



Enchanted Medical Aesthetics  
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# Enchanted Medical Aesthetics GuideBook

## **Policies – Procedures – Protocols’** **Applicable to all Team Members** **Full-Time, Part-Time, or Contractual**

The pages within this GuideBook will serve multiple purposes. You will learn the general plan of action expected of each Team Member. This GuideBook helps provide direction to the desired outcomes and fundamental guidelines implemented by Enchanted Medical Aesthetics. A source for answers to commonly asked questions – a roadmap for day-to-day operations. In addition, this GuideBook will ensure compliance with laws and regulations as dictated by government standards.

Complete compliance with the content in this GuideBook is relevant to your job descriptions and evaluations as it offers guidance and assists in streamlining the internal process at Enchanted Medical Aesthetics.



## Table of Contents

Title	Page #
Purpose of Team Member GuideBook	1
Table of Contents	2,3,4
Welcome Letter	5
Company History	6
Company Goals	6
Continuity of Policies	6
<b>EMPLOYMENT POLICIES</b>	
Equal Opportunity, At-Will, Introductory Period	7
Team Member Performance	7 - 8
Professional Licensing/Certification(s), Immigration	8
Military Leave, Disability Accommodations, Drug-Free Workplace	9
Confidentiality of Company Information	9 - 10
Enchanted Security/ Confidentiality Policies	10 - 11
Security/Confidentiality - Mobile Devices	11
Security/Confidentiality - Passwords	11
Security/Confidentiality - Web Browsing	12
Gratuities to Government	12
Supplier Representative	12
Sexual & Other Unlawful Harassment	12
Other Harassment	13
Employment Categories, Conflict of Interests	13
Confidentiality On Behalf of the Clients, Political Activities	14
<b>PAY, BENEFITS, AND ATTENDANCE POLICIES</b>	
Attendance, Return To Work,	15
Evaluations/Performance Reviews, Work Assignments, Hours of Operation, Pay Periods	15
Administrative Pay Correction, Time Keeping	16
Unemployment Insurance, Workers' Compensation Insurance	16
Team Member Benefits	16 - 17
Team Meetings/Webinars/Education	17
<b>GENERAL POLICIES</b>	
Accident Prevention	18
Door's	18
Team Member Safety	18
Illegal Drug Abuse/Alcohol Abuse	18 - 19



## Table of Contents

Title	Page #
<b>GENERAL POLICIES - CONTINUED</b>	
Smoking	19
Telephone use	20
Dress Code	20
Photo/Video Release	20
Kitchen/Breakroom	21
Cleaning	21
Cleaning	22
Cleaning	23
Opening, Closing, Entering, Exiting	23, 24, 25
Visitors/Guests	26
Interacting with Clients/Potential Clients	26 - 27
Phone Manners/Phone Protocol	27 - 28
Appointments/Reservations	28
Credit Cards	29
Discounting - Sampling - Refunds - Returns	29
Client Conflict Resolution	29
Communicating with VIP's / Team Members	30
Emergency Closings	30
Emergency Plan	30
Equipment	31
Hazardous Chemicals - Your Right To Know	31
Identifying Hazardous Chemicals	32
Emergency Kits	32
Eye Wash Station, Spill Kits	32 - 33
Vascular Occlusion Emergency Kit	33
Vasovagal/Anaphylaxis Emergency Kit	33
Team Member Safety - A Step Further	33



## Table of Contents/ Forms

Title	Form Number	Page #
Request For Time Off	EMA FORM ReqTimeOff	35
Request Payroll Adjustment/ Time Clock Adjustment	EMA FORM ReqPRCorr	36
Drug-Free Workplace Acknowledgement	EMA FORM DFWP	37
New Hire Card	EMA FORM NewHireData	38
Photo Release Form	EMA FORM PhotoRelEmp	39
New Hire Checklist	EMA FORM NewHireCkList	40
Acknowledgment of GuideBook	EMA FORM AckGuBook	41



### Welcome to the Enchanted Team

Welcome to Enchanted Medical Aesthetics! We are pleased to have you as a team member and hope you find your new position rewarding and challenging. Enchanted is a growing company, and we feel that all of us have the opportunity to benefit. Together we will maintain the benefits of our current environment as we expand and grow the company over the coming years.

To reach our goal, we must provide superior service to our clients, providing them with the best “Service Providers.” As a meme of the Enchanted Team, you are critical to our success. Through mutual success, we all can reach our goals.

Enchanted strives to create an exciting, challenging, and rewarding work environment that allows you to flourish. We want you to build a long and successful association with Enchanted and be a happy and productive team member. We will continue to grow as a successful team through your dedication, creativity, perseverance, and efforts.

Once again, Welcome to Enchanted Medical Aesthetics, and our best wishes for success. We appreciate your confidence in our future.

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Dr. Bridget Martin  
DNP, APRN, NP-C  
Owner/CEO

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Cheryl Kimmel  
PA-C  
Owner



## COMPANY HISTORY

Enchanted Medical Aesthetics started with two ambitious women and a dream. Enchanted opened in January 2020, and despite the COVID epidemic and any other challenges thrown in the path, the company has grown exponentially. That growth created a need for Enchanted Medical Aesthetics to move into a more suited space with easier access from neighboring communities and, overall, more room. On July 13, 2021, Enchanted opened with a new look, additional treatments, and more in the Trails Shopping Center. At the time of creating this GuideBook, Enchanted employs seven Team Members who are more like family than employees. Enchanted is a company that values the opinions and differences of personalities and strengths in every Team Member.

## COMPANY GOAL'S

Like every company, we want to succeed, but we want to get there with honesty and hard work. We believe in Teamwork and unity in the workplace. What makes up a winning Team? A winning team is comprised of a co-collective group of individuals, each having a role in the team's success. At Enchanted, we challenge each other to grow, cheer each other on and try to be there in support of one another. We value each other's contributions!

Enchanted shall continue to be recognized as the Medical Spa that provides **"Exceptional Service,"** leaving each client or potential client feeling like *our VIP*. We want to give them the unexpected in integrity, education, treatments, services, fun, accountability, efficiency, etc. Be surprising – when each Team Member provides **exceptional** assistance and service beyond any expectations.

Enchanted will continuously evolve, offering the newest and most efficacious treatments. Each treatment, service, or product provided by Enchanted has gone through an in-depth review to ensure that what we are selling works.

We can and will be Exceptional while being efficient with our cost and time and the clients' cost and time. We accomplish this by being hospitable, kind, warm, courteous, friendly, and doing it all with a smile. We must foster a powerful emotional bond with each other, with clients, and between clients when possible. From the moment an individual walks in the door, they begin to pick up on the atmosphere within Enchanted. We, the team at Enchanted, are the creators of that atmosphere.

Each team member must have a set goal of accomplishment for their day. In some cases, these goals will be designed by Enchanted Medical Aesthetics. If you are not meeting those goals, you should speak with your supervisor and make a plan that will enable you to meet and eventually exceed the goals. In addition to those given by Enchanted, we recommend that you set your own goals for the day.

## CONTINUITY OF POLICIES'

The policies, procedures, and protocols in this GuideBook are guides, rules, and regulations for the Enchanted Team. They are descriptive and may act as a guide to a more complete description found in other manuals.

Enchanted Medical Aesthetics reserves the right to revoke, change, or supplement these guidelines without notice. Such changes shall be effective immediately upon approval by management unless otherwise stated.

Any changes made in this GuideBook after your originally signed acknowledgment will require notification to the Team Member and a declaration signature indicating receipt. These changes may be introduced in print, email, or texts. The acknowledgment of receipt of an addendum and/or revision will require your signature on a hard copy filed in your personnel file.



## EMPLOYMENT POLICIES

The term **Team Member** or **Employee** refers to a person who works for salary, wages, or other remuneration for Enchanted Medical Aesthetics.

- **Equal Opportunity Employment**

Enchanted Medical Aesthetics is an Equal Opportunity Employer. Enchanted Medical Aesthetics policy provides equal opportunity to all applicants and employees (hereinafter referred to as team members) regardless of race, color, creed, disability, national origin, age, ancestry, or sex. This policy applies to all phases of employment, including hiring, advancement, promotion, training, benefits, and the treatment of all team members.

- **At-Will Employment**

Florida is an “at-will” state. At-will means either of the parties, the team member or employer, may cease the employment relationship at any time for any reason. If a team member finds it necessary to resign, they are asked to offer a two-week advance notice, indicating your last workday. In all cases, the resignation must be in writing. Final paychecks will be paid on receipt of all proper paperwork and Enchanted property is returned. Any questions regarding work schedule, time-off, holidays, and other matters pertaining directly to your job should be addressed with your immediate supervisor.

- **Introductory Period of Employment**

Each new or re-hired Team Member will complete an introductory period of employment commencing on the first day of work and ending 90 days from the hire date.

The introductory period is an opportunity for a new Team Member to get familiar with their role as a team member of Enchanted. This also allows management to review their performance and ability to interact with their team members, clients, and others. Team members will be evaluated regarding their interactions as Team Members, attendance, willingness to learn, job performance, skills, following directions, etc. A review will be completed by their immediate supervisor(s) upon completion of the 90-day introductory period. This review will allow for feedback from a Team Member and the evaluation of their performance and points of interest moving forward.

