



# Employee Manual

## 1 EMPLOYMENT FORMATION

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### 1.1 TERMS OF EMPLOYMENT

Oregon is an at-will employment state. Employment may be terminated for any reason, with or without cause, by either party. A minimum two-week advance notice by either the employer or employee is customary and requested.

Since we are a school and it would be extremely disruptive and difficult to lose a staff member during the middle of the school year, we do ask for a commitment for the entire academic year. The academic year begins on September 1 and ends on August 30.

Teachers are paid for scheduled lesson times, whether or not the student attends; therefore, any makeups are already paid for and not included in teacher paid hours. (See Section 10.5 – Attendance). Teachers who serve as accompanists are paid for accompanying at the same rate as for teaching. Teachers are paid a different “extra duty” pay rate for time spent attending staff meetings and participating in performance events.

### 1.2 HOURS OF OPERATION/WORK SCHEDULES

Music4Kids’ official open hours are Monday - Friday 10:00 am – 5:30 pm and Saturday 9:00 am – 4:00 pm. Closed on Sundays. Teachers who wish to teach on Sunday should discuss this with the Director.

Staff member work schedules vary based on staffing needs. Staff members are expected to report to work as scheduled and on time.

#### **Requesting Time-Off**

If at all possible, staff members should coordinate vacations, doctor appointments, and other

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time off with the Music4Kids closure schedule (see 9.4) or during non-work hours.

- Administrative staff request time-off online through Homebase.
- Teachers request time off online through Opus1. It is the teacher's responsibility to discuss a substitute or makeup schedule with the Education Coordinator and then finalize these details and email these details to [email@music4kids.com](mailto:email@music4kids.com) prior to the dates of the absence. The time-off request is not completed until this has been accomplished. **A note can be added to the request for time off if a substitute has already been arranged.**

### **Sick Leave**

Staff members receive one hour of sick leave for every 30 hours of work up to 40 hours of accrual. Hours of sick leave carry forward to the following year up to a total of 80 hours. This is automatically tracked in our Payroll Software and is shown on your pay stub.

This only applies to admin staff and to teachers who have arranged for a substitute or who for some other reason will not be making up their classes or lessons. Otherwise teachers will be rescheduling lessons or classes and will be paid for them.

To request to use your sick leave, visit <https://www.music4kids.com/team> and complete the online "Request for Sick Leave" form.

When you can use sick leave:

- Staff members can use sick time if they are seeking treatment or recovering from being sick or injured, or have other health conditions. They can also use sick time to for family members that are sick, injured, experiencing mental illness, or visiting the doctor
- Parental leave:
  - Care for children, which can include infants, adopted children, or foster children whether under 18 or disabled children over 18
  - Care for a child whose school or place of care is closed for a public health emergency
- Seek assistance for domestic violence, harassment, sexual assault, or stalking, and
- Attend or arrange funerals for family members
- Bereavement

## **1.3 PAYROLL**

Staff members are paid on the 7th of each month (or the next business day) for all hours worked the previous month as indicated on the timesheets included with each paycheck.

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Music4Kids takes all reasonable steps to ensure that staff members receive the correct amount of pay in each paycheck. In the event that there is an error in the amount of pay, the staff member should promptly bring the discrepancy to the attention of the Director so that corrections can be made as quickly as possible.

If you are absent on payday, your check will be held until you return to work. In this case, if you wish to have your check mailed to you, please contact the Office Manager. Payroll checks will not be released prior to the set pay schedule for any reason, nor will they be released to anyone other than the staff member.

Payroll deductions: The law requires that Music4Kids make certain deductions from every employee's compensation. Among these are applicable federal, state and local income taxes. We must also deduct Social Security taxes on each employee's earnings, and Music4Kids matches the amount of Social Security taxes paid by each employee. Unless you contact the program to opt out, the State of Oregon also requires us to withhold and submit an amount, currently at the rate of 6%, to "Oregon Saves," a state retirement program.

