quality Recovery and Wellness SuperSpa, the owners Jessica Barclay and Vanessa Craig, sought to develop a business that would help themselves & others experience relaxation and reach optimum wellness...and here we are today!

## **Equal Opportunity Employer**

Thrive Wheeling, LLC affirms its commitment to Equal Employment Opportunity, and will not discriminate against any employee or applicant because of race, color, gender, religion, national origin, marital status, veteran status, disability, or any other factor protected by law.

## **Organizational Structure**

We are a team-oriented environment. Every member of the team is crucial to the success of the business. Management, spa attendants, medical staff, and administrative staff are all important in keeping Thrive Wheeling, LLC running smoothly.

The Day Manager is assigned as part of the weekly scheduling and is the first person to contact in case of emergency, questions or concerns, accelerated problems with clients, or to call in sick. The Day Manager can be the Owner, Facility Manager, or another assigned other staff.

## **Section II: Basic Policies**

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### **Employment At-Will**

Employees who do not have an individualized written employment contract or a collective bargaining agreement signed by the owner(s) are employed at the will of the company and are subject to termination at any time, for any reason, with or without cause or notice. Also, employees may terminate their employment with Thrive Wheeling, LLC at any time and for any reason. The management would appreciate a two-week notice for all self-imposed terminations but it is NOT mandatory.

Thrive Wheeling, LLC reserves the right to revise the policies, provisions, and benefits contained in this handbook, with or without prior notice, at its discretion. However, the at-will policy cannot be revised or changed, unless in writing, signed by the owner(s), and the affected employee.

### **Working Interview prior to Employment**

There is a two-day paid working interview for all new employees to make sure that there is a good fit between the employee and the company.

New employees start at New Hire level and are required to test up to the Spa Attendant level, within 60 hours. Other job positions within the company are earned based on education/certification and by completing training, meeting core competencies, reaching a minimum number of hours on the floor, as well as review by management/owner.

After two training shifts, new employees will meet with management to ensure that the employee understands the job duties and the management feels that the employee is making satisfactory progress in learning the job duties.

If progress is satisfactory, the employee will be hired on as a regularly scheduled staff, based on the availability of employee and the needs of the company. Evaluations and reviews are conducted frequently throughout employment.

### **Employment Status**

Full-time employees work an average of more than 30 hours a week.

Part-time employees work an average of less than 30 hours a week. Overtime is not considered in defining full-time status.

Per diem employees work on an as-needed schedule, have a flexible schedule, and do not receive benefits. In order to remain on the employment roster, per diem employees are required to work a minimum of 2 shifts monthly.

### **Orientation and Training**

All Thrive Wheeling, LLC employees must attend orientation and training before beginning work. Orientation includes an overview of operations and company background, as well as training in the customer service policies and equipment/service handling procedures.

### **Dress Code**

The purpose of a dress code is to present a professional image to our clients, and a safe environment for our staff and pets. All employees must be in compliance with the dress code when on the premises.

- **SHOES:** Shoes must be QUIET and free of excessive wear, dirt & debris. Your shoes must not be a slip or trip hazard, nor shall they be a distraction. You must be able to move quickly and easily in them. If you choose to wear sandals, flip-flops, or open toe shoes, please ensure your feet are neat and well-groomed.