Employment categories that qualify for holiday pay or PTO will not be eligible before completing their 90-day probationary period.

- **Performance**

Performance improvement may be suggested whenever Enchanted Medical Aesthetics management believes that a Team Member’s performance is less than satisfactory and can be resolved through adequate counseling and guidance. Corrective counseling is entirely at the discretion of Enchanted management. Enchanted Medical Aesthetics desires to protect its investment of time and expense devoted to the orientation and training of Team Members whenever that goal is in the company’s best interests. Enchanted Medical Aesthetics expressly reserves the right to terminate a Team Member (including contractual) “at will.” Even if corrective counseling is implemented, employment and pay may be terminated at any step at the discretion of management. In its sole discretion, management may warn, reassign, suspend, or terminate any Team Member, contracted, or otherwise, at will, whichever it chooses and at any time. Performance Evaluations performed annually are completed using a metric-based system – please refer to the section titled **Evaluations/Performance Reviews**.

The supervisor/manager will determine the course of action best suited to the circumstances. The steps in improvement are as follows:

- **Verbal Counseling:** As the first step in correcting unacceptable performance or behavior, the supervisor/manager should review applicable requirements on behalf of the Team Member and their understanding. The supervisor/manager will consider the severity of the problem, previous performance appraisals, and all circumstances surrounding the particular case.



## EMPLOYMENT POLICIES

### Continued

- **Performance – Continued**

- **Written Counseling:** If the unacceptable performance or behavior continues, the next step should be a written warning. Certain circumstances, such as violation of a widely known policy or safety requirement, may justify a written warning without first using verbal counseling. The written warning defines the problem and how it may be corrected. The seriousness of the situation is again emphasized, and the written notice shall indicate that probation and/or termination may result if the improvement is not observed. Written counseling becomes part of the personnel file.
- **Immediate Termination:** Enchanted Medical Aesthetics reserves the right to terminate any Team Member without notice. The following is merely illustrative and not limited to the examples below.
  - **Major Violations**
    - Disregard for care and use of Equipment Protocol.
    - Any act which may endanger the safety or lives of others.
    - Stealing (items or information), destroying, abusing, or damaging company property, tools, equipment, or the property of another team member or client/guests.
    - Disclosure of Enchanted information to any unauthorized person or entity.
    - Any act that may endanger the safety or lives of others.
    - Falsifying any records or files maintained by Enchanted Medical Aesthetics.
    - Deleting any files or records maintained by Enchanted Medical Aesthetics.
    - Conviction for or confession to fraud, misappropriation, embezzlement, theft, or the like against Enchanted Medical Aesthetics.
    - Conviction of a felony or a crime involving moral turpitude.
    - Not providing required current credentials as required by law.
    - Not notifying Enchanted of complaints or disciplinary actions against your license.
    - Conviction or confession to harassment in any form toward Enchanted Medical Aesthetics, anyone affiliated with Enchanted Medical Aesthetics, or anyone not affiliated with Enchanted.
    - Illicit drug/alcohol use resulting in impairment while working at Enchanted Medical Aesthetics
    - Performing any intentional act that, under the reasonable terms of professional standards, damages the reputation of Enchanted Medical Aesthetics or anyone affiliated with Enchanted Medical Aesthetics.

- **Documentation – Licenses, Certifications**

Enchanted Medical Aesthetics is made up of various types of Team Members. Some of those team members must have and maintain a license and/or specific certifications for their roles. A copy of current license(s) and/or a copy of certifications must be provided and maintained up to date at Enchanted Medical Aesthetics. Each license and/or certification qualifies a Team Member to perform specific duties as considered legal under their license. In addition to their license and/or certification, Enchanted Medical Aesthetics may require a Team Member to undergo explicit training and protocol before performing specific treatments/services. Each Team Member is responsible for ensuring they have received the essential training and protocols before performing any treatment/service. In many cases, the Team Member may be required to sign an acknowledgment form indicating they have received the required training. This form will be maintained along with the license/certifications of that Team Member.

- **Immigration and Employment Eligibility**

In compliance with the Immigration Reform and Control Act of 1986, an employee must be authorized to work in the United States. All individuals will be required to submit documentary proof of their identity and employment authorization. Employees will also be required to complete and sign under oath, Immigration, and Naturalization Service the Form I-9. Form I-9 requires you to attest that you are authorized to work on the job you are hired for and that the documents you submit are genuine. If you are authorized to work in this country for a limited period before the expiration of that period, you must submit proof of your employment authorization and sign another Form I-9 to remain employed.





## EMPLOYMENT POLICIES

### Continued

- **Military Leave**

A military leave of absence will be granted to those who are absent from work because of service in the U.S uniformed services in accordance with the Uniformed Services Employment and reemployment Rights Act (USERRA).

Advance notice of military service is required unless military necessity prevents such notice, or it is otherwise impossible or unreasonable. The leave will be unpaid. However, a team member eligible for PTO and has accumulated PTO may use any available PTO. This includes the following:

- Initial enlistment in the armed services of the United States.
- Initial training period in the National Guard.
- Being ordered to active military service as a member of the Reserves or National Guard for an indefinite period, or a periodic training period up to ten working days. This applies to any service requirements under the Selective Service Act.

- **Disability Accommodations**

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation, job assignments, position descriptions, lines of progression, etc. This policy is neither exhaustive nor exclusive. Enchanted is committed to taking all actions necessary to ensure equal employment opportunities for persons with disabilities in accordance with the Americans with Disabilities Act (ADA) and all other applicable federal, state, and local laws.

- **Drug-Free Workplace**

Enchanted Medical Aesthetics participates in the Florida Drug-Free Workplace Act described by Florida Statute 112.0455. Drug means alcohol, including a distilled spirit, wine, a malt beverage, or intoxicating liquor; an amphetamine; a cannabinoid; cocaine; phencyclidine (PCP); a hallucinogen, methaqualone; an opiate; a barbiturate; a benzodiazepine; a synthetic narcotic; a designer drug; or a metabolite of any of the substances listed in this paragraph.

A detailed policy regarding the required elements of the program can be reviewed at any time upon request. As the employer, an employee or job applicant may be tested for any of the above. All testing will conform to s. 627.0915. Employee (Team Member) means a person who works for salary, wages, or other remuneration for Enchanted Medical Aesthetics.

- **Confidentiality of Company Information**

It is the responsibility of all Enchanted Medical Aesthetics Team Members to safeguard sensitive company information. The Team Member's signature of Acknowledgement to this GuideBook establishes their complete understanding of the Enchanted Medical Aesthetics nondisclosure policy.

- The nature of our business and the economic well-being of our company are dependent upon protecting and maintaining proprietary company information. Continued employment with Enchanted Medical Aesthetics is contingent upon compliance with this policy. Sensitive company information is defined as trade secrets or confidential information relating to products, processes, know-how, customers, designs, drawings, formulas, test data, marketing data, accounting, pricing or salary information, business plans and strategies, negotiations, and contracts, inventions, and discoveries.



## EMPLOYMENT POLICIES

### Continued

- **Confidentiality of Company Information – Continued**

- As a team member of Enchanted Medical Aesthetics, you will be exposed to information and materials which are confidential and proprietary, and of vital importance to the economic well-being of the company. Team members will not disclose or use, either during or subsequent to their employment, any information, knowledge, or data they receive or develop during their employment, which is considered proprietary by Enchanted Medical Aesthetics or relates to the trade secrets of the company. Such information, knowledge, or data includes the following, which is by example only: processes, know-how, designs, drawings, diagrams, formulas, test data, accounting, or financial data, pricing or salary data, marketing data, business plans and strategies, negotiations and contracts, research, customer or vendor lists, inventions, and discoveries.

Though there are a number of reasons to provide a user network access, by far the most common is granting access to Team Members for the performance of their job functions. This access carries specific responsibilities and obligations as to what constitutes acceptable use of the corporate network. This policy explains how Enchanted Medical Aesthetics technology resources are to be used and specifies what actions are prohibited. Though this policy is as complete as possible, no policy can cover every situation; therefore, the user is asked additionally to use common sense when using company resources. These policies include the use of company resources on Enchanted Medical Aesthetics or on equipment a Team Member has chosen to provide of their own. Questions on what constitutes acceptable should be directed to your immediate supervisor/manager.

- **Enchanted Security/Confidential Policies**

- **Email – General Guidelines**

Enchanted Medical Aesthetics uses email and group texting as an essential communication medium for business operations. Team Members are expected to check and respond in a timely manner, as well as ensure the guidelines for confidentiality are met.

- **Personal usage** of company email systems is prohibited. Users should use Aesthetic Records (AR) or an Enchanted Medical Aesthetics assigned email for all communications with clients and/or other business partners. Personal emails should not be used for business purposes. The use of any unapproved email communication may open the opportunity to break policies for confidential or proprietary information. Use of personal computers on campus is strictly prohibited.

- **Additionally**, users are asked to recognize that email sent from a company account reflects on the company, and as such, email must be used with professionalism and courtesy.

