



# **TAC EDUCATIONAL SERVICES, INC.**

## **Benefit Corporation Annual Report**

**APRIL 2016 – APRIL 2017**



## MISSION STATEMENT

### OUR MISSION IS SIMPLE:

We offer vocational programs in the areas of emergency and health care services that lead to gainful employment in an entry-level position. We deliver our programs in an environment that is professional, diverse, respectful, and caring. Our only measure of success is the success of our students in obtaining an education that leads to a rewarding career and a satisfying personal life.

Respectful communication and dialogue is central to creating a learning environment that meets the specific needs of each individual student. It is our intention to address thoughtfully each student as an individual, and to make certain we provide our programs in the most appropriate environment for learning.

First responders and health care providers are trusted professionals in the health care community, practicing in an atmosphere of independent judgment and integrity. Integrity is a critical quality that must be present in the classroom and in practice.

### WE SUPPORT AND ARE COMMITTED TO:

- Providing evidence-based education
- Developing, testing, and disseminating appropriate, quality based training and education, personal and professional development and knowledge
- Demonstrating excellence in healthcare medicine delivery practice
- Sharing expertise and leadership through service to professional organizations and communities
- Promoting inter-professional teamwork competencies in collaborative educational environments
- Stimulating and building character and respect for self and others through application of consistent values and practice in service to our community





## GOVERNING PRINCIPLES

### PHILOSOPHY

TAC Educational Services, Inc. (TAC) is responsible for the education of students engaged primarily in the pre-hospital environment and the health care delivery system. Operating within professional value systems and ethical frameworks, first responders and health care providers work independently and collaboratively, and assume accountability and responsibility for the delivery of evidence-based, cost effective pre-hospital, hospital and post-hospital treatment. Health care providers incorporate the concept of diversity in practice and in relations with the communities they serve and their fellow workers.

TAC's faculty and staff facilitate learning environments in which students assimilate and apply scientific and humanistic knowledge and experience, develop self-awareness, self-direction, creativity, and critical thinking. Our faculty provides a respectful environment conducive to learning, and serve as role models.

### PROFESSIONALISM

Professionalism is the adoption of core values as part of a commitment to competency, consistency, and compassion in practice, and the highest standards of care in the ethical conduct of health care delivery.

## CORE VALUES

### SCHOLARSHIP

Scholarship is the discovery, translation, application, integration, and transmission of knowledge, which contributes to the development of evidence-based health care delivery.

### DIVERSITY

Diversity is the recognition and inclusion of human variation in the education and care of individuals, families, communities, and nations, shaped by the historical forces of race, ethnicity, socioeconomic status, gender, language, religion, sexual orientation, abilities, ages, and geography.

### SOCIAL RESPONSIBILITY

Social responsibility involves a commitment to protecting human health, happiness, and the environment, and strives to create a social environment for employees, community and students that safeguards their human capacity and acknowledges their worth and value.

### ENVIRONMENTAL STEWARDSHIP

Environmental stewardship aims to support the provision of a quality vocational education in a manner that demonstrates leadership in environmental stewardship and sustainability. TAC recognizes that preserving the earth's natural resources and protecting the environment are objectives aligned with our long term goals of providing and supporting a sustainable economic future through gainful and respectful employment and personal empowerment.

### EMPOWERMENT

Empowerment emerges as individuals develop the knowledge, attitudes, skills, and other resources they need to assume a primary role in their learning and personal and professional activities, building upon their individual capacities and experiences.

### COLLABORATION

Collaboration involves effective teamwork and relationships based on trust, respect, shared resources, a commitment to shared goals, and mutual satisfaction, in which health care providers work with and learn from individuals, communities, and colleagues.

### EQUITY

Equity is the state, action, and principle of treating all persons in a just and unbiased manner. It includes attention to the social determinants of health, and a clinician's commitment to fairness and action to secure the full participation of patients, families and communities in their health care. Health care providers strive for equity in health service access, content, and quality of care to end discrimination and disparities in health outcomes.

### INTEGRITY

Integrity refers to the quality of being honest and ethical and having the moral strength to do the right thing.



## BENEFIT CORPORATION STATUS

**TAC EDUCATIONAL SERVICES, INC.** is a registered Benefit Corporation in the State of Utah. Terri Holland, the founder of TAC, worked with P3Utah and other local business owners to spearhead a change in the legislation to allow companies to choose to register as Benefit Corporations. Benefit corporation status provides a new way for companies like TAC to articulate their core values and to share with the community the ways they are committed to engaging in a Purpose Economy.

On May 13, with the help from Senator John Valentine, Senator Patricia Jones and House Representative Kevin Stratton, Utah became the 29th state to pass Benefit Corporation legislation. Benefit Corporations enjoy legal protection to create value for society, not just for shareholders, while meeting high standards of accountability and transparency.