- **PANTS:** Black or khaki slacks, pants or shorts that are appropriately sized, and free of graphics. 1 Logo or graphic, smaller than 2x2, is acceptable, unless it is a distraction or is inappropriate in nature or placement. Tight-fitting yoga pants/leggings are not acceptable.
- **SHORTS:** Black or khaki shorts can be worn, but length must be to the tip of your middle finger, when standing upright, with arms fully extended towards the floor. No hot pants or hooch shorts are permitted.
- **SHIRT:** You must be ON BRAND at all times. You may wear staff shirts that are assigned to you. You may also wear a plain shirt, appropriately sized, black in color, free of graphics, and in good condition, without a plunging neckline.
- **ON BRAND:** You must wear the ThrIVE brand at all times, while on duty. If you are not wearing a logo'ed shirt, be sure to wear your Thrive-branded name tag at all times.
- **BODY:** Your face, neck, and arms are to be clean. Any cuts or abrasions should be bandaged properly. Tattoos are welcome, but must be of such taste that clients are not likely to be concerned with their safety or your professionalism. This can be a difficult judgment, so, if in doubt, please contact management. Unnatural markings should be covered with makeup, nude bandaids/bandages, or clothing, and should adhere to the "never visible" policy.
- **HAIR:** Your hair should be clean and tidy, and not a distraction. Long hair must be tucked out of the way, securely fastened or pulled back.
- **JEWELRY:** Piercings should not be a distraction. A very small nose stud or other facial piercing is acceptable. Tongue rings must be removed. Earrings and other piercings are acceptable, as long as they are not a distraction. Dangling jewelry (necklaces, earrings, etc.) and excessive jewelry should be avoided. Jewelry which displays a religious or political expression should be avoided or not visible.
- **NAILS:** Short, artificial nails are welcome, as long as they do not interfere with your work.
- **PLEASE ALSO WORK TO ENSURE THAT:**
  - Your breath is not offensive (breath mints can help).
  - If you smoke, you do not have a lingering tobacco smell.
  - You are free of body odor and there are no underarm stains on your shirt.
  - You are not wearing an excess amount of perfume or cologne.
  - Your makeup is tasteful and not garish.
  - Your nails are clean and manicured neatly.
  - Mustaches and beards shall be trimmed, to maintain a neat professional appearance.

### **Absenteeism and Lateness**

Employees are expected to be punctual. Employees must CALL (NOT TEXT) the Manager or Day Manager at least 15 minutes prior to their designated shift starting time when they are going to be more than 5 minutes late. Excessive tardiness will merit disciplinary measures.

### **Policy for Calling Off Work**

If an employee cannot come to work for any reason, he or she must call the Day Manager and speak to him or her in person. Leaving messages on the general voice mailbox at the facility is not permitted. If the employee does not call in the absence, the absence will be considered a No-



Show, and appropriate disciplinary action will be taken. Employees should make every attempt to call in to notify management of an absence as soon as possible (preferably with four hours notice for calling off sick-**no matter the time of day or night**) so that other staffing arrangements can be made. Thrive Wheeling, LLC reserves the right to request a doctor’s excuse, prior to returning to work. After two absences, a doctors note will be required.

**Holidays**

Thrive Wheeling, LLC may be open on some holidays. As an employee, you may be required to work said holidays, although we try to accommodate requests off.

Employees who have been with the company for less than 2 weeks are NOT eligible for Holiday Pay.

See *Holiday Pay*, below. (Section V)

**Scheduling Requests**

Set schedules are NOT guaranteed. However, Thrive Wheeling, LLC does strive to provide a schedule that will fit into the needs of the employee. Employees should remember that they might be required to work extra hours/shifts based on the needs of the company. Requests off are REQUESTS, not guarantees. Please do not make travel plans, until your request off has been approved. As a courtesy, request time off at your earliest convenience.

**Personal & Vacation Days (PTO)**

The company is proud to offer a generous Paid Time Off (PTO) benefit package for part time & full time staff. PTO is accrued from the beginning of each calendar year. It begins accruing at the date of hire. However, it can NOT be used until 12 months from the date of hire. PTO can be requested through the scheduling app (you must select “PAID” on your request off), at least 7 days in advance, and must be approved by management. PTO minimum used is 4 hours. PTO maximum use per day is 8 hours, maximum 40 hours per 7 days. There is no overtime paid as PTO. PTO is paid out at current regularly hourly rate of pay (at time of use). PTO is reported on your staff pay stub. Unused PTO (not used by the end of the calendar year) can be paid out on the first pay check of December of each year, to current staff, in good standing, at their current rate of pay. If staff do not desire a full pay out, they may opt to retain up to 40 hours of PTO for carryover into the following year. The remainder will be paid out on the first pay check of December. **PTO and PTO/Vacation payout is forfeited in all cases of resignation or discharge.**

PTO is accrued based on the following:

<b><u>PAID TIME OFF (PTO)</u></b>	
<b><u>Time employed since hire</u></b>	<b><u>PTO Accrual</u></b>
0-12 months	0.01 hours, per hour worked*
1-5 years	0.02 hours, per hour worked

5-10 years	0.04 hours, per hour worked
10+ years	0.05 hours, per hour worked
* PTO accrued at time of hire, but can not be used or cashed out until after 1 year of employment.	