- **Network Access**

Team Members should make reasonable efforts to avoid accessing network data, files, and information not directly related to their job function. The existence of access capabilities does not imply permission to use this access.



## EMPLOYMENT POLICIES

### Continued

- Enchanted Security/Confidential Policies - Continued

- Unacceptable Use

The following list will constitute unacceptable use of the Enchanted network. This list is not exhaustive but included to provide a frame of reference for types of activities deemed unacceptable.

- Engage in illegal activity under local, state, federal, or international law.
- Engage in any activities that may cause embarrassment, loss of reputation, or other harm to Enchanted Medical Aesthetics and/or other Team Members of Enchanted Medical Aesthetics.
- Engage in activity that may be considered an invasion of privacy.
- Make fraudulent offers for products or services.
- Downloading **any programs** that Management has not approved.
- Downloading, storing, distributing copyrighted material(s).
- Permitting anyone or entity to have remote desktop access to any computer without approval from management. This would allow users to connect to, access, interact with, and control a computer over the Internet just as if they were sitting in front of the computer.

- Mobile Devices

Generally speaking, a more mobile workforce is a more flexible and productive workforce. For this reason, Enchanted Medical Aesthetics may, on some occasions, approve for a Team Member to use their personal Laptop or Mobile Phone for the purpose of doing business on behalf of Enchanted Medical Aesthetics. However, as these devices may be vital tools to the Team Member, the Team Member must realize and take responsibility for the sensitivity of the data they are storing. **All protocols, procedures, guidelines established for Enchanted Medical Aesthetics must equally be followed when using personal mobile devices.** Should a Team Member decide to leave employment, or their employment is terminated with

Enchanted Medical Aesthetics, all access to any programs, pictures, videos, etc., must be immediately removed from the Team Member's Mobile Device(s). In all cases, this information is the property of Enchanted Medical Aesthetics.

Storing Enchanted Data of any type on a USB drive, flash drive, memory stick, other personal data storage media, or connecting such devices to company systems is expressly prohibited.

Mobile devices refer to all devices that are capable of storing data, including, but not limited to, laptops, notebooks, PDA's, Smart Phones, and USB drives – any mobile device capable of coming in contact with company data.

- Passwords

All passwords used regarding equipment, web access, social media access, etc., are the property of Enchanted Medical Aesthetics. This information will be maintained by the Enchanted Medical Aesthetics Manager and/or the owners of Enchanted. The best security against a password incident is relatively simple; passwords are constructed by management and recorded. Users must not disclose or share passwords with other Team Members. If a password is changed, you must notify the Manager of the change allowing for the password to be correctly recorded.



## EMPLOYMENT POLICIES

### Continued

- **Enchanted Security/Confidential Policies – Continued**

- **Web Browsing**

The Internet is a network of interconnected computers of which Enchanted has very little control. All Team Members should recognize this when using the Internet and understand that it is a public domain, and he or she can come in contact with information, even inadvertently, that he or she may find offensive. Enchanted Medical Aesthetics is expressly not responsible for any information that the user views or reads. Enchanted Medical Aesthetics recognizes that the Internet can be a tool that is useful for both personal and professional purposes. Personal usage of the computer system to access the Internet is not permitted. No personal laptops or iPads are allowed, employees are to use Enchanted provider laptops or iPads only.

- **Gratuities to Government Employees or Officials**

In adherence to government regulations, no team member may offer a gratuity to any government contractor or official on behalf of, or in pursuance of, Enchanted Medical Aesthetics business. Gratuities are meals, drinks, gifts, expenses, cash, or other valuable items, including personal service.

- Enchanted Medical Aesthetics strictly forbids any form of a business gift to federal, state, or municipal employees. Management is charged with informing all contractors of this policy and maintaining its adherence.
  - Violation of this policy will be treated as a significant violation and, depending on the circumstances, may be grounds for immediate termination of employment or other appropriate action.

- **Supplier Representatives**

Team members may NOT accept gratuities or products from suppliers. All samples given to Enchanted Medical Aesthetics are the property of Enchanted Medical Aesthetics and will be used as management sees fit. Employees are prohibitive from asking suppliers for treatments or samples of any kind, this will result in immediate termination.

- **Sexual and Other Unlawful Harassment**

Enchanted Medical Aesthetics is committed to providing a work environment free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions,, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances
  - Offering employment benefits in exchange for sexual favors.
  - Making or threatening reprisals after a negative response to sexual advances.
  - Visual conduct includes making or using derogatory comments, epithets, slurs, or jokes.
  - Verbal sexual advances or propositions.
  - Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
  - Physical conduct includes touching, assaulting, or impeding or blocking movements.
  - Unwelcomed sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (2) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the behavior has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.
  - Any team member alleging harassment is required to submit an incident report to their immediate supervisor or the owner(s) of Enchanted Medical Aesthetics.



## EMPLOYMENT POLICIES

### Continued

- **Other Harassment**

Harassment based on an employee's race, color, religion, sex, national origin, sexual orientation, age, disability, marital or veteran status, or any other characteristic protected by law is prohibited. Again, a complete list of such conduct is not possible. Some common examples of such harassment are:

- Epithets, slurs, or negative stereotyping.
- Mocking, ridiculing, or mimicking another's culture, accent, appearance, or customs.
- Threatening, intimidation, or engaging in hostile or offensive acts.
- Offensive jokes or pranks.
- Posting written or graphic material that denigrates or shows hostility or aversion toward an individual or group is placed on Enchanted Medical Aesthetics premises.
- Circulating offensive material in the workplace.

Enchanted Medical Aesthetics strongly encourages the prompt reporting of all perceived incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position.

- **Employment Categories**

Enchanted Medical Aesthetics intends to clarify the definitions of employment categories so employees will understand their status. These classifications do not guarantee work for any specified period. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the team member and Enchanted Medical Aesthetics.

- **Regular Full-Time** Team Members are those who are not in a temporary position or introductory status and who are regularly scheduled to work 40 or more hours per week.
- **Part-Time Team** Members are not assigned to a temporary or introductory status and are regularly scheduled to work less than 40 hours per week.
- **Contractual** Team Members are those who are hired under specific contractual arrangements. The contractual arrangements will be specific to the job for which they have been hired and address all programs offered within the contract. However, contractual team members are expected to abide by the Enchanted Medical Aesthetics Guidebook, federal, state, and local laws.
- **Both full-time and part-time** team members will receive all legally mandated benefits (Social Security and Workers' Compensation Insurance).
- Each team member is designated **non-exempt** or **exempt** from federal and state wage and hour laws. Nonexempt team members are entitled to overtime pay under the specific provision of federal and state laws. Exempt employees are excluded from particular requirements of federal and state wage and hour laws. Any team member eligible to receive overtime pay must first have this approved by their immediate supervisor.
- **Conflict of Interest**  
Team members are advised to conduct themselves and any business dealing so that at no time a conflict of interest is an activity or business practice that directly conflicts with the best interests of Enchanted Medical Aesthetics. Such activities may include kickbacks, doing business with relatives, friends, or divulging the practices of Enchanted Medical Aesthetics to competitive entities.



**Paid Time Off (PTO)** is given to a full-time Team Member (those hired to work 40 hours per week). This benefit becomes available once the Team Member has completed their 90-day **probationary** period satisfactorily. PTO cannot be accrued.

☪ Full-Time, Non-Clinical Staff	Completion of six months	5-days
	Completion of one year	10-days
	Completion of two years	15-days
☪ Full-Time, Provider's	Completion of six months	5-days
	Completion of one year	10-days
	Completion of two years	15-days

- PTO must be exhausted before requesting non-paid days off. Employees may not request excessive time off or what is considered reasonable unless due to family or sick leave. Enchanted's policy is 3 weeks per year, whether it is paid or non-paid. Time requested outside of these parameters may be denied.
- Holidays off are on rotation.

## EMPLOYMENT POLICIES

### Continued

- **Confidentiality – Clients**

All team members at Enchanted Medical Aesthetics will have constant exposure to information both medical and non-medical regarding clients. Many of the clients at Enchanted Medical Aesthetics may have high community visibility or simply be private by nature. Under no circumstances is any information accessed through Enchanted to be discussed outside of Enchanted or Inside Enchanted – in the presence of non-team members. This includes discussion with significant others, family members, and/or friends. Such debate could seriously affect individuals and cause severe legal complications due to the Freedom of Information Act of 1974 and the HIPAA laws. Any such breach of confidentiality may result in immediate dismissal.

- **Conflict of Interest**

There is an implied duty of good faith, loyalty and fidelity by an employee to his or her employer. Enchanted Medical Aesthetics employees are prohibited from moonlighting in any industry that is in direct conflict with the company. Employees who engage in other work/employment that Enchanted deems a conflict of interest will lead to a just cause termination.

- **Political Activities**

In recognition of its responsibilities as a business citizen, Enchanted Medical Aesthetics encourages all Team Members to accept the personal responsibility of good citizenship, including participation in civic and political activities, in accordance with their interests and abilities. Enchanted Medical Aesthetics accepts without reservation the fundamental democratic principle that all Team Members are free to make their own individual decisions in civic and political matters. Therefore, no Team Members status with the company will be affected, in any way whatsoever, because of participation or nonparticipation in lawful civic and political activities outside of the business.