### **Annual Pay Increases**

After working at Music4Kids for one year, administrative and teaching staff will be considered for raises to begin with January work hours (paid in February). Objective factors to be considered in determining raises are being developed and will be added to this document when finalized.

## **1.4 HOLIDAYS AND SCHOOL CLOSURES**

Music4Kids is closed for the following days:

- Spring Break in March
- Memorial Day in May
- Independence Day in July
- Labor Day in September
- Week of Thanksgiving
- Two weeks for Christmas and New Year's Day

Music4Kids is open and holds classes and lessons on all other holidays.

Generally, no staff members work during the days and weeks that Music4Kids is closed and staff are not paid for those days. However, if a staff member does work during any of the above times for any reason, it is treated as any regular day of work with respect to payment of wages.

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Our student members are not charged for the weeks that we are closed, so no makeup lessons are needed for those days (see our color-coded calendar – Appendix 2).

We schedule makeup lessons for students who have lessons scheduled on Memorial Day, Independence Day, and Labor Day.

## **1.5 ATTENDANCE**

Regular, consistent attendance is a necessary condition of employment. It is essential to the smooth operation of our school and to the extraordinary experience we strive to provide for our members. Absence or significantly late arrival for three or more workdays without notifying the Director may result in termination of employment.

Recording Work Hours:

- Music4Kids administrative staff clock in and out online using the Homebase program.
- Teachers' instruction hours are recorded via our Opus1 software. Teachers are paid for all scheduled lessons whether or not attended by the student (thus makeup lessons are already paid for and not paid again).
  - If a student cancels their lesson online up to 4 hours before their lesson time they receive a makeup credit. It is the STUDENT'S responsibility to schedule the makeup lesson online.
  - If a teacher cancels a lesson, it is the TEACHER'S responsibility to schedule a makeup lesson within the week before or following the absence. Alternatively, the teacher may arrange for a substitute (in cooperation with the Director).

Illness and Emergencies:

- If you are unable to report for work as scheduled, notify the Director by phone call or text to 541-218-4113 as soon as possible, but in all cases before the starting time.
- If the absence is to continue beyond the first day, the staff member must notify the Director each morning as early as possible on a daily basis unless otherwise arranged.

## **1.6 MEALS AND BREAKS**

Oregon law requires that if your shift is longer than 2 hours, you must take a break in the middle of your shift. Administrative staff should take their break in the dining/conference room.

Teachers: When you create your schedule, please remember to build in 10-minute breaks and

meal breaks based on the information in the table below.

Administrative Staff: Take a 10-minute-break in the middle of your shift—do not clock out for your break. Meal breaks are built into your schedule in Homebase.

Shift length	Rest breaks	Meal breaks
2 hrs or less	0	0
2 hrs 1 min - 5 hrs 59 min	1	0
6 hrs	1	1
6 hrs 1 min - 10 hrs	2	1

### **1.7 PERSONAL TELEPHONE CALLS, TEXT MESSAGING, EMAIL, WEB USAGE**

Do not answer personal calls or check your texts during work hours or during a lesson. Return calls and text messages during your break. Parenting calls and emergency situations are excepted. Feel free to give our phone number (541-583-0123) to your child’s school, childcare staff, and family so they can reach you at work in an emergency.

Do not use school computers for checking personal email or using websites other than those directly related to doing your job. School computers must be used strictly for school business. Unless you are working on marketing tasks for Music4Kids, do not go on Facebook, or any other social network sites while at work.

### **1.8 DRESS CODE**

Always wear your name tag.

The way you dress greatly contributes to the atmosphere at our school. Please dress in modest “business casual” clothing. Nice jeans are okay, but please do not wear jeans with rips in them. Also avoid off-the-shoulder shirts or sweaters; see-through, backless, and low-cut tops; short shirts that expose hips, midriff, or abdomen; and miniskirts (shorter than knee length).