As a B-Corp, we create higher quality jobs and improve the quality of life in our workplace and classroom and in the communities we serve. An increasingly powerful agent of change, B-Corps are helping pass laws and drive capital. Through our programs, practices and business, we aspire to do no harm and to benefit as many people as we can.

### BENEFIT CORPORATIONS ARE A NEW KIND OF CORPORATION LEGALLY REQUIRED TO:

- Create and support a corporate purpose that has a material positive impact on society and the environment.
- Expand fiduciary duty to require consideration of the interests of employees, the community it serves, and the environment.
- Publically report annually on its overall social and environmental performance using a comprehensive, credible, independent and transparent third party standard.

**WE ARE IN GOOD COMPANY AMONG OTHER B-CORPORATIONS, AND ARE PROUD TO BE IN THE SAME CATEGORY AS SUCH THOUGHTFUL AND INTENTIONAL ORGANIZATIONS THAT ARE COMMITTED TO MAKING A DIFFERENCE IN THE WORLD.**



“Business caring about the community has been a longstanding value in Utah. We have traditionally led the nation in philanthropy and volunteerism. Doing good while doing well is a wonderful inclination that comes naturally to us. The passage of SB 133 establishing benefit corporations signals Utah’s continued leadership in economic development while strengthening initiative and innovation to meet social and environmental challenges.” – Lt. Governor Spencer Cox





## THE CULTURE OF A PURPOSE ECONOMY FOCUSED BUSINESS

**TAC HAS CREATED A CULTURE WITHIN THE SCHOOL THAT ENCOURAGES EMPLOYEES, FACULTY, STUDENTS AND VENDORS TO CONTRIBUTE THEIR TIME AND EXPERTISE TO PROCESSES THAT CONTRIBUTE TO A POSITIVE SOCIAL CONSTRUCT THAT IMPROVE THE QUALITY OF LIVES AND THAT BENEFITS THE COMMUNITIES WE SERVE.**

B LAB IS A NONPROFIT ORGANIZATION that serves a global movement of people using business as a force for good. Its vision is that one day all companies compete not only to be the best in the world, but the Best FOR the world and as a result society will enjoy a more shared and durable prosperity. B Lab drives this systematic change.



## A MESSAGE FROM THE PRESIDENT

WASATCH CNA CENTERS, INC.; the first registered Benefit Corporation in Utah founded by Terri Holland, originally offered CNA and EMT classes. When Terri Holland sold Cole Holland College in May 2015, Terri purchased the programs offered by EMT Utah and Utah CNA Training Centers, and continued them under the corporate name TAC Educational Services, Inc.

In 2007, we began offering CNA classes. In 2010, we added EMS programs. We now have five CNA campuses and three EMT campuses in Utah. This expansion has been challenging. Combining the work of managing so many students in so many locations while doing so in a manner consistent with our core values and mission statement has been the work of a lifetime.

I was thirty-two when I opened my first business in Utah: a music store on the corner of 700 East and 2100 South. I found then that I had both a knack for and love of business. It was not until many years later that I realized owning and operating a business for the sole purpose of making money was not satisfying. When the chance came to register as a Benefit Corporation arose, I jumped. My longstanding values have always included a love of community and a desire to have a personal impact on the quality of life for those I serve.

This idea of one-ness - the needs and aspirations of all of us has informed the processes that led to the founding of the school and the services we offer. Striving always for honesty, integrity, kindness, compassion and professional commitment, TAC offers those we serve a means to contribute to an idea that is beyond mere vocational education. It is instead an opportunity to participate with others in changing our own lives and the lives of others for the better. This is in retrospect the only measure of my own personal success; how did I help others?

“Whether one is rich or poor, educated or illiterate, religious or nonbelieving, man or woman, black, white, or brown, we are all the same. Physically, emotionally, and mentally, we are all equal. We all share basic needs for food, shelter, safety and love. We all aspire to happiness and we all shun suffering. Each of us has hopes, worries, fears, and dreams. Each of us wants the best for our family and loved ones. We all experience pain when we suffer loss and joy when we achieve what we seek. On this fundamental level, religion, ethnicity, culture and language make no difference.”

— DALAI LAMA

TAC is a community of strivers, some to earn a certificate to work in a particular field, others to learn how to live a more productive personal and professional life, some to find a passion or value.

Whatever one seeks, we hope students and employees find it here.

It has been a great honor to lead this institution and to work with others to provide excellent vocational training. It is also time for me to relinquish the reigns of the day-to-day operation of the school to my son, Charles Ainscough. He is an attorney, versed in regulatory compliance, and has shown a passion for learning and education that mirrors my own. I know I leave this place in good-hands. Thank you for this great honor, it has blessed my own life immensely.