### **Sick Days**

Thrive Wheeling, LLC does not offer paid sick days at this time.

### **Overtime**

All unscheduled overtime must be approved by the Facility Manager or Day Manager. Unauthorized overtime is a violation of company policy and will lead to an official reprimand if not corrected. Overtime pay is calculated at 150% (time and a half) of the employee's normal pay rate.

### **Unexcused Absences**

Unexcused or unapproved absences will not be tolerated and are grounds for disciplinary action and/or termination.

### **Clocking In & Out**

Employees should clock in and out promptly upon arriving at work and ending a shift. Manager approval is required for employees that forget to clock in or out. Under no circumstances may an employee punch in or out for a fellow worker. This is a violation of company policy and Federal Law and can be cause for termination.

Employees are not allowed in facility area without consent, unless they are picking up a paycheck, or have been asked to stop by the Manager or Owners. Employees may only be on property 10 minutes prior to or immediately following their shift. **Employees are not allowed in facility area during their days/time off unless called in by the Day Manager or have services scheduled.**

### **Electronic Devices**

Cell phones are a visual distraction and take attention from the clients and the facility. For that reason, personal use of cell phones (calling, texting, etc.) is frowned upon at work.

If you are NOT a Facebook administrator for Thrive Wheeling, LLC, personal use of cell phones is very limited during your shift. It should rarely make an appearance, not distract you from your work, and should not be used in the site of clients. Using your cell phone as a clock is NOT permissible.

If you ARE a Facebook administrator for Thrive Wheeling, LLC, you may use your cell phone for taking photos and posting to our social media platforms. Please follow the guidelines as above, so as not to diminish your attentiveness or professionalism with clients or other staff.

Please be aware of those around you, as well as the work that needs done. Choose your time wisely and inform the staff that you are working on social media posts. It's important to not be perceived by staff and customers as "being on your cell phone", when other staff are not permitted, or when there is work to do.

Owners, Administrative Staff and Management: Owners, Administrative staff and Management are often in frequent communication with each other regarding the daily needs/situations at the facility. They are also sometimes communicating with customers directly. For this reason, management, office staff and owners are permitted to keep their cell phones on them, but will minimize personal use during business hours.

Enforcement: Each staff is responsible for the enforcement of this policy. Please help each other be successful. If cell phones become a distraction from work or clients, we will become a cell-phone free environment.

Lunch: You may use your cell phone in the breakroom/kitchen while you are on lunch.

Emergency Contact: Please advise anyone who may need to reach you, in case of emergency, that they can call the ThrIVE directly by calling the business phone. If the voice mail picks up, have them leave a message. That voice mail is checked several times an hour, and we will get the message to you as soon as we get it!

If a temporary extenuating circumstance arises (immediate family surgery, etc.), you may be issued a temporary pass by management.

## **Confidentiality**

All employees must adhere to confidentiality policy at Thrive Wheeling, LLC. If in doubt of what constitutes confidential information, please see a supervisor.

Confidential information includes *but is not limited to:*

- Software Programs
- Facility Procedures
- Sales & Marketing Information
- Customer Lists
- Customer Traveling agenda
- Customer Services purchased
- Customer Information
- Operations Manual
- Staff Training and Education
- Incidents
- Staff Schedules
- Staff Disciplinary action

- Details of client care, unless authorized by management
- Staff medical conditions

Unauthorized distribution of any of this information is prohibited. In particular, Thrive Wheeling, LLC provides each of our clients with the assurance of privacy. Abuse or unauthorized distribution of personal client information will result in stringent disciplinary actions.

### **No Yelling Facility**

Thrive Wheeling, LLC is a “no yelling” facility. Violation of this policy by yelling at or striking clients (or other staff) is grounds for immediate termination.