### **1.9 SMOKING, ALCOHOL, AND DRUG USE**

**No Smoking Policy:** Smoking on the premises or at any Music4Kids events is not permitted.

**Zero Alcohol/Drug Tolerance Policy:** The use of drugs or alcohol jeopardizes a safe workplace. Music4Kids has a zero-tolerance policy with regard to drugs and alcohol. Staff are not permitted

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to work under the influence of drugs or alcohol. Noncompliance will result in termination.

**Prescribed/Over-the-Counter Medication:** Staff taking any prescribed/over-the-counter medication or drugs that may affect their ability to perform their work are asked to notify the Director as soon as possible. For our staff member's health and safety, they may be required to produce a medical certificate stating that they are fit for work or specifying any restrictions.

## 1.10 CHILD PROTECTION

### Recognizing, Reporting and Recording Abuse

As music teachers and staff who work with children, we are mandatory reporters of child abuse. Staff should immediately report any knowledge or suspicion of abuse and neglect to the Director or Education Coordinator and report it to the Oregon Department of Human Services.

The information in this section is taken from the Oregon Department of Human Services website.

*While everyone should report suspected abuse, some people in the community are required by law to make reports to authorities. These people are called mandatory reporters. Most mandatory reporters have jobs that involve regular interaction with children, families, or vulnerable adults. Some examples are doctors, police, teachers, school employees, clergy members, and ODHS employees.*

The law requires that you report abuse immediately regardless of whether your knowledge came in your official capacity or you observe child abuse outside work hours. If you witnessed possible abuse, you cannot ask someone else to make this report for you. By providing your name, relationship to the child or family, and contact information you have met your responsibility as a mandatory reporter.

Failure to report is a violation of the law and carries a maximum penalty of \$2,000. Mandatory reporters can also be sued for damages in civil court for failing to report.

There are laws that keep the names, addresses, and other identifying information about the person who makes a child abuse report confidential. A small number of cases may involve criminal or juvenile court action and you may be called as a witness.

The ODHS training video defines a 3-step process: Recognize, Record, & Report

**Recognize:** For training on the indicators of neglect, potential or actual abuse as well as the process of reporting, please view the ODHS child abuse training video here:

<https://youtu.be/iO4uRPbl4YQ>

**Record** the following (if known). You are required to report even if you do not have all this information:

- Alleged perpetrator’s full legal name, relationship, location, and access to the child
- Full legal name, current location, contact information, and date of birth or approximate age for all adults and children involved including siblings and non-custodial parents and any other children and/or adults living in the home.
- A description of the abuse and the impact to the child’s health or safety
  - Any history of previous episodes of abuse you suspected or are aware of
  - If other concerns have ever been discussed with the family, whether by your or someone else, report the reaction and what steps were taken to address the situation with the family
  - Report what is going well with the family – strengths, successes, and areas of no concern can help paint the whole picture
  - Cultural or language considerations and ethnicity
  - Any known American Indian or Alaska Native heritage
  - Additional useful information:
    - Name of school or day care
    - Any concerns regarding the safety of a worker assigned to assess the child’s situation
    - General functioning of the child including medical diagnosis, disabilities, or unique care needs
    - Observations or statements made to you or others about the child’s functioning
    - Information that leads you to suspect domestic violence
    - Observations or concerns about substance use
    - Indications for mental health impairment in the parent
    - Anything that seems to affect the parents’ ability to adequately and safely respond to the child’s needs

**Report:** The law requires a report be made immediately to the number below. Reports can’t wait until later, a more convenient time, or even the next business day, even if the child is not currently in danger.

If you think someone is being hurt now or is in immediate danger, call 911 right away. For all other reports of child abuse, report should be made to the ODHS by calling **855-503-7233** (855-503-SAFE). The hotline is open 24 hours a day, 365 days a year.

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If the screener you speak with at ODHS determines the information gathered does not meet criteria for further action, the report may be closed at screening. Once you make a report of child abuse, the screener or Child Protective Services (CPS) worker can tell you whether or not the report was assigned for CPS assessment, whether or not there is reasonable cause to believe abuse occurred, and whether services were offered to the family. In any case, as a mandatory reporter, you have met your obligation.