I look forward to watching as the school faces new challenges and continues to grow in reputation and effectiveness.

**STAY HUMAN, STAY ALIVE, BE HAPPY,  
TERRI HOLLAND**



## WHAT WE DO, WHY, AND HOW WE DO IT

**TAC EDUCATIONAL SERVICES, INC.** OPERATES TWO DBAS: EMT UTAH AND UTAH CNA TRAINING CENTERS. EMT UTAH OFFERS PRE-HOSPITAL TRAINING THAT INCLUDES EMT, AEMT, CMES, AND ADVANCED CRITICAL CARE COURSES AND HAS THREE LOCATIONS IN UTAH; CLEARFIELD, SALT LAKE CITY, AND OREM. UTAH CNA TRAINING CENTERS OFFERS A CERTIFIED NURSE ASSISTANT PROGRAM, AN ESL/CNA PROGRAM AND A REFRESHER COURSE IN FIVE LOCATIONS IN UTAH; LOGAN, CLEARFIELD, SALT LAKE, MURRAY AND OREM.

### **TACS SPECIFIC BENEFIT PURPOSE COMMITMENTS ARE TO:**

- 1 Provide an inspiring, fun and rewarding work environment and benefits that enrich the personal and professional lives of employees.
- 2 Provide vocational training using best practices that leads to employment; focusing on professional development, skills acquisition and job placement.
- 3 Provide volunteer opportunities related to the health care delivery system for our staff and students in order to learn new skills, meet potential employers, and to make the world a safer place to live and work.
- 4 Incorporate social and environmental concerns into the decision making processes of the Corporation as it administers its duties to train Nurse Assistants and First Responders.



## PURPOSE COMMITMENTS IN THE OFFICE

### TAC IS COMMITTED TO ESTABLISHING A WORK CULTURE THAT IS INSPIRING AND MEANINGFUL BY FOCUSING ON KEY VALUES: FAMILY FIRST WHICH MAKES ALLOWANCES FOR THE DEMANDS OF FAMILY LIFE

including births, deaths, illness and other needs like attending important events like graduations, birthday parties and other important family social events. Other values include respectful dialogue, acceptance and appreciation for different races, ethnicities, abilities, religions or non-believers and genders.

#### PTO

Full-time employees earn a minimum of 2 weeks Paid Time Off a year, 10-14 paid holidays and an additional respite from work that includes a reduced full time schedule from the typical 2080 hours per year to 1976 hours per year. This gives each employee half day Fridays and one full day off a month.

#### HEALTH INSURANCE

Employees have access to health care through our HRA program that reimburses employees for all or some of the cost of their insurance premium.

#### ONBOARDING

We have a formal onboarding process for all administrative employees and all faculty members that includes a thorough introduction to the school's systems, policies and procedures and training on being an effective instructor. All onboarding and faculty meetings are paid.

IN THIS OFFICE ...

WE ARE HELPFUL

WE ANSWER PHONES

WE HAVE FUN

WE ARE KNOWLEDGABLE

WE ARE PATIENT

WE ARE FRIENDS

WE ARE SUCCESSFUL

WE WORK TOGETHER

WE ARE A TEAM!

#### FUN! FUN! FUN!

We have fun at work; it is a lively and inspiring place to work – we remind each other in morning to 'huddle' about our core commitments to each other and our students. Practical jokes of a harmless nature are not uncommon.

#### FOOD AND TRAINING

The company provides a free lunch to admin employees on a frequent basis – this happens usually on a Friday when we engage in discussions about various important topics or are treated to a lecture and training on a new system, software program, etc.



## PURPOSE COMMITMENTS IN THE CLASSROOM

### **WE EXTEND OUR PROFESSIONAL PASSION TO THE CLASSROOM SETTING;**

establishing models of effective training, codes of conduct, employer expectations and an honor code. An emphasis on volunteerism begins on the first day of every program and every class. **WE INSTILL IN OUR STUDENTS THE VALUES SHARED AND PRACTICED BY OUR COMMITTED AND PROFESSIONAL FACULTY.** Without their passion, knowledge, skills and willingness to engage students in meaningful practice we would not train so many qualified students who seek and obtain employment.

### **EMS ONLINE LEARNING ENVIRONMENT**

This year, after complaints from instructors and students, we moved from Moodle to the publisher's content for our EMS programs as the interface was so much better than it was in the past.

### **CNA CANDIDATE HANDBOOK**

We updated the CNA curriculum in August 2016 when a new Candidate Handbook was issued by the UNAR. This coincided with a major overhaul of the manner in which we track student progress, and the way we teach skills.