Participation in civic and political activities is considered a personal matter. As such, NO political activities or solicitations will be carried on within the premises of Enchanted Medical Aesthetics. Political activities are defined for purposes of this policy as activities in support of any partisan political issue or activities in support of or in concert with, any individual candidate for political office or of a political party, which seek to influence the election of candidates to federal, state, or local offices. The definition includes all Team Members who are or may be candidates for political office.



## PAY, BENEFITS, AND ATTENDANCE POLICIES

- **Attendance**

Each Team Member is a vital member of Enchanted Medical Aesthetics. As such, you are expected to arrive at work 20–30 minutes before your scheduled time. Team Members are required to complete their work schedule and established goals by the end of their workday. Professional Team Members must complete ALL client records before leaving for the day. All Team Members are required to complete daily scheduled tasks, such as completing the tasks needed for assigned zones. Anyone uncertain of their responsibilities should immediately check with their immediate supervisor/manager. If, for any reason, you cannot report to work for your scheduled day/time, notify your immediate supervisor immediately.

- **Return to Work After Serious Injury or Illness**

Enchanted Medical Aesthetics management shall ensure those team members who return to work after a serious injury or illness are physically capable of performing their duties or assignments without risk of re-injury or relapse. **Enchanted does not offer maternity leave however, 12 weeks of non-paid time off is offered for family or sick leave.**

- **Evaluations/Performance Reviews**

Evaluations of performance will be completed at the end of your 90-day probationary period as well as annual. Annual Evaluations/Performance reviews are used to determine a metric-based pay increase. In part, this is based on compliance to your job description, compliance to protocols, procedures, and the contribution you have made to the growth of Enchanted Medical Aesthetics. At any time when a situation so demands, additional evaluations may be done to correct any problems in performance.

- **Work Assignments**

Each Team Member will have a job description. The job description represents an outline of the duties for which they were hired, those for which they will be evaluated, and those for which they are unconditionally responsible. This includes but is not limited to additional tasks, such as opening, closing, care and maintenance of equipment and premises, cleaning, and restocking duties, etc. Remember, we are a member of a Winning Team, and as such, we are expected and required to work as a team.

- Specifically assigned duties and/or zones may at some point require a change in the designated individual. Occasionally, illness, vacation, scheduling, or other circumstances may require transferring an assigned duty to another Team member. When such a circumstance occurs, you are expected to respond enthusiastically and be supportive.

- **Hours of Operation**

The hours and days of operation may change from time to time. Team Members' schedules will vary. Each Team Member must work their schedule and clock in 20–30 minutes earlier than their scheduled start time. The earlier arrival allows for preparing the premises and preparing for the client(s). Creating an inviting and appropriate atmosphere is key to the exceptional experience the client will receive. Appealing to their sense of smell through fragrances (aromatherapy), sense of touch, sense of hearing, and visual helps set the mood for their treatment(s).

- **Pay Periods**

Team members will be paid every two weeks. Team members will be given access to their information regarding their pay through Quick Books. Your pay is directly deposited into the bank you chose when you were hired in compliance with the form you received when you were hired. See forms in the back of this GuideBook.

- You will be requested to set up a password for Quick Books; in doing so, you will have access to your paystub(s) following each pay period. This will also be the location of each team member's W-2.





## PAY, BENEFITS, AND ATTENDANCE POLICIES

### Continued

- **Administrative Pay Correction**

Enchanted Medical Aesthetics takes every reasonable step to ensure that team members receive the correct amount of pay in each paycheck and that team members are paid promptly on the scheduled payday. In the unlikely event that there is an error in the amount of income, the Team Member should use the form in the back of this GuideBook and quickly bring the discrepancy to the attention of the immediate supervisor so that corrections can be made as soon as possible. Use the Form provided in the back of this GuideBook.

- **Time Keeping**

Accurately recording time worked is the responsibility of every nonexempt team member. Federal and state laws require Enchanted Medical Aesthetics to keep an accurate record of time worked on calculating Team Members' pay. The time worked is all the time spent performing assigned duties. If you have made an error in clocking in or out, you must provide your immediate supervisor with the correction needed - by completing the form in the back of this Guidebook.

- **Unemployment Insurance**

Team Members receiving a W-2 are covered by state and federal unemployment insurance. The contribution to this benefit is provided by Enchanted Medical Aesthetics and requires no payroll deduction on the part of the Team Members. Each Team Member is entitled to this plan if they become unemployed through no fault of their own.

- **Workers' Compensation**

State Workers' Compensation Laws require Enchanted Medical Aesthetics carries Workers' Compensation insurance for job-related illness or injuries. This insurance provides for medical care for the affected worker. If you become injured on the job, you are to report it immediately to your immediate supervisor, as all such injuries must be documented appropriately to obtain appropriate benefits. Note that if you fail to report an injury that may develop into a condition that causes you to lose time from work, you may have difficulty obtaining Workers' Compensation.

Medical care will be provided in accordance with Chapter 440 of the Florida Statutes. You should also be aware that Workers' Compensation insurance does not offer benefits for any injury arising from your voluntary participation in any off-duty recreational social, or athletic activity that is not a part of your work-related duties. Reported injuries will require drug testing as a part of the Drug-Free Workplace Program.

- **Benefits**

1099 and W-2 Team members may receive treatments/services at cost at the provider's discretion. These treatments/services shall **never be self-administered**. The treatments should occur only during non-peak hours/days or outside your regular schedule. A Team Member's treatment should never be administered in place of an actual client. All staff treatments must be pre-approved by Cheryl Kimmel or Bridget Martin and must not be booked during peak hours. Employee's are not to approach a provider about booking a treatment before getting written approval from Cheryl Kimmel or Bridget Martin. All employee treatments must be logged in Staff Treatment Log Book.

Most retail products may be purchased at cost. Retail products requiring a prescription must be prescribed by one of Enchanted Medical Aesthetics licensed prescribing providers (licensed to prescribe and dispense) before the Team Member can purchase.





## **PAY, BENEFITS, AND ATTENDANCE POLICIES**

### **Continued**

- **Benefits – Continued**

- Suppose there is training, and you are a good candidate. In that case, you may receive treatment during training by one of our medical providers or medical provider trainees at cost or free when applicable.
- All employee treatments require prior approval by owners (Cheryl or Bridget) before asking or booking with a provider. No exceptions. Includes ALL services offered at Enchanted.
- Employees aren't eligible for discounted or complimentary treatments until after the 90 day probationary period.
- All treatments will be documented in Aesthetic Record with a consent signed and photos; all Team Members must consent to social media use regarding any before and after photos/videos to qualify for discounted treatments. Treatments are to be scheduled during non-peak spa hours.
- Professional Licensed Team Members requiring Liability Insurance for their profession are covered under the umbrella of the policy for Enchanted Medical Aesthetics.
- Paid Time Off (PTO) is given to a full-time Team Member (those hired to work 40 hours per week). This benefit becomes available once the team member has satisfactorily completed their 90-day probationary period. Full-time employees are entitled to 5 days after the first 6 months (5 business days), 2 weeks (10 business days) year two, 3 weeks (15 business days) year 3. Team Members requesting time off must do so in writing and with their immediate supervisor (form for request can be found in the back of this GuideBook). If two team members request time off simultaneously, the manager(s) at Enchanted Medical Aesthetics will use their discretion.
- Only One Medical Provider may take off per week, Only one support staff may take off per week.

Team members that are not eligible for PTO are still required to adhere to the same guidelines for requesting time off from their regular hours.

- **Team Meetings/Webinars/Education**

The objective of a staff meeting is to provide updates, deliver announcements, solicit feedback, share information and participate in a team environment. The purpose of education is a huge part of the foundation on which Enchanted is built. For these reasons, all Team Members are required to participate in Team Meetings/Webinars and Education as applicable.



## GENERAL POLICIES

- **Accident Prevention**

Enchanted Medical Aesthetics strives to provide all Team Members with a safe and healthful work environment. To accomplish this goal, both management and Team Members must diligently undertake efforts to promote safety. All job-related injuries or illnesses must be reported to your supervisor immediately, regardless of severity. In the case of serious injury, a Team Member's reporting obligation will be deferred until circumstances reasonably permit a report to be made. Failure to report an injury or illness may preclude or delay the payment of any benefits to the Team Member and could subject Enchanted Medical Aesthetics to fines and penalties.

- **Door's**

- Safety - The back door to Enchanted must always be locked. This includes the doorknob lock and the bolt lock. If you are leaving the building for any period, take your keys with you so you can lock the bolt lock when leaving and unlock the door upon your return.
- The Break Room Door/Med Room Door must always remain closed. This is due to the safety and the content of controlled substances.
- The Bathroom door must be closed at all times. This is for aesthetic purposes as well as safety.