### **Allegations about Staff**

Music4Kids will respond to allegations of child abuse by a staff member in a manner that prioritizes the safety of our students and also with respect for the rights of the adult involved and concern for their well-being throughout the process.

Our primary concern is, of course, the safety of our students. But we are also determined that the truth about any situation be uncovered and, should allegations be found to be false, that the reputation of the adult involved is protected and/or restored.

For this purpose, we have installed security cameras that are continually recording. We are able to retrieve the recordings for about 30 days. **If you experience anything with a student that you feel might be “off” or raise concerns with the parent, please record the date and the time and report it to the Director so we can download any video that we may have of the incident.**

Music4Kids will not handle allegations of abuse made by students or parents independently. We will promptly refer any such allegations to the police, providing any information and video that we have which may be pertinent to the situation. We will not conduct any internal investigation while a police investigation is in process.

Throughout any active investigation, the staff member in question will not have unsupervised contact with children. In the event of a criminal investigation by the police, the staff member may be temporarily suspended, without bias, as a precautionary step.

If there is insufficient evidence for the authorities to pursue a criminal prosecution, then an internal investigation may be undertaken if there is reasonable cause to suspect that inappropriate behavior by a staff member has occurred. In that case the Director will consult with the Leadership Team to determine any actions that need to be taken.



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## **1.11 CONTINUOUS IMPROVEMENT AND STAFF PERFORMANCE**

Our work habits effect everyone around us. To grow as a community and create an atmosphere of support for one another, we encourage an attitude of continuous self-improvement.

The Director will speak with staff who are not following the above guidelines or who do not exhibit efficient work habits and inform them of the area in which they need to improve. The goal of our progressive notification policy and process outlined below is to ensure that staff members understand what is expected and to help them develop excellent work habits and therefore contribute meaningfully to our Music4Kids community.

Following is the progression of notification for unmet guidelines or work performance that needs improvement:

- **On first occurrence:** verbal notification
- **On second occurrence:** written notification
- **On third occurrence:** meeting with the Director to determine the underlying cause and consider whether their position at Music4Kids is a good fit for the staff member or whether some changes need to be made.

Egregious forms of misconduct including theft, fraud, violence or threats of violence, any type of harassment or violations of our drug and alcohol policy (see section 9.10) will result in immediate dismissal for cause.

## **2 ROLES AND RESPONSIBILITIES**

### **2.1 ADMINISTRATIVE TEAM**

The Administrative Team consists of a Director, an Office Manager, and a Student Assistant who each perform administrative tasks as assigned.

### **2.2 TEACHING TEAM**

The Teaching Team includes Kindermusik, vocal, and instrumental teachers.

### **2.3 LEADERSHIP TEAM**

Representatives from the Admin and Teacher Teams meet regularly to discuss best practices and ideas for future improvements at Music4Kids and make recommendations for how to move forward, including annual planning, schedules, handling of recurring family experience issues, and any other topics that arise.

## **Administrative Responsibilities**

As Music4Kids grows, the roles below may be fulfilled by specific people. Currently we are small enough that these roles are split between the existing administrative staff. Teachers who would like to help out with any of these administrative responsibilities should let the Director know.

### **2.4 DIRECTOR**

- Purchasing non routine items
- Human Resources
- Systems Oversight (Opus1, Website, Email, Trello, etc.)
- Facility Management

### **2.5 OFFICE MANAGER**

- Purchasing routine books and supplies
- Payroll
- Billing and liaison with 3<sup>rd</sup> Party Payers
- Assisstant to the Director

### **2.6 EDUCATION COORDINATOR**

- Direct and Supervise Curriculum and Pedagogy
- Train New Teachers
- Oversee Teachers and Teaching
- Coordinate Music Exams
- Help Teachers Find Answers for Issues with Students/Families
- Oversee Performance and Educational Events