### **WORKBOOK**

We published our own CNA Workbook in order to specially address employment needs for Utah. This has reduced confusion among students and faculty as we were able to include several important guidelines and rules easily assessable in a book all students get.

### **INVENTORY CONTROL**

We implemented a new software program to better track inventory of books and supplies and created a quarterly visit schedule that keeps classrooms neat, clean and organized.

## **CURRICULUM**

We never consider the curriculum for any course complete. The curriculum is never done. We are constantly engaged in improving the quality of instruction, supplies and equipment, processes for enrolling, training and placing students in jobs, etc. We refer often to prominent resources for ways to use best practices in the classroom, simulating as much as possible a real working environment.

## **COMMUNITY OUTREACH**

We hired two new Community Relations Coordinators who work on job placement, recruiting new faculty, and improving the onboarding process for new hires. Both work on events, volunteer activities and recruitment of new members of our Instructor Development Program (IDP) which trains graduates to become excellent teachers in our EMS programs. This commitment to working with stakeholders including employers, other training programs and students allows us to meet the challenging demand to provide qualified and professional employees to fill crucial health care positions.

## **SCHEDULING**

We implemented a new scheduling software that allows instructors to self-fill shifts. This has increased productivity in the office since scheduling is a more automatic process. The software program has made it easier for faculty to set their own schedule without having the need to interface with the admin staff.

## **WEBSITES**

We updated our websites to make it easier for students to enroll.

## **SUCCESS**

If one measure of success is found in growth, TAC experienced more than a 26% increase in overall growth from this period over the same period last year. This is a reflection of our dedication, hard work, competency, value and commitment to professional excellence. None of this is possible without the contributions from faculty and staff.

## PURPOSE COMMITMENTS IN THE WORLD

TAC Educational Services, Inc. dba EMT Utah works with EMT Utah Volunteer Corps – a 501-C3 non-profit to provide Disaster Drill victim volunteers, free Community Stand-By First Aid Stations at public events, and medics for non-humanitarian expeditions to keep participants safe in the Global Medic Assist program. We have been engaged in meaningful partnerships to enhance public education including Stop the Bleed and the Family Caregiver Training Program. We have provided scholarships and discounts to organizations and students to allow many low-income people to begin a new career in health care. We have held conferences, spoken at conferences and reached out to build stronger relationships with community stakeholders too. Below are some of our activities that engaged us with the world:

### TUITION DISCOUNTS AND SCHOLARSHIPS

TAC Educational Services, Inc. dba Utah CNA Training Center provided discounts of \$2,600 to low income students and offered 27 full tuition scholarships.



### STOP THE BLEED

In March 2017 we partnered with the University of Utah Hospital to provide free “STOP THE BLEED” courses to the community. “Stop the Bleed” is a nationwide campaign initiated by a federal interagency workgroup (convened by the National Security Council Staff and The White House) to empower individuals to act quickly and save lives.

The purpose of the campaign is to build national resilience by better preparing the public to save lives by raising awareness of basic actions to stop life threatening bleeding following everyday emergencies and man-made and natural disasters. Advances made by military medicine and research in hemorrhage control during the wars in Afghanistan and Iraq have informed the work of this initiative with exemplifies the transition of knowledge back to the homeland to the benefit of the general public.



### YOGA FOR KIDS

Our longstanding partnership with GreenTREE Yoga, a 501-C3 non-profit, allowed us to provide free training space on campus for the Refugee Program. This program helps reduce stress and anxiety as refugees adjust to life in Utah. We also support two Title I, Part A elementary schools (low-income) in the Yoga For Kids program. The mission of GreenTREE Yoga is to bring the healing and strengthening benefits of yoga to people of all ages and abilities and to those who work with them in a variety of settings that includes school (K-12) senior centers, veteran’s program, community programs, addiction recover programs and shelters. GreenTREE Yoga provided yoga for kids enrolled in Title One schools under Title I, Part A of the Elementary and Secondary Education Act, which provides financial assistance to local educational agencies and schools with high numbers or high percentages of children from low-income families to help ensure that all children meet challenging state academic standards. Studies show kids with a low socioeconomic status suffer from higher levels of fear, anxiety and stress. We are grateful to work with GreenTREE Yoga in assisting these children.



## COLLABORATIVE TEACHING – A MODEL FOR SUCCESS FOR SPANISH SPEAKING STUDENTS TO BECOME CERTIFIED NURSE ASSISTANTS

### FIRST ESL ASSISTED CNA CLASS IN UTAH

Guadalupe School in partnership with the Utah CNA Training Centers launched an English as a Second Language assisted Certified Nursing Assistant training course that was the first of its kind in the state. GE Capital provided scholarships for students entering the pilot program. In this uniquely structured course, students attended CNA classes on Saturdays at the Utah CNA Training Centers campus in Salt Lake City and then received supplementary English instruction at Guadalupe School on Tuesday and Thursday evenings.

