



## **Tutor Doctor Orion-Bloomfield Employee Handbook**

## Acceptance of Handbook

I have received a copy of the Tutor Doctor Orion Bloomfield (TDOB) handbook and I agree to read it and follow its policies and procedures. I will address any concerns or questions with my manager, the HR Department or the President.

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Name

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Signature

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Date



Welcome to the team!

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## Legal Beagle Page

Welcome to Tutor Doctor Orion Bloomfield, otherwise known as TDOB. TDOB is part of CAVAA Corporation. CAVAA loves kids and we're constantly evolving, growing, and adding to help support the youth in our communities. Tutor Doctor is one of the kid-minded brands we manage. You are being issued this employee handbook as a guide during your employment with TDOB.



The legal but super important stuff:

It is the responsibility of the employee to read and familiarize themselves with the policies and procedures of the organization. The purpose of the handbook is to offer guidance and reference.

Tutor Doctor Orion Bloomfield follows the employment-at-will philosophy. This handbook is not an employment contract, does not guarantee continued employment, and does not supersede the employment-at-will philosophy of Tutor Doctor Orion Bloomfield or the State of Michigan. The employment-at-will philosophy means the organization or the employee may terminate the employment relationship for any legal reason at any time.

Tutor Doctor Orion Bloomfield maintains an open-door policy. Employees are encouraged to discuss concerns or questions with their manager. An employee can discuss their concern and questions with any manager, up to and including HR and the President, if the employee feels uncomfortable having a discussion with his or her manager.

The contents of this handbook may be revised at the discretion of the organization at any time. Notification of changes will be given to each employee when they occur. The handbook is confidential company information and copying its contents is strictly prohibited. The handbook is company property and will be surrendered at the time of termination to the HR Department.

Tutor Doctor Orion Bloomfield is an equal opportunity employer. The organization does not discriminate against anyone on the basis of race, color, religion, sex, national origin, disability, age or any other factor protected by law.



## Alcohol and Drug Policy

We're not going to debate the recent change in Michigan law with respect to certain recreational substances nor the use of alcohol. But we will say that showing up to work impaired by drugs or alcohol, whether it's the student's sessions, office events, or anything else TDOB-related, is not allowed. It is reasonable to expect that our team members are fully present for the students, the parents, the co-workers, everyone. Safety is paramount. Stay sober for work. Whatever you do at home is your beeswax, we won't peek in your windows. If you smoke, vape, etc., please air-out before reporting to your post. You may not realize it but smoke settles on clothes and it is pretty distracting.



## Attendance

### Tutors:

Part of the matching process? Matching our tutors schedules with student schedules. Okay, most of our students are still kids so it's really their parents' schedules. Our tutors, once matched with the student, work with the right people (parent or student if over 18) to a mutually agreeable time(s). Show up on time, stay until the end.

Vacations and breaks happen. If something comes up where you won't be at the normally scheduled tutor time, give everyone at least 24 hours notice, the more the better. Try to reschedule the time with mom or dad then let the office know. If rescheduling can't be accomplished, let office know and we'll add the time to back to the student's account.

Life also happens. To all of us. We get it. In the case of an emergency let the family and office know as soon as possible. So if you wake up with the fever and other really bad stuff we don't want to talk about, keep it at home! Parents everywhere will thank you.

### Office Staff:

Hours will be set based on individual roles, responsibilities, and schedule constraints. Show up on time, be ready to work, stay to the end. No sleeping, partying, or video games in between.

## Events:

We event. We like to event, it's fun. Fairs, festivals, pop-ups, car cruises. Anywhere it makes sense. Our employees can earn some extra cash if they work these super fun outings. interested. Once chosen to the time, location, etc. Each will change each time. But



It is a different rate so ask if you're work an event, we'll fill you in on event is unique so the directions variety is good!