### **2.7 MEMBER EXPERIENCE COORDINATOR**

- Maintain an awareness of the atmosphere at Music4Kids and seek to maintain and increase the warm, friendly, and positive atmosphere experienced by teachers, students, and their families.
- Thoroughly understand and effectively function in the Opus1 Plus management system.
- Attend all staff meetings to gain and maintain an awareness of what is happening in the studio and all the activities in which the students and staff participate. Get to know the teaching staff so that you can confidently recommend them to those who inquire and assist them as needed.
- Maintain the bulletin boards.
- Answer phone calls, emails, and text messages from teachers and student families and assist them as needed through the process of changing lesson or class times, questions about concerts and events, lesson and class change options, and pausing or canceling

membership.

- Communicate with parents and students regarding school closures, teacher absences, and other things that need to be communicated. **Include directions in the Opus1 procedures and checklists. (Navigate on the Opus1 calendar to the current day and email/text from there.)**
- Develop and maintain short- and long-term autoresponder sequences in Opus1 Plus for new members and current members – e.g. member information in small doses, community-building emails, etc.
- Help with student retention by providing amazing customer service and helping families who are canceling or pausing to find alternative schedules or less expensive group options that will enable them to stay enrolled. If that is not possible, make sure they feel that we have done all that we could and that we care about them. Always leave those who cancel their membership with sincere well-wishes for their continued musical journey and an open invitation to return.

## **2.8 EVENT COORDINATOR**

- Be available for all Music4Kids events, usually on evenings and weekends.
- Communicate with teachers, provide the student sign-up form with a deadline, and collect the forms.
- Create the event in Opus1 and enter student information.
- In cooperation with the Education Coordinator, determine concert order and update in Opus
- Develop a list of items that need to be taken to the venue
- Develop a “to-do” list for the day of the recital, including moving any needed instruments and equipment.
- Recruit staff and students to assist in tasks on the to-do list. Provide the to-do list and staff assigned to each task to the Education Director.
- Oversee all activities related to the recital, including returning all instruments and equipment to the studio and setting it back up (with assistance from Audio Assistant).

## **2.9 MARKETING AND PUBLICITY SPECIALIST**

- Seek out and attend/coordinate vendor events
  - Develop a presentation based on the type of event.
  - Recruit staff assistance.
  - Serve as point of contact with the outside organization.
- Develop, document, and implement a clearly defined and organized month-by-month, year-round marketing plan that is replicable year after year for all aspects of marketing including, but not limited to, social media, newsletters, blogs, advertising, public relations campaigns and events.
- Develop and create social media posts, videos, advertising, posters, brochures and other marketing materials. Organize them into a month-by-month library of images, verbiage,

- posts, blogs, etc. to be used when implementing the marketing plan each year.
- Develop a list of places where we can place our posters, brochures, and business cards. Take these materials to those locations and periodically resupply them.
  - Seek opportunities for raising the visibility of Music4Kids in the community. Plan and implement ways to take advantage of these opportunities.
  - Keep a schedule of Info/Vendor Table opportunities in the Grants Pass community and either staff the table or find others to do so.
  - Develop a list of items that need to be taken each time we have an info table. Collect items that are used every time and place them permanently in our rolling file box, so they are ready to take to each information table opportunity.
  - Maintain the Music4Kids Website, YouTube Channel, Facebook and Instagram Pages.
  - Provide press releases and calendar information about Music4Kids and events to the Sneak Preview, Chamber of Commerce, The Daily Courier, and Southern Oregon Family. Seek out other local news media to add to this list who will receive information.
  - Create ads for the Southern Oregon Family quarterly publication.

## **2.10 LEAD NURTURER**

- Answer phone calls, emails, and text messages from prospects and assist them as needed through the process of lead nurturing and enrollment.
- Using the Opus1 Plus Prospects system, follow up daily on all leads with the goal of substantially increasing our enrollment.
- Develop and maintain short- and long-term autoresponder (drip marketing) sequences in Opus1 Plus for Kindermusik, Lessons, and Summer Programs. Create a replicable system including both automated and manual schedules of different types of follow ups and scripts for each and document them to add to the Procedures and Checklists section of this manual.