Traditional CNA classes take two or three weeks to complete depending on the course chosen. However, the ESL CNA course was slowed to ten weeks, to ensure English language learners fully comprehended the material before taking the required state exam. As the Latino population continues to grow in Utah, bilingual Nursing Assistants are in high demand across the state.

Thirteen (13) students graduated from the original program and are now preparing for their state exams. Since then, a federal grant has been awarded to the Guadalupe School to continue this effort. We are working closely with the Guadalupe School, the Utah Nurse Assistant Registry and local employers to expand the reach of this opportunity to more Spanish speaking members of the community. provided scholarships and discounts to organizations and students to allow many low-income people to begin a new career in health care. We have held conferences, spoken at conferences and reached out to build stronger relationships with community stakeholders too. Below are some of our activities that engaged us with the world.



## FAMILY CAREGIVER TRAINING PROGRAM



FINDING THE RIGHT WAY TO 'GIVE BACK' TO THE COMMUNITY IS CHALLENGING. IN CHOOSING A 'PUBLIC GOOD' WE USE THREE CRITERIA:

- 1 It must align with our core values and expertise.  
It must be in our wheelhouse.
- 2 It must fulfill an unmet or under-met need, or serve an underserved population, or both.
- 3 We must have the talent, passion, resources and abilities to provide the public good.

Some initial endeavors have included a partnership with the Inn Between and the Road Home. We also started a CNA Compassion Corps that aimed to provide aides with opportunities to volunteer. Although we did some good, these concepts never 'gelled.'

**RECENTLY, HOWEVER WE POLISHED THE NOTION OF OFFERING FREE FAMILY CAREGIVER TRAINING THAT FOCUSED ON AN UNMET NEED; TRAINING ON HOW TO PHYSICALLY CARE FOR ANOTHER ADULT. AN EVALUATION OF OUR CRITERIA FOR OUR PUBLIC GOOD REVEALS THAT:**

- 1 The Family Caregiver Training Program aligns with our core values which includes: 'With excellent practices, compassion and proficiency we strive to train and empower all aides to perform at their personal best.' And 'Supporting caregivers and the care of others in general.' It is in our wheelhouse, as we train thousands of aides each year.
- 2 It has become apparent in the past few weeks that this program is needed and will benefit the community. It serves Family Caregivers in a way no other program in Utah does.
- 3 We are passionate about caregiving and the art of caring for aging adults. We have the classrooms from Logan to St. George, the necessary equipment and supplies, and the nurse instructors to deliver this program.

To expand the reach of this program, we partnered with five students in a Capstone project at Eagle Gate College. These amazing women are actively engaged in evaluating the efficacy and effectiveness of the program, how to inform more people who need this about the program and are working on a Train-the-Trainer program that will allow others in the community to teach the program while maintaining the fidelity of the training.



## GLOBAL MEDIC ASSIST PROGRAM

**THE PURPOSE OF GLOBAL MEDIC-ASSIST IS TO PROVIDE CERTIFIED MEDICAL PERSONNEL (PRIMARILY FIREFIGHTERS, PARAMEDICS AND ADVANCED EMT'S) TO ACCOMPANY HUMANITARIAN EXPEDITIONS OUTSIDE THE USA.**

Our first partnership is with CHOICE Humanitarian, whose “vision is a world free from the ravages of extreme poverty, where all people are treated with dignity and valued for who they are and the unique contribution they bring.” Global Medic-Assist sends certified and prepared medical personnel on each humanitarian expedition with supplies, first aid, an AED and other emergency medical equipment. Working side-by-side with participants on the local project at hand, GMA personnel are there in case someone grows ill or suffers from some debilitating injury.

We extend an invitation to all appropriately trained first responders to share their knowledge and expertise with expedition participants; making their work safer and more effective. The Global Medic Assist program is a way to engage in the world and to build stronger communities abroad. Attending a trip as a ‘medic’ is a life-changing experience that broadens the horizon and opens the heart. There are few costs associated with participation and all ‘medics’ work under the direct supervision of our Medical Director, Dr. Holly Williams. Protocols are set at the AEMT level and ‘medics’ carry a jump bag with an AED, etc. on each trip. EMT Utah Volunteer Corps, a 501-C-3 Utah non-profit, subsidizes most of the cost which includes travel (with equipment and supplies), food, hotel and housing etc. “Medics’ are required to participate in the group service project while also keeping participants safe and responding to first aid and other emergencies.



At this time, we send ‘medics’ to: Nepal, Kenya, Bolivia, Ecuador, Peru, Mexico and Guatemala. Returning medics share unbelievably touching stories about the work CHOICE does in these communities and how their participation was so appreciated.