- **Team Members Safety**

- Team Members may never self-treat; this includes injectables, laser treatments, or other services/treatments offered by Enchanted Medical Aesthetics. This is for safety and liability reasons.
- Team Members are not permitted inside the premises of Enchanted Medical Aesthetics after regular business hours without prior approval.
- All Team Member treatments must be documented, and consents must be signed.
- Enchanted Medical Aesthetics follows all OSHA standards set forth by federal, state, and local guidelines. This includes but is not limited to precautions regarding exposure to any bodily fluids (handling specimens, injections, performing procedures, etc.). Using Universal precautions, PPE, and handling of Bio-Hazardous waste is a mandatory requirement for all Team Members. This training is ongoing and must include the participation of all.

- **Illegal Drug Abuse/Alcohol Abuse**

- This policy is implemented because we believe that the impairment of any Enchanted Medical Aesthetics Team Member due to their use of illegal drugs or due to alcohol abuse is likely to result in the risk of injury to other staff members, the impaired team member, or to third parties, such as a client or business guests. Moreover, illegal drug abuse adversely affects morale and productivity.



## GENERAL POLICIES

### Continued

- **Illegal Drug Abuse/Alcohol Abuse - Continued**

- “Impairment” or “being impaired” means that an individual’s normal physical or mental abilities or faculties while at work have been detrimentally affected by the use of illegal drugs or alcohol.
- The Team Member who begins work while impaired or becomes impaired while at work is guilty of a major violation of company rules and is subject to termination of employment. Likewise, the use, possession, transfer, or sale of any illegal drugs on company premises is prohibited. Team members who violate this rule will be terminated. In all instances, disciplinary action to be administered shall be at the sole discretion and determination of the company.
- If a team member is involved in the use, possession, transfer, or sale of illegal drugs in violation of this policy, the company may notify appropriate authorities. Enchanted Medical Aesthetics is aware that illicit drug abuse is a complex health problem with both physical and emotional impacts on the Team Member, their family, and social relationships. A drug abuser is a person who uses illegal drugs, as defined above, for non-medical reasons, and this use affects job performance detrimentally or interferes with regular social intercourse at work. Illicit drug abuse is both a management and a medical problem.
- The company is concerned with its Team Members’ privacy, especially when medical and personal information is involved. As long as the information is not needed for police or security purposes, the company shall maintain staff medical and personal information in confidence and release this information to authorized company personnel on a “need to know” basis. An exception to this policy is when the Team Member signs a release to transfer such information on forms acceptable to the company to designated persons or agencies.
- Nothing contained in this section shall eliminate or modify the company’s right to terminate any team member at any time for any reason.
- Enchanted Medical Aesthetics may exercise the right to drug screen any Team Member in compliance with the Drug-Free Workplace Policy.

- **Smoking**

- Team Members are not permitted to smoke within 60 feet of Enchanted Medical Aesthetics at any time. This policy is for the health and safety of all staff members and clients.



## GENERAL POLICIES

### Continued

- Telephone

- Personal calls or text messages of short duration (1 minute or less) may be received and made at your desk or workstation when clients are not present. Personal cell phones are to remain on silent mode while on company premises. Conversations (not regarding the company) will **not be** conducted using the speaker on your phone. The decibels (dB) for a personal phone conversation in the workplace should be exceptionally minimal (20 - 40 dBs) due to potentially disturbing or distracting other clients, guests, team members, etc. If this presents a problem, please consider taking the call outside of Enchanted Medical Aesthetics at a more appropriate time. However, the duration of the call remains the same and should not include multiple calls.
- Hearing conversations of others due to speaking loudly or as a result of the speaker is never acceptable. Clients are expected to keep their cell phones silent when in the building. We must be the example by not allowing anyone to be disturbed by the decibels of a conversation.
- When possible **personal calls should always be addressed before your shift, during lunch, or after your shift.**

- Dress Code

- Team Members' dress should be neat in appearance. Enchanted Medical Aesthetics clinical Team Members will wear black scrubs with their gold/black name tag located on the left side of the uniform top/outer layer of clothing.
- Team Members may also wear black pants with an Enchanted logo t-shirt.
- Non-Clinical Team Members may wear appropriate business clothing in the colors that meet the color branding for Enchanted Medical Aesthetics.
- Shoes need to be clean and appropriately matched to the uniform/clothing worn.

- Photo/Video Release

Team Members must sign a release form for their photos/videos taken by Enchanted Medical Aesthetics. These may include use on social media, websites, etc. The form required may be found in the forms section of this Guidebook. Form may be found in the back of this Guide Book.

- Ensuring all items that are an individual's responsibility are placed in their specific area(s) at the end of your shift.
- No food or dishes should be left on countertops.
- All food items must be kept in the designated cabinet and not mixed with non-food items.



## GENERAL POLICIES Continued

- **Kitchen/Break Area (Keep the door closed)**

- Enchanted Medical Aesthetics provides a kitchen/break area for the benefit of its Team Members. Team Members are responsible for keeping the area clean, including washing personal dishes and utensils.
- All trash is disposed of daily.
- No perishable items should be left on the counters and should not be stored in the mini-fridge for more than two days.

- **Cleaning**

Each Team Member Is responsible for keeping their area neat and uncluttered. Providers are responsible for cleaning and preparing their room for the following day. All Team Members should help with maintaining cleanliness and approved appearance. The cleaning will consist of the following tasks but may not be limited to the list. Some of the areas may contain items that have specific cleaning protocols. DO NOT use any cleaning product on an item without first knowing it is approved for cleaning the surface.

- Empty all waste receptacles daily. Ensure the cleanliness of the receptacle. Replace the liner.
- Bio-Hazardous bags will be placed in the appropriate container each Friday. Stericycle picks up the last week of the month. We should make sure all waste is disposed of before the pick-up.
- Vacuum the floor (when necessary). This includes under furnishings, etc.
- Vacuum doormats and door sill area.
- Dust as necessary.
- Ensure retail product in the lobby remains stocked.
- Using a disinfectant cleaner, thoroughly clean all countertops, door handles/knobs, light switches.
- Clean the washbasins according to the requirements of the product to be used.
- Clean lamp bases, tray stands (including the base), and the medical bed/chair base in the room. Ensure all cords for the equipment is off the floor. Use the Velcro ties to secure and protect the electric cords when necessary.
- Ensure all items' insight of a client is displayed correctly.
- Ensure all towels and other items are correctly folded and displayed.
- Do not place any objects on top of the dryer. This area gets very hot.
- Steam mop all floors at the end of the day. Use a clean pad no less than daily.
- Request replacement supplies (in writing) as soon as you notice that the stock is getting low.
- Restock each room in your as indicated. For example, the bathroom requires toilet paper and paper towels, whereas a treatment room may require paper towels and clinical supplies.
- The Breakroom responsibilities will include ensuring the refrigerator is cleaned of any food older than two days and overseeing the responsibilities of the washer and dryer.
- Spot clean walls, baseboard, doors as necessary.
- Laundry is completed daily. Small loads are oaky.
- Power Chairs/Beds will be cleaned according to written protocol.
- Tidy the cabinets and storage areas throughout the day.
- DO NOT leave boxes and/or other trash stacked at the back door in view of the clients.



## GENERAL POLICIES

### Continued

- Each Team Member is responsible for one or more duties on the day(s) they are scheduled to work. The day(s) a Team Member is not scheduled to work, another Team Member will assume the responsibility of the common areas.

The exceptions to daily cleaning may include the following.

- The room is not used for treatments at all.
- On a Friday, when Enchanted is not open the following Saturday.
- Keep in mind the cleaning service cleans on Mondays – therefore, anytime the facility is used before the cleaning service cleans, the responsibility falls on our Team.
- **NOTE:** Although the daily cleaning tasks (as mentioned above) may not occur daily – some tasks remain mandatory, such as taking out the trash, ensuring that rooms are stocked, laundry is complete and appropriately displayed or stored, etc. The cleaning service is not responsible for these tasks.



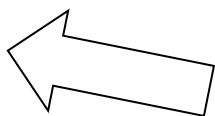
## GENERAL POLICIES Continued

**Always** - Ensure the overall appearance of every area within Enchanted Medical Aesthetics is “picture perfect.” Fortunately, we are present at Enchanted most days, but unfortunately, we can become accustomed to how things look, smell, etc. For those visiting Enchanted Medical Aesthetics, for the first time, or every few months, each visit is like the first time they have seen Enchanted Medical Aesthetics. Their experience should always be that of the **VIP** they are.

- **Opening, Closing, Entering, & Exiting Procedures**

Enchanted Medical Aesthetics has prepared a protocol for Team Members. This protocol includes directives for the Team Members that open and/or close and those entering and exiting, etc. **All Team Members must be familiar with this procedure** and use it as applicable.

- All Team Members must **Arrive 20 – 30 minutes before their scheduled start time.**
- All Team Members must enter via the back door (in breezeway).
- If you are the first to arrive – Turn Off the alarm.
- Ensure all lighting has been turned on – as follows.
  - Hallway.
  - In Each Treatment room, the chandelier should be on and dimmed (leaving the door partially open).
  - The waiting area/front office – all lights should be on.
- Ensure the back door is always locked. Both the bolt lock and the door lock. For safety reasons, the door must always be locked – **both locks.**



\*Note the bolt lock above the door handle (when locked) is turned to the right - toward the door facing. Any time you walk to the back – look at the door and ensure the locks appear as shown in the picture above. If you go out of the door during your shift (take out the trash, run to your vehicle, etc.), remember to take your keys so you can lock the door behind you and re-enter.