## Insurance and Benefits

TDOB does not offer benefits at this time. Insurance companies require a certain number of hours worked each week and since we're project based and hours fluctuate regularly, it is not possible at this time. But we're growing, expanding, evolving. So if this changes in the future you will be the first to know.

## Payroll

Payroll is paid out twice per month. Days worked from the 1<sup>st</sup> to the 15<sup>th</sup> of the month are paid on the 25<sup>th</sup> of the month. Days worked from the 16<sup>th</sup> to the final day of the month are paid on the 10<sup>th</sup> of the following month. If pay day falls on a weekend or holiday, pay will be the first available business day proceeding the pay date. There is a schedule on the tutor resource website, we know calculating pay days can be confusing sometimes. Starting January 2020, there is no need to send in a time sheet for tutoring hours. Pay will be calculated on all submitted and approved session reports in BANG. So, do not forget to submit those session reports on time. For non-tutoring hours, a time sheet still needs to be completed and submitted by the close of the 15<sup>th</sup> or last day of the month. Each employee will also receive information for their personal portal log-on to download or print their pay stub. CAVAA Corporation is a direct deposit only organization, we do not print and mail hard checks.

## PTO Time

PTO means Personal Time Off. Employees must work a minimum of 30 consistent hours per week to earn PTO. PTO is earned on an accrual basis. This means that the employee earns a certain amount for each month worked, based on the total annual hours. The employee can use accrued PTO whenever they want, if office approved. If they earn more than they use prior to leaving

employment with TDOB, they get the balance paid in their final check. But use it by December 31<sup>st</sup> or “poof”, any remaining days magically disappear.



## Raises and Reviews

We like raises. We like getting them and we like giving them. Everyone gets a review and a potential raise at their first six-month anniversary, then at their first anniversary, and anniversary thereafter. Raises are based on job performance and include strong attendance, use of platforms, and student performance, among other factors.



## Rules and Regulations

We love to help. We love kids. That’s why we’re in this business. And we develop some strong relationship bonds with our families. Sometimes our desire to help can put us in some undesirable situations. This is why we do need to share some big rules and regulations. Our goal is not to be unaccommodating but to keep everyone safe and sound.



- A trusted adult over the age of 18 must be in the home with the student. A tutor is never allowed to enter into the tutoring session with just the tutor and underage student present.
- Tutors do not transport students.
- We’re not social workers. Each situation is unique and there may be a time you walk into a controversial situation. Our job is to tutor and educate, not to counsel. However, if you suspect a student may be in an unsafe situation, contact the office after the session for a discussion and potential further action.
- We do not diagnose students with learning challenges, medical conditions, etc. We are educators not doctors or therapists. A family looks to us to be educational experts and any suggestions or recommendations can be misconstrued as a diagnosis.

## Session Reports



This one is for the tutors: after each session you have with each student you are required to submit a session report within 48 hours. This is accomplished by logging onto your BANG account. If you cannot create your session report within 48 hours please contact the office asap. The families count on seeing these reports soon after each session.

## Sexual Harassment, Bullying, Etc



Sexual harassment is a very serious issue, one we do not take lightly. If you feel you are harassed in any way, contact the home office immediately. This also goes if you see another TDOB employee, client, or student being harassed. You will need to complete a report which will launch an investigation. Be careful to be confidential when reporting the alleged action, all parties should be protected throughout the investigation. Once the investigation is complete, action will be determined. Bullying and sexual harassment are nothing to take lightly. Remember that everyone is innocent until proven guilty and everyone is entitled to a fair and impartial investigation.

## Uniforms and Identification

We like people to know who you are. You need to show up to your sessions looking dressed and pressed. Tuxedos are lovely but not for tutoring. We do ask that you come clean and appropriately attired to work with kids. Obviously, this means no super short shorts or t-shirts with questionable things on them. We're all adults, use good judgement.

All eventing people will be given a Tutor Doctor hat. Keep the hat for each time you event with us. Or just because it's cool and you look good in it. But you still need to wear it to events.