This opportunity is free and open to any qualified first responder. We are grateful to work with CHOICE to help keep people safe who work to alleviate extreme poverty in the world.

**THE WORLD IS A BIG PLACE,  
BUT YOU CAN MAKE A HUGE DIFFERENCE.**

Certain Conditions apply. If you are interested, call 801.512.2645 for more information and to set up an interview!



## OUR FOOTPRINT: BIGGER IMPACT USING FEWER RESOURCES

### THE OFFICE

The administrative office is located at 1135 S. West Temple, Salt Lake City, UT 84101. It is located in a building constructed in 1958. Recently as recipients of a Neighborhood Improvement Grant, we were able to replace the old aluminum single-pane windows with high-efficiency double-pane low-E glass, which has helped us save money and resources, by being more energy efficient.

### PAPER CONSUMPTION

Our efforts to reduce paper consumption has resulted in a savings of 13,000 pieces of paper a month. Our electronic enrollment process and our focus on not printing anything unless you have to has been a reminder to the staff and faculty that we can be just as effective using fewer resources and so do more to save the planet. We have begun publishing much of our student information online too. This is good for the earth, saves money and makes this information accessible to students in a more efficient manner.

### VENDOR AND SUPPLY SOURCING

Whenever possible we use local vendors for our supplies and equipment. Recently the American Heart Association moved from a paper card system to an e-card system; we were early adopters of this new program.

### TURN IT OFF PROGRAM

We strongly encourage students, admin staff and faculty to turn off all lights and electronic devices when not in use. This is a strong focus of onboarding training and a measure used to calculate raises.





## HOW WE DID BY THE NUMBERS: IN THE OFFICE

### 1 THE # OF GOATS IN THE OFFICE

Meet Andrew. He is probably responsible for the theft of 2 donuts, 3 blood pressure cuffs, a bag of Frito's, a bin of bandages, 7 missing staplers, 9 stethoscopes, 14 oranges, 22 missing CNA textbooks, 46 band aids and a whopping 162 pens.

### 1 THE # OF TIN-FOIL WRAPPED DESKS & 672 THE NUMBER OF GIGGLES

Karen haplessly returning from vacation. Every item on her desk was wrapped in tin foil, even pens and business cards!

### 29 THE # OF NEW HIRES BETWEEN APRIL 1, 2016 AND MARCH 31, 2017

### 96 THE # OF HOURS OUTSIDE GROUPS USED OUR SPACE FOR THEIR MEETINGS OR TRAINING (AT NO CHARGE)

### 214 THE # OF DOLLARS THE ADMIN STAFF DONATED TO VARIOUS HOMELESS PEOPLE STOPPING BY OUR DOORS; PEOPLE NEEDING BUS FARE OR FOOD

### 282 THE # OF HOURS SPENT IN 'HUDDLE' BY OUR ADMIN STAFF

### 5,076 THE # OF HOURS IN 2016 - 2017 THAT TAC PAID FULL-TIME EMPLOYEES FOR HOURS THEY DID NOT WORK. THIS INCLUDES PAID TIME OFF, HOLIDAY PAY AND A REDUCED FULL-TIME WORK SCHEDULE

## HOW WE DID BY THE NUMBERS: IN THE CLASSROOM

**112** THE # OF INSTRUCTORS WHO CHANGED LIVES BY BEING IN THE CLASSROOM TRAINING THE NEXT GENERATION OF FIRST RESPONDERS AND CNAS

**3,577** THE # OF STUDENTS TAUGHT BETWEEN APRIL 1, 2016 AND MARCH 31, 2017 IN ALL LOCATIONS

**28,000** THE # OF PAGES WE DIDN'T PRINT FOR THE STUDENT HANDBOOK BECAUSE WE PUBLISHED IT ELECTRONICALLY

Using an electronic enrollment process and focusing on not printing if you do not have to has resulted in us using approximately 13,000 fewer pieces of paper each MONTH.

