

Explore Engage Enjoy Who We Are

Overview

Explore Engage Enjoy is a pediatric outpatient therapy clinic offering occupational, physical, and speech therapy services for children from birth to age 18 years old. The clinic offers a variety of services to improve access to quality care including direct therapy services, patient centered outcomes research, therapy student education, and a (future) therapeutic daycare.

Mission Statement

It is the mission, duty, and exempt purpose of Explore Engage Enjoy to improve pediatric therapy outcomes through research and rural access to care.

Pediatric Therapy Services

Explore Engage Enjoy provides high quality pediatric occupational therapy, physical therapy, and speech therapy services to children from birth to age 18 years with disabilities in rural areas regardless of payor source. We strive for the highest quality of service using evidenced based practice with a heavy emphasis on parent education and individualized instruction to engage families to enjoy their relationships with their children. Treatment sessions will focus on reaching those goals through direct service, caregiver training, and home exercise instruction. Frequent monitoring of progress in collaboration with parents is best practice and will be implemented throughout sessions in order to help children and families meet their goals.

Pediatric Therapy Research

Explore Engage Enjoy participates in advancing pediatric occupational therapy, physical therapy, and speech therapy professions through clinical research to inform best practice guidelines. Clinical research allows for professionals to recognize areas of need and explore treatment methods that can meet these needs to provide the highest quality of outcomes as measured by qualitative and quantitative methods. Any new research as well as current literature will be used to inform therapy service and shape best practice guidelines. Explore Engage Enjoy supports and encourages therapists to pursue research in their areas of interest and specialty areas and will assist with new projects that are supportive of the mission.

Therapy Student Training

Explore Engage Enjoy allows occupational therapy students to complete fieldwork, physical therapy students to complete practicums, and speech therapy students to complete

clinical rotations so they can learn how to implement research into their future practice as well as provide the highest quality of care using evidenced based methods in the future. Students will take what they have learned back to universities as well as their future communities to further spread knowledge and improve therapy quality. Working in conjunction with therapy education programs Explore Engage Enjoy will provide opportunities for students to complete scholarly projects or dissertation rotations as is appropriate and useful in fulfilling the mission.

Therapeutic Daycare (Future Plan)

Within Explore Engage Enjoy a therapeutic daycare/child care center will be managed when it is financially appropriate to do so. The purpose of this program is to research and implement effective therapy techniques in a daycare program that can transfer to success in a learning and social environment. The focus would be on generalizing skills learned in therapy to a real life setting and bridge the gap between therapy services and success in school, community, and home settings.

Future Growth

Explore Engage Enjoy is open to growth as the needs of the community and the children we serve change. Ideas for growth may come from any employee or community member and may be implemented with collaboration of staff, community, and the board of directors. Based on financial stability, staffing, and community support individual projects and areas growth will be considered and implemented as able.

Exemplary Employees

Exemplary employees personify the ability to engage, explore, and enjoy and are committed to advancing the corporation's mission. Engage: Employees are expected to be engaging with clients, other staff, and with their own personal development. Engaging employees are open, honest, collaborative, individual and unique; willing to share their best assets with the team and bring out the best in others. Explore: They will be willing to explore new opportunities and learning in order to better themselves and their community. Ideally employees will be interested in research at some level, either as a consumer or potentially a producer and be willing to teach and guide new students as well as support other staff. In order to explore, employees are expected to be hardworking and good self managers; able to manage their time and be productive and use time wisely to further the exempt purpose and mission. Enjoy: Children are willed, loved, necessary, joyful, unique, special, and we are fortunate to be a part of their development. Ideal employees are positive, respectful, playful, joyful, encouraging, and supportive. We want people who enjoy what they do and are looking to grow. They want to be a part of a community, making it better for those around them.

Workplace Culture

In order to fulfill our valuable mission, Explore Engage Enjoy strives to be a workplace that values its employees and provides them with the tools that they need in order to be effective, engaging, and enthusiastic therapists. These seven primary values have been identified as essential:

- **Compensation**
- **Communication**
- **Work-Life Balance**
- **Growth and Education**
- **Leadership**
- **Positive Relationships**
- **Organizational Wellness**

In order to put these values into practice the following action steps are proposed as pieces of Explore Engage Enjoy's workplace culture in order to create a culture that supports the development of exemplary employees that we want and expect.

Compensation

Explore Engage Enjoy seeks to provide a generous compensation package that includes an industry average for salary and hourly wages and takes into account cost of living and will yearly reassess wage needs. In addition to just monetary compensation, there will also be a substantial benefit package including PTO with benefit incentives with increase in PTO benefits for years served, higher than industry average for paid holidays and sick leave, support with coverage for licensure, and access to public service loan forgiveness.

Communication

Explore Engage Enjoy values communication between staff and management as well as with the board of directors. There are plans to have quarterly staff meetings in which all employees are invited to share new ideas for improving quality of care and furthering our exempt purpose and mission. These ideas will be brought to the quarterly board meetings and shared to help guide strategic planning.

Work-life balance

Explore Engage Enjoy prides itself on assisting employees to have a healthy work-life balance. This is accomplished through allowing flexible scheduling based on employees schedule and needs that can be individualized per employee. There is also unpaid time that is allowed for family activities as needed that can be used with approval without reprimand.

Growth and Education

Explore Engage Enjoy focuses on advancing therapy through research. This means there will be support for implementing, as well as creating, research as well as support to access funding to complete these projects. Employees will be encouraged to explore areas of interest that can provide personal growth as well as cognitive development. Continuing education will be financially supported yearly in order to support employees in their personal and professional growth and thirst for knowledge to better impact the lives of their clients.

Leadership

Explore Engage Enjoy will encourage leaders to develop and provide training and instruction to develop better leadership skills. Potential classes include a local small business management training and/or a transformation business training class online. Leaders will be coached to accept and take feedback to improve leadership skills as well as collaborate with all staff, regardless of position. Leaders will be compassionate and focus on putting employees first, even before clients, as companies throughout the literature that have an employee first culture consistently show better outcomes for staff as well as clients. Leaders will support employees and recognize them as the most valuable asset the company has.

Positive Relationships

Explore Engage Enjoy will work to foster relationships with a culture of respect, diversity, inclusion, and kindness as well as a growth mindset that focuses on the improvement that can be found in failures. An aspect of new employee orientation will include taking new employees out to lunch or dinner the first week of the start date to get to know them but not discussing work. Work may be a place for fostering friendships and socializing, and employees will be encouraged, but not obligated, to find out of work activities such as team sports or other recreation that focuses on team and relationship building.

Organizational Wellness

Explore Engage Enjoy will be implementing a Workplace Wellness Plan including healthy diet and nutrition, mindfulness based stress reduction training, physical activity, and cognitive development. These activities will be structured in order to decrease turnover and improve quality of life. This program may change and grow based on the needs and recommendations from current staff in order to best support employees health and wellbeing.

Assessments and Monitoring of Workplace Culture

The effects of the overarching employee retention program will be measured by assessments and surveys at one month of initial employment, six months of initial employment, one year of employment, and subsequently in conjunction with annual review throughout the course of employment.

Assessments will include:

- Turnover percentage per fiscal year
- Reason for Leaving Questionnaire (E3 Exit Interview)
- New Employee Value assessment (E3 New Employee Interview Master)
- Annual Review (E3 Employee Evaluation Form plus E3 Annual Review Interview Master)
- General self efficacy scale
- Self-compassion scale
- Quality of life scale
- Maslach Burnout Inventory
- Job-related affective well being scale
- Utrecht Work Engagement Scale

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