### **Leaves of Absence**

Due to small number of employees Thrive Wheeling, LLC retains, leaves of absence are not permitted. Employees are encouraged to discuss any family or personal obligations requiring time off with a supervisor. Pregnancy leaves of absence of up to four months are permitted in some cases, as are military leaves of absence. Please see the Facility Manager with any questions regarding leaves of absence.

### **Policy Prohibiting Harassment**

It is our policy, in accordance with providing a positive, discrimination-free work environment, that harassment in the workplace is unacceptable conduct that will not be condoned. In general, harassment means persistent and unwelcome conduct or actions on any of the following: an employee's race, color, religion, creed, ancestry, national origin, age, disability, sex, arrest or conviction record, marital status, sexual orientation, membership in the military or use or nonuse of lawful products away from work, is expressly prohibited under this policy.

### **Policy Prohibiting Sexual Harassment**

It is our policy, in accordance with providing a positive, discrimination-free work environment, that sexual harassment in the workplace is unacceptable conduct that will not be condoned.

Sexual harassment is unsolicited, non-reciprocal behavior by an employee who is in a position to control or affect another person's job status and who uses the power or authority of that position to cause that employee to submit to sexual activity, or to fear that he or she would be punished for refusal to submit.

Sexual harassment also includes any employee conduct unreasonably interfering with another's work performance by creating an intimidating, hostile, or offensive working environment, on or off the clock. Sexual harassment consists of a variety of behaviors by employees directed to other employees including, but not limited to, subtle pressure for sexual activity, inappropriate touching, inappropriate comments, compliments or language, leering, demands for sexual favors, and physical assault.

The facility will treat sexual harassment as any other form of misconduct. Employees who engage in harassing behavior will be disciplined appropriately, up to and including termination. Employees who are sexually harassed are encouraged to discuss the situation with their supervisor.

### **Substance Abuse Policy**

Our policy is to employ a work force free from alcohol abuse or the use of illegal drugs. Any employee who violates this policy will be stringently reprimanded. This may include termination.

We strive to provide a safe and healthy work environment, free from the use of illegal drugs<sup>1</sup> and abuse of alcohol and set forth the following rules:

- Employees may not consume alcoholic beverages or take illegal drugs on our premises.
- Employees may not report to work under the influence of drugs or alcohol.
- If an employee is convicted under any federal or state criminal drug statute, the Facility manager or Owner(s) must be notified within five (5) days or prior to the next shift, whichever is SOONER. This may be grounds for termination.

### **Social Media Policy**

For the purposes of this policy, social media includes but is not limited to all means of communicating or posting information of any sort on the Internet. This includes to your own or someone else's web log or blog, journal or diary, personal web site, Facebook, Twitter, Instagram, other social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the company, as well as any other form of electronic communication, including snapchat. You are solely responsible for what you post online.

#### *Social Media Guidelines*

Carefully read these guidelines and ensure that your postings are consistent with this policy. Any conduct that adversely affects your job performance, the performance of other employees or otherwise adversely affects clients, suppliers, or anyone working on behalf of the company's legitimate business interest may result in disciplinary action up to and including termination. In summary, treat people fairly, with dignity and respect and above all, be professional in your comments and postings on social media sites.

- Resolve work-related complaints by speaking directly with co-workers or by utilizing the company's Open Door Policy rather than by posting complaints to a social media site.
- Express only your personal opinions and never represent yourself as a spokesperson for the company. If Thrive Wheeling, LLC is a subject of your social media postings, best practice would be to include a disclaimer such as "The postings on this site are my own and do not neces-

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<sup>1</sup> *Legal drugs include prescribed and over-the-counter drugs that have been legally obtained and used for the purpose for which they were intended. Illegal drugs include any drug that is not legally obtainable, which may be obtainable but has not been legally obtained, or which is being used in a manner or for a purpose other than as prescribed.*

sarily reflect the views of Thrive Wheeling, LLC.”.