## HOW WE DID BY THE NUMBERS: IN THE WORLD

**19** THE # OF TRIPS OUR MEDICS ATTENDED

**3,301** THE # OF VOLUNTEER HOURS WE PROVIDED FOR THE COMMUNITY

**18,100** THE AMOUNT OF MONEY WE SPENT OUT OF POCKET TO PROVIDE EQUIPMENT FOR THE GLOBAL MEDIC ASSIST PROGRAM AND TO CONTRIBUTE TO THE COST OF THEIR TRIP







## LOOKING FORWARD

**A BENEFIT CORPORATIONS COMMITMENT TO A PUBLIC GOOD IS NEVER FULLY ACCOMPLISHED. REVIEWING PAST ACCOMPLISHMENTS ONLY HIGHLIGHTS WHAT MORE CAN BE DONE. FOR THE NEXT REPORTING PERIOD, THE CORPORATION HAS COMMITTED ITSELF TO THE FOLLOWING:**

- Add additional benefits to the full time and part time staff
- Hold more informal 'fun days' like Bring Your Pet to Work day, dressing for Halloween, creating art projects together and socializing at work more often
- Spend more time in the onboarding focusing on our vision and mission statements and our commitment to social and environmental processes that support our public good ideals
- Continue to expand the reach of our programming and to do more to articulate our core values to students and other stakeholders
- To increase the number of volunteer opportunities available to students and staff
- To begin a formal recycling program
- Finally, to focus even more intently on incorporating our social and environmental concerns into our day-to-day decision-making process.

IT IS OUR INTENTION TO DO MORE AND BE MORE FOCUSED ON WHAT WE BELIEVE TO BE IMPORTANT; FAMILY, INTEGRITY, COMPASSION, PROFESSIONALISM, VOLUNTEERISM, GRATITUDE, PEOPLE, THE PLANET AND THE PROFITS THAT MAKE OUR CONTRIBUTIONS TO THE COMMUNITY POSSIBLE.



Third Party assessment provided by B Lab

## PEOPLE, PLANET, PROFITS

QUESTION #	RELATED TO	ANSWER	% POINTS EARNED	OTHER BUSINESS EARNED
GV5.2a	Formal process for sharing financial data	Yes, annually	100	61
EN4.7	Hazardous waste disposed of properly	Yes, Always	100	89
EN2.18	Formal environmental policy	Yes	100	35
CM4.1b	Charitable giving practices implemented and written	Yes	80	53
GV2.4a	Employee training on social and environmental policies	Yes	100	66
WR7.2a	Job Flexibility in writing	Yes	100	70
IBN1.12	Co. legally ensures social and environmental policies in place	Yes	100	62
WR6.1	Consistent, formal review of employees	Yes	100	90
EN2.22a	Worked with landlord to reduce waste	Yes	67	47
GV5.5a	Produce public facing annual report	Yes	90	42
EN2.4	Use recycling program	Yes	100	95
CM5.8	Banking services provided by local bank	Yes	50	17
GV2.2	Corporate mission statement committed to social impact and sustainable economic policies, etc.	Yes	67	57
WR4.2a	% of new hires received training in the past 12 months on core job	100%	100	56
WR4.2b	% of new hires received training in the past 12 months on cross job functions	100%	100	35
WR4.1a	% entry-level positions filled with internal candidates	74%	75	37
CM3.2a	% of company owned by women	80%	100	14
CM4.8a	% of profit goes to charity	16% of sales	62	17
WR3.7a	Minimum # paid time off and holidays	30-40	65	30
WR2.6a	% workers paid a living wage	97	100	80
WR2.7a	Multiple of highest compensated to lowest paid full time worker	1-3 times	100	88
CM2.4a	Attrition Rate	0-2.6%	100	21
WR2.3	% above minimum wage paid to lowest paid worker	more than 25%	100	75



## ESTABLISHING, ENCOURAGING AND DESCRIBING A PURPOSE ECONOMY: BENEFIT CORPORATION ANNUAL REPORT/BENEFIT DIRECTOR STATEMENT

**A DIRECTOR OF A BENEFIT CORPORATION** has a duty to ensure that the benefit corporation meets its statutory corporate purpose to create general public benefit, which is defined as “a material positive impact on society and the environment, taken as a whole, from the business and operations of the benefit corporation.”

A director of a Benefit Corporation has a duty to “consider the effects of any action or inaction upon” the stakeholders of the Benefit Corporation.

A director of a benefit corporation has a duty to ensure that the benefit corporation meets its statutory obligations to make publicly available an annual benefit report that assesses the overall social and environmental performance of the benefit corporation against a third party standard that meets the criteria listed in the Model Legislation (i.e. the third party standard is comprehensive, credible, independent, and transparent), in this case B Labs.

Directors must manage the corporation in a responsible and sustainable manner and must manage or direct the business and affairs of the benefit corporation in a manner that balances the pecuniary interests of the stockholders, the best interests of those materially affected by the corporation’s conduct, and the specific public benefit or public benefits identified in its certificate of incorporation.

Directors must also provide an annual report to the shareholders on the corporation’s promotion of the public benefit identified in its certificate of incorporation and of the best interests of the stakeholders, must make such report publically available and must submit such report annually to the State of Utah Department of Commerce.