## GENERAL POLICIES Continued

- **Opening, Closing, Entering, & Exiting Procedures – Continued**
  - **Check the premises– all areas for the following.**
    - Cleanliness throughout.
    - Bathroom – toilet paper, paper towels, clean sink, floor, clean trash bag, etc.
    - Treatment Rooms checked for cleanliness and supplies.
    - Retail is stocked as it should be, clean, and presentable.
  - Turn on Alexa by saying, “Alexa, play spa music everywhere.”
  - Ensure the signs that go outside are placed outside as instructed.
  - Check the Refrigerator Temperature and record it on the sheet provided.
- **Front Desk Duties – Opening**
  - Ensure the iPad is set up in AR and ready for the first client.
  - Check the inbox (AR) for messages – respond accordingly.
  - Check the phone for any messages – respond accordingly.
  - Ensure the following items were charged overnight.
    - ✓ iPad
    - ✓ iPad Keyboard
    - ✓ Credit Card Reader
    - ✓ Phone and handsfree earpiece
    - ✓ Count and open cash drawer in AR
- **Treatment Room Duties – Opening**
  - Ensure the room is prepped, stocked, and ready for your clients/presentation.
  - Prepare your equipment. Ensure it is clean and working.
  - Prepare to appeal to the client’s sense of smell, touch, hearing, and visual experiences.
  - Call the Client back five minutes ahead of their scheduled appointment.
  - Overall – be prepared to give the client an Exception VIP experience.
  - Review any notes, if possible, know as much about your Client as possible before their reservation.

Each person walking through the door or calling on the phone is a VIP – be the positive difference in their lives today.





## GENERAL POLICIES Continued

- **Closing and/or Exiting Your Shift For The Day**

- Return the signs from outside to the inside lobby.
  - If the signs are wet, please dry them if the signs are dirty clean them. They should not be brought in until the last Client leaves (see note below) – or before it is time to close.
- Lock the Front door when it is closing time.
- Once the last client has checked out and it is closing time – you can close the cash drawer for the day (this procedure will be found elsewhere). Also, see the note below for an exception.

**Note:** The cash drawer will not be closed until the following day when a provider is working later than the front desk Team Member. However, the provider will be responsible for finishing the closing duties that could not be routinely completed before leaving. Including but not limited to the tasks listed below.

- Connect the following items to allow for overnight charging.
  - The iPad.
  - The phone.
  - The Credit Card (IDTECH) machine.
  - The phone and the earpiece.
  - The mouse to the charging unit for the PC
- Ensure your Zone(s) are clean and restocked in compliance with the protocol. All Zones
- Ensure all equipment is unplugged – remember the extension cord/plug must not be placed on the floor. Zone 3,4,5,6 Responsible.
- Ensure the heater on the bed in Treatment Room 4 is turned off. Zone 4 Responsible
- Ensure the thermostat is set at 76 degrees F in both areas. Zone 1 & Zone 2
- Turn off Mini-Fridge in treatment rooms 1 & 2. Zone 1 & Zone 2 Responsible
- Place all Dysport/Botox left in the Mini-Fridge in the breakroom fridge. Zone 1 & Zone 2 Responsible
- Once the front portion of the facility is cleaned and locked, you may turn off the lights except for the product display, artwork, lights over the desk (should be dimmed), and hallway. Turn OFF the water fountain at the end of each day.
- The hallway light can be turned off in the back when you are leaving and setting the alarm.
- Ensure the lock on the door handle is locked (see image). Upon exiting – you will close the door and lock the bolt lock from the outside using your key.





## GENERAL POLICIES

### Continued

- **Visitors/Guests**

Enchanted Medical Aesthetics in compliance with city regulations, and the Trails Shopping Center will follow all established safety regulations for visitors/guests. Law enforcement or government officials, including health or fire inspectors, shall be directed immediately to the Owner, who shall determine proper governmental authority, review court orders or subpoenas, and assist the law enforcement or government officials in full manner cooperation with minimal disruption to company operations. Any state official requesting company licenses may view those posted/ displayed on the wall in the break room.

- **Interacting with Clients/Potential Clients**

- The most important part of the Client's or Potential Client's appointment is when they arrive. This will set the tone for their entire experience. ALWAYS remember, at Enchanted, each Client is not just a Client. They are a VIP.
- As with all any VIP each one of them will be treated as such.
- **When the VIP enters**, and you are in sight of the VIP – immediately make eye contact and smile when the VIP walks through the door – this acknowledges that you are happy to see them.
- If you are on the phone, please let the VIP that arrived know you will be right with them.
- If you are busy checking someone out or scheduling the next appointment, then smile and let them know you will be right with them.
- If you are free, welcome them to Enchanted Medical Aesthetics, confirm who they are here to see, and their name. Offer them water with enthusiasm, and if we have treats at the front, offer that as well.
- If the client has arrived early for numbing – begin to make arrangements for this to get started. There is a protocol available for this procedure.



## GENERAL POLICIES Continued

- Interacting with Clients/Potential Clients - Continued

- Ensure the Client information form is complete with the following information.
  - Name is correctly spelled. Their file should reflect their legal name (there is a section for the nickname if they have a nickname).
  - Verify the phone number.
  - Email - check to see if the client accepted the invite to their portal (this is done in AR). If they did not accept - their paperwork is most likely not complete. Verify email and speak with the client about the importance of the portal. Time & staff permitting - assist the client in completing their paperwork (privately).
  - Add DOB (we need this for prescriptions, also if we at some point decide to do anything for Birthdays or Birthday months, etc.)
  - Complete, gender, and clinic name.
  - Referral Source - when choosing "Other" - you must complete the Referral Source; if it is a client, add the word "Client" under the heading "Referral Source. Proceed to the heading "Referring Person" - add the exact "Name of the Client," as it is shown in AR.
  - Time permitting - add the Client's address and zip code (it seems we need this more and more for the processing of the credit cards.
- When a clients' reservation is for a consultation or their visit for Botox/Dysport/or Fillers - ask them to complete the Allergan form - indicating their areas of concern. Ask if they participate in the Alle program; if not, send an invite or have them scan the QR Code in the lobby -so they can sign up while they are waiting.

- Phone Manners

- Always answer calls with a cheerful voice.
- Answer calls **"ENCHANTED MEDICAL AESTHETICS,** This is (insert your name), to whom do I have the pleasure of speaking today? Please refer to the example below.
  - **Enchanted Medical Aesthetics,** this is Patty, and to whom do I have the pleasure of speaking today?
  - **Caller** - Hi Patty, this is Goldie
  - Hi Goldie, and how can we help you today?
- If you must place the caller on hold, let the caller know you are working with another client, ask if they would mind holding for a moment, or prefer you call them back.



## GENERAL POLICIES Continued

- **Phone Manners - Continued**

- When a caller asks questions – how much do you charge for BOTOX? Answer - Botox is \$12.00 a unit. Are you an Alle member? What areas are you thinking of? How long has it been since you had Botox? Educate the caller regarding Alle and regarding the providers. Combined, our providers have more than 30 years of experience and are Master Injectors. Would you like me to see when I can get you on our schedule? Also, the pricing is reduced when a client receives over a certain number of units in one visit.
  - Or, the caller asks - do you do facials? Yes, we certainly do. Our Estheticians are exceptionally well educated as medical estheticians in skin health and use medical-grade products. The right facial can work wonders toward keeping your skin in good health; how quickly would you like to get in – I will see what she has available.
  - Engage them in conversation, let them know you care, educate the caller regarding our professionals' credentials, and ensure they understand why they should choose Enchanted Medical Aesthetics.
- When possible, determine if the client participates or is familiar with the Alle program. If they are not, briefly explain it to them and let them know you are going to send them an invitation to sign up – note this in the notes for the appointment – this will ensure they are prepared when they arrive and lets the client know we are looking out for them.
- Offer to schedule a reservation for a consultation. Suggest they look at the website, subscribe to the blog, check us out on Social Media platforms. Ensure the client realizes a consultation does not allow time for a procedure/treatment and a consultation. Follow the protocol for scheduling new patients and obtaining their credit card information.
- Rarely, when speaking with a client, should our vocabulary include the word cancellation. Even though a client has canceled they are most likely going to reschedule as soon as they can. When scheduling someone earlier than approximately two weeks – we should say something similar to this; I have a client that just had to reschedule – let me
- see if that time slot will work for you.
- iPhone is to be kept in the office and at the front desk.
- Weave wireless phone is kept in the breakroom on the charging cradle.
- The phone should be answered within the first 1 -2 rings.

- **Appointments/Reservations**

Appointments are frequently made over the phone, and some of those guidelines are found in the section heading of “Phone Manners.” Reservations are also made when a Client is leaving their appointment. In either case, no one is authorized to make a reservation for a provider, by overriding or double booking, without the provider's approval and/or the manager.