- Do not use company email addresses to register on a social network, blogs or other online tools utilized for personal use.
- Company electronic devices shall not be used at any time to access personal social media sites and/or postings, or any site deemed inappropriate or illegal including pornographic sites.
- Do not create a link from your blog, website or other personal social networking site to a company website without identifying yourself as an employee of Thrive Wheeling, LLC.
- The company reserves the right to review and record any employee’s publicly available social media sites if an internal investigation ensues.
- If you choose to “friend” or interact with other employees via social media, you should realize that your social media comments may be viewed by other employees as well as by the company. The company maintains the sole right to edit any comments made by employees of the company on any company owned or maintained website, blogs and/or message boards. The company can only authorize and approve social media accounts for the company.
- If you are contacted by the media in regards to your social media activities that relate to the company, you must refer the media to the Facility Manager.

It is against company policy to initiate or accept friend requests of clients, unless you were friends prior to them becoming a client, or prior to your employment at Thrive Wheeling, LLC. It is recommended that you simply let the client know that Thrive Wheeling, LLC company policy prohibits staff from engaging in personal social media contact with Thrive Wheeling, LLC clients.

#### *Prohibited Social Media Use*

The company encourages the free speech of its employees and does not wish to infringe on any social media comments, dissenting or otherwise. However, the company prohibits the use of social media for any speech that:

- Is deemed illegal and in violation of federal, state or local laws;
- Promotes hate or fear of any kind when it is motivated by the person’s actual or perceived race; color, religion, ancestry, national origin, sexual orientation, gender or disability;
- Carries a credible threat of violence against an individual or group of people;
- May be blatantly considered spam;
- Makes any reference to clients, clients, and/or partners without first obtaining their expressed written permission to do so;
- Contains the company’s proprietary or confidential information;
- Contains any copyrighted or other legally protected materials;
- May be considered by a court of law to be slanderous, libelous or defamatory;
- Would negatively affect the outcome of a company’s internal investigation;
- Includes the company’s logo, trademark, intellectual property, photographs, or proprietary graphics;
- Discloses the personal and/or private information of an employee including but not limited to the employee’s full name, date-of-birth, social security number, home address, landline or cell phone number, or credit card information.
- Contains pictures of clients without permission
- Contacts clients outside of work about work

## **Lunch Breaks**

During **operating business** hours, employees may not leave the premises during breaks unless there is another staff member on duty or it has been approved.

Staff working a 9-hour shift or more are required to take an unpaid, 60-minute, off-the-clock lunch.

Staff working a shift that is more than 6 hours, but less than 9 hours, there is a 30-minute unpaid break available, at a time that the employee is to work out with the shift leader.

Staff working a shift that is 5 or more hours, but less than a 6 hours, there will be a 20-minute unpaid break available, at a time that the employee is to work out with the shift leader.

For Staff working less than a 5-hour shift, there will be no break.

Break times may vary based on staffing needs. It shall be noted that if you remain on the property, you shall consume your lunch away from other staff and not be a distraction to other staff or guests who are on the premise. Staff who are on-the-clock and not on lunch, shall remain busy in their work areas.

Be sure to clock out for your break, and to clock back in when you return.

Additionally, it should be noted that, eating on the clock, at a time other than those noted above, is not permitted.

## **Vaccination Protocol**

All employees are encouraged to be up to date on a tetanus vaccine. Tetanus vaccines are generally given every ten years. New employees should review their vaccination records and discuss re-vaccination with a doctor, if needed.

## **Personal Phone Calls/Visits**

Thrive Wheeling, LLC discourages personal phone calls or visits during work hours, however occasionally, someone may need to contact an employee via the front desk. Personal phone calls and visits should be kept to a minimum and outgoing phone calls to non-local numbers are not permitted.

## **Use of In-House Supplies**

Personal use of Thrive Wheeling, LLC supplies and equipment is considered to be theft and is not permitted. Employees that need to pull retail product for facility use must request supplies through the Day Manager or Office Staff. The Day Manager or Office Staff will provide supplies as needed after inventory has been counted and tracked and added to “store-use” sheet.