The benefit director’s role includes preparing the annual compliance statement portion of the annual benefit report. This includes the director’s perspective on whether the corporation has been successful in pursuing its general and any named specific public benefit purpose, which will be an important source of information for the shareholders as to whether the directors have adequately discharged their stewardship of the benefit corporation and its resources. The annual compliance statement must include a statement from the benefit director about whether the following:

- The benefit corporation acted in accordance with its general public benefit purpose and any specific public benefit purpose in all material respects during the period covered by the report.
- The directors and officers created general public benefit.
- If, in the opinion of the benefit director, the benefit corporation or its directors or officers failed to act or comply in the manner described above, a description of the ways in which the benefit corporation or its directors or officers failed to act or comply.

TAC Educational Services, Inc. abides by the regulations established by S.B. 133, including Section 1. Section 16-10b-103 as amended. The Corporation abides by these standards to ensure accountability and transparency and to promote other ethical business practices. Whenever possible, the Corporation, considering private financial or confidential information, promotes sharing of data, insights, plans, and key strategies that foster the investment in social entrepreneurship and a rigorous commitment to the establishment of a successful “Purpose Economy.”

**AS AN EARLY ADOPTER OF THE BENEFIT CORPORATION MODEL,**

we hold ourselves accountable and also utilize the independent review and analysis of B Labs and consult with other entities that promote Social Responsibility and appropriate Environmental Stewardship including P3 Utah. Our core values are articulated in our course offerings, on our website, and in employment and supplier contracts. Our duties to the community include key partnerships with stakeholders in the pre-hospital, post-hospital, senior services and emergency preparedness communities, as well as the health care community, low-income elementary school community, and the homeless community through service, training and compassionate care. These opportunities to volunteer help to establish strong ethical and community based networks among our students and graduates and assist with essential skill building, resume building and networking with potential employers.

**DIRECTOR/ OFFICER STATEMENT:** TAC Educational Services, Inc. has a dedicated Benefit Officer: Charles Ainscough, an attorney. The Benefit Officer is intimately involved in the day-to-day operations of the corporation and has no connection to B Labs, the independent third-party whose criteria for evaluation used by TAC Educational Services, Inc. As such, the Benefit Officer declares:

For the period April 1, 2016 and March 31, 2017, the Corporation has acted in accordance with its general public benefit purpose, which is to:

- 1 Provide an inspiring, fun and rewarding work environment and benefits that enrich the personal and professional lives of employees.
- 2 Provide vocational training using best practices that leads to employment; focusing on professional development, skills acquisition and job placement.

- 3 Provide volunteer opportunities related to the health care delivery system for our staff and students in order to learn new skills, meet potential employers, and to make the world a safer place to live and work.
- 4 Incorporate social and environmental concerns into the decision-making processes of the Corporation as it administers its duties to train Nurse Assistants and First Responders.

The Officer(s) and Staff of the Corporation considered the effects of any action or inaction upon the shareholders of the Corporation; its employees ,staff, faculty and shareholders; and the interests of the community in which the Corporation interacts or serves; and the local and global environment including its outreach programs for disaster preparedness.

The short term and long-term interests of the Corporation are best served by continued expansion of the Corporation's core values and social and environmental commitments as explained in the looking Forward section of the Benefit Report.

Subject to Subsection (2)(b), in discharging the duties and obligations of the Corporation it is the opinion of the Benefit Officer, that the Corporation; its officer(s) and shareholders, as well as the employees and staff have operated the Corporation in a manner consistent with the core values of the Corporation, the stated Benefit Purpose of the Corporation and has proven effective in its deliverables to the community.

To restate the Benefit established by the Corporation: TAC Educational Services, Inc. is committed to providing opportunities for student empowerment and success through established processes that assist the community in a variety of ways including disaster preparedness and community emergency response, assistance to the health care community, elementary school kids, and the homeless community through service and compassionate care.



After decades of focus on shareholder value, the paradigm shift of incorporating social and environmental values into decision-making has required owners, and employers to optimize for multiple (and often conflicting) outcomes between different stakeholders. The efforts of the Corporation as a first year Benefit Corporation are satisfactory in meeting the demands of the legislative requirements and inform the decisions made by the Corporation on a constant basis. It is expected that the Corporation will in the coming years, more effectively articulate its core values, refine its internal processes and expand the reach of its purpose model with great success.

This annual report is created and submitted as accurate and reflects a true accounting of the activities engaged in by the Corporation that serve the General Benefit of the community. It is the opinion of the Benefit Director/Officer that the Corporation has acted in accordance with its general public benefit purpose and produced and promoted activities that fulfilled the specific public benefit purpose in all material respects. The Officers and Directors created a public benefit during the period covered by this report.

Respectfully,

Charles Ainscough  
Attorney-at-Law  
Benefit Director/Officer  
TAC Educational Services, Inc.