- When a client is getting Botox/Dysport – ask if they want to go ahead and schedule their 3-month follow-up. Let them know this will ensure they are more apt to get the day(s) and time that best meets their needs.
- A client that is leaving and is not purchasing products should be asked if they need to purchase any product. Often, the Client forgets until after they have paid and are leaving.
- Check to see if the Client is a member of Alle – if so, ensure their points are added for a product, facials, etc. and let the client know that this has been done for them (a subtle reminder that they receive points at Enchanted for most everything they do).
- New clients receiving Botox/Dysport for the first few times are asked to schedule a two week follow-up. Ensure they know that if they feel it is good as is, to let us know 48 hours in advance to cancel the appointment.
- When possible, schedule the reservations on the hour or half-hour. However, try not to leave too many breaks in between the reservations.



## GENERAL POLICIES Continued

- **Credit Cards**
  - Enchanted Medical Aesthetics accepts most major credit cards.
  - Enchanted also accepts Cherry Credit – the Client can apply for this in less than a minute, and they will know, as will we – in just a few short minutes if they qualify and for how much. All Team Members should review the information regarding Cherry to assist the client when inquiries are made.
- **Discounting – Sampling – Refunds – Returns**
  - No Family and/or Friends Discounting is permitted.
  - Team Members may receive discounts and/or samples of the product(s) at the discretion of the CEO.
  - Team Members are permitted to offer discounts only on the treatments/items already approved by Management.
  - Refund Policy - All services are nonrefundable. All skincare products are nonrefundable. Gift Card Policy - Non-refundable. Not redeemable for cash value. Valid for one year from the date of purchase. Not valid on skincare or other products, redeemable on treatments ONLY. Must present the Gift Card code issued to you via email at the time of purchase to redeem; you may print or save the number to show at checkout.
  - There is no double discounting. In cases where Allergan or Aspire has made an offer to a client – these are not considered a discount but are credits.
- **Client Conflict Resolution**
  - Be friendly and let the individual know you are there to listen.
  - You should get the Manager to take the Client away from the lobby and hear what they have to say (do not give them an audience or allow them to grandstand).
  - They need to feel that their feelings matter; we will do what we can to alleviate their stress.
  - Validate the client without accepting blame, for example: “I am so sorry you are experiencing that – let me get someone to assist you with this.”

The Manager will let the Client vent in private by seeing what they have to say and what they want to fix the problem. In some cases, the Manager will speak with another clinical manager and/or create a specific appointment time for a phone call or an appointment.



## GENERAL POLICIES Continued

- **Communication With VIPs and Team Members**

- Be clear, be kind, be thorough.
- Follow up and follow through as you may have promised.
- Use notes to effectively communicate information regarding an appointment.
- Use a notepad throughout the day; there is no way to keep everything in our heads. Write it down and review throughout the day and definitely before leaving your shift. This will ensure everything is completed.

- **Emergency Closings**

Enchanted will be open for business on Tuesdays through Saturdays during regular business hours except for regularly scheduled holidays. The company recognizes that circumstances beyond its control, such as inclement weather, national crisis, or other emergencies, occur. The company may close for all or part of a regularly scheduled workday on such occasions. The company will endeavor to notify all affected Team Members in such an event.

- **Emergency Plan**

Contact in case of emergency:  
Bridget Martin

- **Policy:**

ALL Team Members shall immediately evacuate themselves and all clients in a fire or other emergency. Go to the closest exit to your room and proceed carefully to the furthest parking lot (Publix parking lot). If you have your cell phone with you and don't see your teammates, please contact them by phone to notify them of your location on the parking lot. Call 911 and call Bridget. If she is not at the building. If no one has a phone, go to the nearest open business, and call 911.

- **Routes:**

In an emergency, Team Members shall evacuate using the nearest available marked exit. If you are in the back of the office, proceed quickly to that exit and go around the building to the furthest parking lot; call 911 if you are the first to arrive at the meeting area and wait for team members to evacuate. If you are in the front of the building, proceed to the front door exits, proceed out this exit, and to the furthest parking lot. If you are in the middle of the facility, proceed to the quickest route, exit the rear or front door, whichever you can get to quickly, and move to the furthest parking lot. When evacuating, get low to the ground.

- **Extinguishers:**

Portable fire extinguishers are provided in the workplace for employee use. In the event of a fire, any Team Member may use extinguishers to extinguish the fire before evacuating. A fire extinguisher is located at the rear exit.

- **Operations:**

Critical operations shutdown procedures are not required because no Team Members are authorized to delay evacuation for this purpose. All Team Members and clients need to evacuate to the nearest exit as quickly and safely as possible.

- **Duties:**

Any qualified (certification) Enchanted Team Member that needs to perform CPR on someone during this emergency is authorized to do so once both parties are safely away from the danger.



## GENERAL POLICIES Continued

- **Equipment**

All equipment essential to Enchanted Medical Aesthetics is expensive and must be maintained by those who use the equipment. When using the property of Enchanted Medical Aesthetics, Team Members are expected to exercise specific care, ensure the required maintenance is performed, follow all operating and maintenance standards as dictated by the manufacturer's manuals and protocols developed by Enchanted Medical Aesthetics. This is inclusive of all safety standards and guidelines. **DO NOT operate** any equipment without first having full knowledge of this information.

You must notify your immediate supervisor (in writing) if any equipment or tools appear to be damaged, defective, or need repair. Prompt reporting of damages, defects, and the need for repairs could prevent equipment deterioration and possible injury to another team member.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment, as well as avoidable circumstances, can result in disciplinary action.

A team member may be required to pay for the replacement or repair of equipment, machines, tools, phones, computer equipment, furniture, washer/dryer, etc. If it is determined that the required training, protocol, regulations have not been followed, potentially resulting in replacement.

The equipment's cords, handpieces, and foot pedals are equally important and must be cared for (maintained) according to the protocols established by management and the manufacturer. This includes but is not limited to ensuring the cords are kept off the floor; Velcro ties are available for the cords.

- **Hazardous Chemicals and Your Right To Know**

Suppose you believe that you are being exposed to a known or suspected hazard when working with toxic chemicals or substances. In that case, you have a right to know about such dangers through material safety data sheets (MSDS). There are manuals kept on-site containing MSDS sheets for any potentially hazardous chemicals used on site. During your training, you will be notified regarding the manual(s) location.

Detailed information about the physical, health and other hazards of each chemical is included in a Safety Data Sheet (SDS); the product identifier for each chemical on the list matches and can be easily cross-referenced with the product identifier on its label and its Safety Data Sheet.



## GENERAL POLICIES Continued

- **Identifying Hazardous Chemical Containers**

All hazardous chemical containers used at this business will either have the original manufacturer's label-that includes a product identifier, an appropriate signal word, hazard statement(s), pictogram(s), precautionary statement(s), and the name, address, and telephone number of the chemical manufacturer, importer, or other responsible parties - OR a label with the appropriate label elements just as prescribed; OR workplace labeling that includes the product identification and words, pictures, symbols, or combination that provide at least general information regarding the hazards of the chemicals.

- Management will ensure that all containers are appropriately labeled. No container will be released for use until this information is verified. Workplace labels must be legible and in English.

Before the start of a job or exposure to new hazardous chemicals, Team Members must attend hazard communication training that covers the following topics: An overview of the requirements in OSHA's hazard communication rules.

- An explanation of any special labeling present in the workplace.
- Emergency procedures to follow if anyone is inappropriately exposed to these chemicals.

- **Enchanted Medical Aesthetics has prepared kits for the following emergencies**

- **Emergency Eyewash Station**

- Go Immediately to the eyewash station in the breakroom – Don't Waste A Second! Time is of the essence.
- The eyewash located in the breakroom is for quick drenching or flushing of the eye(s) and sealed with a tamper-evident seal and cap.
- If you have contact lenses in your eyes, you can gently take them out while flushing. Don't delay the flushing to take out your lenses but make sure you take them out.
- Remove the seal and cap to begin flushing the affected eye(s) as needed, controlling the rate of flow of the solution by the pressure applied to the bottle.
- To avoid further contamination – DO NOT touch the tip of the container to any surface.
- Get your eye(s) directly in the stream of the flushing fluid- Immediately.
- Keep your eye(s) open by holding your eyelids apart with your fingers.
- Roll Your Eyes
- Gently roll your eyes from left to right and up and down to ensure that the fluid is flushing all areas of your eye. Flushing until the bottle is empty.
- Seek Medical Help if you experience continued redness or irritation of the eye, eye pain, the condition worsens or persists, or changes in your vision.
- Once the Eye Wash is opened – discard any remaining product.





## GENERAL POLICIES Continued

- Enchanted Medical Aesthetics has prepared kits for the following emergencies - Continued
- Emergency Spill Kit – Bloodborne Pathogens & Bodily Fluids - Follow the procedures for cleaning up blood and/or blood product spills. The same procedures can be used for cleaning up other potentially infectious materials.
  - Spills must be decontaminated
  - The spill kit is in the cabinet in the breakroom. Instructions & Content included in the Kit.

Step 1. Appropriate Personal Protective Equipment must be worn when cleaning up spills of blood/OPIM.

The kit contains the following items, which are required when cleaning up a spill.