## **2.11 MEDIA ASSISTANT**

- Video all concerts to be uploaded to our YouTube channel.
- Take photos for marketing purposes.
- Shoot videos including "Tour of our Studio," Student and Staff interviews, and others.
- Edit photos and videos.
- Maintain and continually update our website photo gallery and YouTube Channel.
- Maintain digital files of photos and videos in an organized manner (in cooperation with the Director).

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## **2.12 AUDIO ASSISTANT**

- Knowledgeable about audio systems and recording.
- Run the sound for Music4Kids events.
- Maintain a current list of our sound equipment and be responsible for transporting and returning all equipment for events.

## **2.13 CLEANING AND ASSISTING ADMIN STAFF**

- Clean early childhood instruments used in previous days' classes.
- Vacuum Studios and Waiting Room.
- Wipe down all flat surfaces and doorknobs, including keyboards and baseboards.
- Clean windows and windows in doors.
- Empty trash cans in all rooms into office trash and take outside to trash pickup.
- Break down boxes and take out cardboard.
- Sweep downstairs entry way inside and outside.
- Sharpen pencils.
- Other tasks as needed including laminating, cutting, sorting, filing, organizing, etc.

## **Teacher Responsibilities**

### **2.14 TEACHER RESPONSIBILITIES**

See Teacher Handbook

### **2.15 RESPONSIBILITIES SHARED BY ALL**

#### **General Building Maintenance**

It is part of all our responsibilities to be aware of the atmosphere families experience when they are in our facility. It is extremely important that it is always welcoming, clean, neat and organized, with everything functioning correctly, and even that all the rooms have a pleasant smell.

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Teachers: We don't expect teachers to be responsible for any cleaning, but if you see anything that needs to be taken care of, please let one of the admin staff know. Please let Deb know immediately if the piano keys are not functioning correctly, or any instruments or equipment needs maintenance.

Admin Staff:

Every day, always be aware of your physical surroundings and straighten up, if needed.

Our student assistant does regular cleaning on Tuesday, Thursday, and Friday, but between cleanings sometimes minor tidying-up is needed. If you are working in the morning on Monday or Wednesday, please do a quick check of all the common areas.

If the carpet is dirty or something was tracked in, please give a quick once over with the vacuum located in the storage closet.

If there are no paper towels or toilet paper in the washrooms, please replace them.

Waiting room: Make sure that there are cups by the water cooler. Tidy up the books and magazines and pick up any garbage that didn't make its way to the garbage can. If the garbage can has food in it, please put a new bag in and throw the one with the food in it in the trash can in the kitchen. We have had ant problems due to food.

General building maintenance such as air conditioners leaking, etc. should be directed to Deb who will contact Geoff at RealWise Property Management.

## **OPENING AND CLOSING PROCEDURES**

Teachers: If you are the last one in the building, admin staff would have gone through these procedures before leaving. Just be sure your room is picked up, digital instruments are turned off, lights are off, and fans or heaters are turned off. Lock your room door and then the outside door on your way out.

### **Opening Procedures**

- Put the front entry décor in order
- Open up the waiting room. Straighten it up, if necessary. Check washrooms for toilet paper and paper towels and the water cooler for cups
- Check your Trello task list and follow the Daily Routine list.

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## Closing Procedures

- Turn Off and Close computer
- Leave the desk cleared for the next person who will be working there
- Turn off any extra heaters or fans.
- Check that all lights are off in all rooms including kitchen.
- Check that all doors are locked.
- Remove outer entry décor and place in the inner hallway (the plants remain outside).

## 3 STAFF ACKNOWLEDGEMENT

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I acknowledge that I have read the Music4Kids Employment Manual completely.

I acknowledge that the Music4Kids Operation Manual is not a contract of employment and may undergo revisions. I commit to adhering to the guidelines outlined in this handbook, including any future updates or modifications.

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Employee Signature

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Date