## **No Solicitation Policy**

Employees are not permitted to solicit Thrive Wheeling, LLC clients for any purpose or reason whatsoever. Examples of solicitation include, but are not limited to:

- Inviting a client to a personal event
- “Friending” clients on social media sites
- Asking a client if he or she would like to purchase other services or items that are not affiliated with the facility (e.g. jewelry, bookkeeping, etc.)
- Offering to care for or walk a client’s dog when the dog is not at the facility
- Offering to housesit for a client
- Asking a client for employment
- Imposing your religious views on customers (or staff)

During the period of employment and for a period of one (1) year after the cessation of employment for any reason, whether with or without cause, an employee shall not directly or indirectly, either alone or in concert with others (whether person, company, organization, or firm) for their benefit or the benefit of others, take any of the following actions without Thrive Wheeling, LLC’s advance written consent:

- Solicit, hire, entice, encourage, or engage in any actions that may disrupt or interfere with Thrive Wheeling, LLC’s relationships with its employees, consultants, contractors, suppliers, vendors or agents; and/or
- Solicit, entice, work for, render services to, or in any way divert or take away any of Thrive Wheeling, LLC’s customers, or prospective customers known to me or whom they had directly worked with during the 12 months prior to termination or ceasing of employment.

Employees acknowledge that the foregoing limited restrictions are intended to protect Thrive Wheeling, LLC’s trade secrets, and that they do not affect the employee’s right and ability to engage in that employee’s business, trade, or profession.

## **Conflicting Employment/Business Opportunities**

During the period of employment with Thrive Wheeling, LLC:

Employees shall not directly or indirectly engage in any employment, occupation, consulting, or other business activity which Thrive Wheeling, LLC shall determine in good faith to be in competition with or to remove income from Thrive Wheeling, LLC or to interfere with their duties as an employee of Thrive Wheeling, LLC, unless authorized by Facility Manager or Owners. Examples of such activity include, but are not limited to starting IV’s for elective hydration in your “off” time: working at a salt spa, working at a Cryospa or sauna.



Employees shall not engage in any business enterprise that would be in competition with Thrive Wheeling, LLC.

Employees shall promptly disclose to Thrive Wheeling, LLC's owners all business opportunities that are presented to the staff in their capacity as an officer or employee of Thrive Wheeling, LLC, and of a similar nature to the type of business Thrive Wheeling, LLC currently engages in or has expressed an interest in engaging in the future; and shall not usurp or take advantage of any such business opportunity without first offering such opportunity to Thrive Wheeling, LLC.

# Section III: Safety

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## **Sanitation & Safety**

A clean facility is important for maintaining the health and safety of the clients we care for as well as employees. All employees should strive to maintain the cleanest facility possible for everyone's sake.

## **Hand-washing**

Washing hands is an important aspect of sanitation and safety. Disease transmission can be minimized by thoroughly washing hands with hot water and soap. Employees should also wash wrists and clean under their fingernails. Hand sanitizer should also be used periodically throughout the day whenever possible.

Employees should wash hands:

- Before beginning work
- After handling cleaning equipment
- After using the restroom
- After returning from a break

## **Lifting**

All employees are required to be able to lift 50 pounds. Employees should lift equipment or supplies by squatting and engaging the legs and not leaning over and using the back. Proper lifting techniques must be demonstrated as part of employee training.

Any medical restrictions/modifications should be presented in written form, by a licensed physician to the day manager/facility manager/owner.

## **Protection**

Disposable gloves are available in several locations throughout the building. Gloves should be worn when in contact with bodily fluids.

## **OSHA**

Thrive Wheeling, LLC maintains a current list of all disinfectants and chemicals currently in use in the building in accordance with OSHA guidelines for hazard communication. Guide sheets

for each chemical are located in the **OSHA Folder**. Employees are encouraged to review these guidelines.

### **Smoking**

Smoking is not permitted anywhere in or around the building or grounds. Employees may smoke in their own vehicle. Please remember that a heavy smoke aroma is offensive to many clients. Ensure that you take precautions to avoid the smoke smell from lingering on your clothes or person.