Gloves	Germicidal Wipe
Face Mask with Eye Shield	Twist Tie
Red Biohazard Bag	Gown
Scoop & Scraper	Absorbent Towel
Red Z pouch	Antiseptic Wipe

Should additional disinfectant wipes be needed, OSHA requires the following as appropriate.

A diluted bleach solution

Or, The EPA's lists of Registered Products are available at:

<http://www.epa.gov/oppad001/chemregindex.htm>

- Additional Emergency Kits
  - Vascular Occlusion Emergency Kit
  - Vasovagal/Anaphylaxis Emergency Kit
  - Both kits are located in the hallway, next to the coffee bar in the cabinet to the right.
- Team Member's Safety – A Step Further

Enchanted Medical Aesthetics has the safety of their Team Members and Clients at the forefront of their thoughts. Their safety is paramount. In addition to the laws established by all governing bodies, Enchanted has added a few more.

- The pad for the alarm system at the back entrance also has a panic code. If a Team Member is ever forced to enter a code, do not use the code you typically use. Instead, use the code 0213. This code is a silent panic code connected directly to the police department – help will be sent immediately.
- Video cameras are installed throughout the building, in common areas. Florida laws regarding the camera's surveillance are established to protect employees. Florida laws build upon national regulations that govern workplace surveillance and Enchanted Medical Aesthetics follows the same laws.
- Ensuring the rear door remains double locked at all times is additionally important.



# Forms

**The following pages include various forms that you must use in specific circumstances.**

**Please feel free to copy them and use them as needed.**



## REQUEST FOR TIME OFF

Check the following –

- ☐ The request is submitted **NO LESS THAN** 30 days before the dates requested.
- ☐ The policy for time off with or without paid time off (**PTO**) remains the same for all Team Members.
- ☐ Approval is not given until the request has been approved and signed by a manager/HR.
- ☐ It's the employees responsibility to follow up with HR and confirm approval
- ☐ Do you have coverage plans? Yes      No
- ☐ Do you have clients scheduled? \_\_\_\_\_
- ☐ **All PTO days must be used before the employee can request non-paid days off!**
- ☐ Please identify the plans you have made for coverage in your absence.

- \_\_\_\_\_
- \_\_\_\_\_

Team Member Name: \_\_\_\_\_  
Please Print – First & Last Name

Date Request Submitted: \_\_\_\_\_  
Month – Day – Year

Dates you are requesting: \_\_\_\_\_  
From To

Team Member Signature: \_\_\_\_\_

Approving Manager: \_\_\_\_\_  
Signature

Approved \_\_\_\_\_ Declined \_\_\_\_\_ Team Member Notified \_\_\_\_\_  
Month – Day - Year

Notes

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Original Form is filed in the Team Member's HR File  
EMA FORM ReqTimeOff  
03 2022



## REQUEST

For Enchanted Medical Aesthetics to make any changes to the hours worked and/or payroll adjustments, you must submit your request in writing. This provides Enchanted Medical Aesthetics with the appropriate documentation required by Florida Law.

Please choose one -

- ☐ Payroll Adjustment
- ☐ Time Clock Adjustment

Team Member Name: \_\_\_\_\_  
Please Print – First & Last Name

Date Request Submitted: \_\_\_\_\_  
Month – Day – Year

Please explain the reason for the request: \_\_\_\_\_

\_\_\_\_\_

Team Member Signature: \_\_\_\_\_

Approving Manager: \_\_\_\_\_  
Signature

Team Member Notified of the outcome:

\_\_\_\_\_

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Original Form is filed in the Team Member's HR File

EMA FORM ReqPRCorr  
03 2022



## Enchanted Medical Aesthetics – Drug-Free Workplace Program

### Team Member Acknowledgement and Agreement

I hereby acknowledge that I have been informed of the Drug-Free Workplace Program implemented by Enchanted Medical Aesthetics. I am aware the entire policy for the program is kept in the main office of Enchanted Medical Aesthetics.

I understand that the illegal use of drugs and the abuse of alcohol are problems that invade the workplace, endangering the health and safety of the abusers and those who work around them. Enchanted Medical Aesthetics is committed to creating and maintaining a workplace free of substance abuse without jeopardizing valued employees' jobs. To address this problem, Enchanted has developed a policy regarding the illegal use of drugs and the abuse of alcohol that complies with standards set by the State of Florida.

To assist us in providing a safe and healthy workplace, we maintain a resource file of information on various means of employee assistance in our community, including but not limited to drug and alcohol abuse programs. Team Members are encouraged to use the resource file.

Team Member's Name: \_\_\_\_\_  
Please Print

Team Member's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Original Form is filed in the Team Member's HR File

EMA FORM DFWP  
03 2022

Page 37 of 41  
Dr. B. Martin  
Initial Implementation Date: March 2, 2020  
Updated: August 30th, 2024



## NEW HIRE DATA CARD

### Employee Complete

Please Print Requested Information  
unless otherwise indicated

Name: \_\_\_\_\_  
Print as it appears on your Driver's License or Social Security Card

Nickname: \_\_\_\_\_

Home Address:

Street: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Cell Phone # (include area code): \_\_\_\_\_

Landline Phone #: \_\_\_\_\_

DOB: \_\_\_\_\_

In case of emergency, please notify:

Name: \_\_\_\_\_

Phone Number (include area code): \_\_\_\_\_

Relationship/other: \_\_\_\_\_

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

Date: \_\_\_\_\_

Original Form is filed in the Team Member's HR File

EMA FORM NewHireData  
03 2022



PHOTO RELEASE FORM

# PERMISSION TO USE PHOTOGRAPHS

*"Capturing life in high definition"*

THIS FORM ALLOWS US TO USE YOUR PHOTOGRAPHS IN PROMOTIONAL MATERIALS FOR  
Enchanted Medical Aesthetics.

**AUTHORIZATION:**

I, \_\_\_\_\_ (*Employee's Full Name Printed*), hereby grant permission to  
ENCHANTED MEDICAL AESTHETICS, to utilize photographs/videos of me in publications, social  
media, newsletters, online platforms, and other related communications to the mission of the  
company.

***I acknowledge the terms and conditions of this release form.***

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*Signature*

*Date*

**ENCHANTED MEDICAL AESTHETICS reserves the right to reproduce these photographs for commercial use.**

Original Form is filed in the Team Member's HR File

EMA FORM PhotoRelEmp  
03 2022



## New Hire Check List

- ☐ Employee Data Card
- ☐ I-9
- ☐ W-4
- ☐ Signed Direct Deposit Authorization
  - ☐ Forwarded to Accountant for Payroll \_\_\_\_\_  
Date
- ☐ Handbook Acknowledgement and Agreement Signed and Filed \_\_\_\_\_  
Date
- ☐ Job Description Acknowledgement Signed and Filed \_\_\_\_\_  
Date
- ☐ Employment Job Application or Resume (when applicable) Filed & References Checked \_\_\_\_\_  
Date
- ☐ Copies of Certifications, Degrees, Licenses (as applicable) Confirmed & Filed \_\_\_\_\_  
Date
- ☐ Orientation schedule implementation \_\_\_\_\_ completion \_\_\_\_\_  
Date Date
- ☐ Copy of Driver's License
- ☐ Copy of SS Card
- ☐ Signed Receipt for Employee GuideBook and DFWP - Date: \_\_\_\_\_
- ☐ Bio Hazardous Training completed – Date: \_\_\_\_\_
  
- ☐ DOH \_\_\_\_\_
- ☐ Pay Rate \_\_\_\_\_
  
- ☐ Copies of required items sent to the accountant \_\_\_\_\_ Fax/email: \_\_\_\_\_  
Date Date
- ☐ Original copies involving HR filed in Personnel file on-premises.
- ☐ Original copies of License(s), Certification(s), Degree(s), etc. filed in the appropriate files on-premises.
- ☐ Other notations: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Original Form is filed in the Team Member's HR File

EMA FORM NewHireCkList  
03 2022





## ACKNOWLEDGEMENT OF GUIDEBOOK

I hereby acknowledge receipt of the Enchanted Medical Aesthetics Team Member GuideBook Effective March 23, 2022. I understand that it is my responsibility to read and comply with the policies, procedures, and protocols presented to me. I also understand that if I have any questions about the policies, procedures, and/or protocols stated in the GuideBook or do not understand them, I should raise the question or concern to my supervisor.

I also acknowledge that I am a Team Member (employee) at will and, as such, may resign my employment with or without reason. Similarly, I acknowledge that Enchanted Medical Aesthetics may terminate my employment at any time with or without cause and with or without advance notice.

This GuideBook supersedes all previous versions of GuideBooks/Handbooks presented by Enchanted Medical Aesthetics. I understand that the policies, procedures, protocols, benefits, and/or guidelines are subject to interpretation, review, and change by management may occur at any time. Any time there is a change as an addendum or a revision to this GuideBook, you will be given an updated copy and asked to sign a new agreement.

It is of the utmost importance that you fully understand all of the requirements and abide by them. Team Members receive an annual review/evaluation; this is performed based on a metric system that includes, but is not limited to, compliance to job descriptions, policies, procedures, and protocols (as defined in the GuideBook).

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Original Form is filed in the Team Member's HR File.

EMA FORM AckGuBook  
03 2022