**Smokers are responsible for ensuring that cigarette butts are properly disposed of and not littering the facility grounds.**

### **Floor Safety**

Thrive Wheeling, LLC work may involve water and /or mud on the ground. It is important that all employees recognize the risk of slipping on wet surfaces. Non-skid shoes are required when working in the facility. In addition, facility staff should wipe or vacuum water from the floor whenever possible and particularly after disinfecting surfaces.

### **Employee Accident Reporting**

Employees should immediately report any on-the-job accident to the Day Manager. Employees are responsible for filling out an **Accident Report Form** as soon as possible, but within 24 hours of any accident. Worker's compensation benefits may be delayed if accidents are not reported in a timely manner.

### **Facility Security**

For security and liability reasons, **individuals who are not current employees of the Thrive Wheeling, LLC are not allowed to be unattended in the staff-only areas**. All contracted services (plumber, meter reader, etc.) must be personally escorted through the facility area or gates, and combination/lock codes should NOT be given to non-staff workers. In addition:

- All employees should follow security measures at all times.
- All outside doors should be bolted and properly locked after business hours.
- Employees should open all doors and combination locks **discreetly**.
- Any suspicious persons or activities should be immediately reported to the manager.

### **Tornados, Fires, and Other Emergencies**

Thrive Wheeling, LLC maintains emergency supplies and first aid supplies in case of natural or other disasters. Employees should be familiar with emergency procedures as outlined in the **Emergency Manual** and the location of first aid supplies, emergency supplies, fire extinguishers, and emergency exit routes.

**In case of a life-threatening emergency, dial 911.**

# Section IV: Employee Relations

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## **Company Communication**

All employees have a mailbox or drawer in which important company information and payroll are dispersed. Employees should check their mailbox for any notes at the beginning of every shift.

The schedule for the upcoming week is posted above the employee drawers and/or online. Employees should check their schedule often as the schedule is subject to change daily. Employees are responsible for making sure that they know their schedules.

The dry erase boards also contains important work information. Employees should review them frequently.

Drawers are provided for employee use. It should be noted that employee drawers are unsecured, and Thrive Wheeling, LLC is not responsible for lost, misplaced, or stolen items. Employees should refrain from accessing other employees drawers.

## **Performance Appraisal Procedures**

Performance reviews will be conducted on an “as needed”. ThrIVE Wheeling, LLC makes every attempt to offer “Feedback in the Moment,” so that performance goals are clear. Performance reviews are based on Staff Job Descriptions and the “Exceptional Employee” standards.

## **Promotion Policy**

Employees may receive pay increases due to additional advanced training, certification, increased availability, or exemplary service. As the employee advances in the company and learns new skills, pay increases are usually authorized. Hard work and an increase in knowledge and skills, and adherence to the Exceptional Employee standards will be noticed and, when possible, rewarded. The Facility Manager/Owner(s) determine increases.

## **Corrective Action Process**

If the conduct or job performance of an employee fails to meet company standards, disciplinary measures may be undertaken. It is expected that such measures will lead to an immediate correction to or improvement of the issues necessitating the disciplinary measure.

Offenses that may result in immediate termination include but are not limited to:

- Theft

- Drug or alcohol abuse
- Insubordination
- Profane language
- Fighting
- Negligence or mistreatment of clients
- Poor co-worker relations
- Violation of policy/procedures
- Failure to properly complete job responsibilities

### **Complaint Procedure/Open Door Policy**

Employees who have a complaint/grievance should follow the chain of command. Complaints/Concerns should be fed UP the chain, to an employee who has the ability to solve the problem. Complaints should not be fed across the chain or down the chain of command. Complaining to other staff is a violation of the company gossip policy and is divisive. First contact is the Day Manager, then the General Manager. We will work to resolve all employees concerns expeditiously and fairly.

### **Termination Policy**

Employees who fail to fulfill job obligations or who do not respond to corrective action may be subject to termination. Please see *At-Will Employment*, above.

### **Resignation Policy**

Employees are requested to inform supervisors of their intent to resign as soon as possible, preferably with two weeks (in writing) notice so that a replacement can be found. However, such notice is not mandatory.

Employees are requested to complete an exit interview prior to resigning.

Employees are required to return ALL uniforms, keys, and company property, on their final day with the company.

### **Staff Meetings**

The staff is expected to meet daily with or without management at the start and end of their shift to exchange information regarding the business and the facility.

In addition, staff meetings are held on an as-needed basis and will be posted on that weeks schedule.

Additional staff meetings for all employees (“All-Hands Meetings”) may be required on a weekly, monthly or quarterly basis, and all employees are expected to attend these. Employees are reimbursed for their time for All-Hands Meetings if they are not on the schedule for regular work.

# Section V: Compensation & Benefits

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## **Pay Day**

Paychecks are distributed bi-weekly, issued on Fridays. Paychecks are available for distribution anytime after 1 pm on the designated pay day. Unless requested otherwise, checks will be distributed and placed in the employee's drawer. Pay advances are not available.

## **Wage Discussions**

Discussion of any individual's compensation (pay) between employees is strictly forbidden, and may be grounds for disciplinary action, up to and including termination.

## **Holiday Scheduling and Pay**

As an alternative wellness spa, we are closed on major holidays.

Days surrounding major holidays are expected to be busy, as many clients do not have to work/ will be seeking recovery and relaxation. Regarding requests off, we will make every attempt to satisfy both employee and company needs, while maintaining a sense of honor and fairness. It should go without saying that if you attempt to request off around every holiday, your requests will be DENIED and your request will go to the bottom of the stack. Be fair and we will be fair as well.

We ask our employees to understand that scheduling is difficult to do in advance. We are likely to schedule staff heavily around the holidays and will pull back on the scheduling and decrease the staff if there is less business than anticipated.

As a company, we embrace diversity. If, due to religious reasons, there is a holiday that you observe, please notify management of your request.

In accordance with all policies set forth in this handbook, this process may change at any time, either temporarily or permanently, if we find that it's not working.

## **Jury Duty Pay**

Full-time employees should notify a manager as soon as they receive a jury summons. Although it is your right and duty to serve as a juror or witness, employees are not eligible for compensation while serving. Supporting documentation of summons and attendance must be presented upon request.

## **Group Insurance Programs**

Thrive Wheeling, LLC does not provide health care for employees. Employees are encouraged to explore their insurance options through government market places.

## **Employee Discounts**

All staff discounts are STAFF ONLY discounts. These discounts do not apply to family members or friends. They can only be utilized for products and services for staff members use. If a staff is found to be utilizing the discounts for persons other than themselves, that staff will forfeit all future discounts at Thrive Wheeling, LLC.

Discounts are as follows:

### **Part-Time Staff (avg 30 hours/week or less)**

Cryo, Float, Sauna, Salt Services - 30% off

Retail & Food Products - 10% off

### **Full-Time Staff (avg 30+ hours/week or more)**

Cryo, Float, Sauna, Salt Services - 50% off

Retail & Food Products - 10% off

Seasonal staff who have not worked in the last 60 days do not receive staff discounts.

All purchases should be invoiced (including sales tax on discounted total), and paid for, at the register, when taken or picked-up. You may use whatever method of payment you prefer (cash, cc, debit, check), however, **if you choose credit or debit, a 2.5% processing fee will be added to the final total** to compensate for the company's processing fee costs.

## **Tips Disbursement**

Tips are collected through the Thrive Wheeling, LLC check-out process. At Thrive Wheeling, LLC, we do not typically have direct-service employees receiving tips (i.e., a server in a restaurant.) Instead we have a team support approach with many staff handling the care of each client. Therefore, in order to share in the benefits of tips fairly, these monies are used to purchase such items as break room supplies, occasional staff lunches, etc. Additional proceeds from tips are distributed to staff through biweekly tips payout based on each employee's hours worked during the period in which the tip was received. These tips are calculated each pay period and paid on that period's payroll.

New hires are not eligible for tip payouts until they successfully complete their core competency testing for Spa Attendant positions, and can handle a shift alone.

If an employee receives a cash tip from a client, it is the employee's responsibility to give the tip to the front desk staff in charge of collecting and documenting tips.



Date:

Employee Name:

I have thoroughly read and understand the Thrive Wheeling, LLC Employee Handbook, Version 2019.1.

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