

HS ART TEACHER

Job Description

JOB PURPOSE: Create and implement a flexible program and classroom environment favorable to student learning and personal growth. Develops lesson plans consistent with established guidelines. Establish effective rapport with students, staff members, and parents. Motivate students to develop skills, attitudes and knowledge to provide an effective educational foundation, in accordance with each student's ability.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Instruction/Education Responsibilities

- Plans and implements a program of instruction that adheres to the company's philosophy, goals and objectives as outlined in the adopted courses of study.
- Makes purposeful and appropriate lesson plans which provide for effective teaching strategies and maximizes time on task.
- Presents subject matter to students to maximize learning opportunity and provides real-world, application based examples and learning opportunities.
- Reviews student records in order to develop a foundation of understanding regarding each student's abilities and needs. Maintain accurate and complete student records.
- Strives to maximize the educational achievement of each student.
- Utilizes a variety/range of student learning modalities in each lesson and uses differentiated instruction within those lessons.
- Utilizes diagnostic assessment of student learning on a frequent basis.
- Maintains accurate and completes student records.
- Assesses student strengths and weaknesses on a frequent basis, provides appropriate activities to address student needs and generates progress reports as required.
- Refers students with suspected learning problems to appropriate support personnel.
- Assigns lessons, corrects student work product and reviews oral presentations.
- Coordinates class field trips (as required).
- Prepares students for state required achievement assessments.
- Keeps current in subject matter knowledge and learning theory and is willing to share this knowledge for the continual improvement of the school's curriculum.
- Assists in the on-going curriculum revision process, including the revision of written courses of study.
- Assists in the selection of books, equipment, and other instructional materials.
- Becomes acquainted with supplemental services beneficial to students as an extension of regular classroom activities.

Provide a Classroom Environment Conducive to Learning

- Creates a classroom environment that is conducive to learning and appropriate to the maturity and interests of students.
- Maintains positive rapport with students□demonstrates patience and appropriate nurturing to assist in the growth of the child.
- Ensures classroom is clean, safe and includes student generated work on display as appropriate.
- Implements all relevant policies governing student conduct.
- Develops reasonable rules of classroom/playground behavior in accordance with CSUSA policy and guidelines, and maintains order in the classroom in a fair and consistent manner.

Instructional Planning

- Develops lesson plans consistent with established guidelines and goals.
- Plans individual and / group learning activities designed to meet instructional objective and students needs.

- Prepares for classes assigned and shows evidence of preparation upon request of supervisory personnel.
- Participates with other staff members in curriculum planning during designated meetings.
- Incorporates into planning all diagnostic information as required in the student's Individual Education Plan (IEP).
- Takes all necessary and reasonable precautions to protect supplies, equipment, materials and facilities needed to implement effectively the planned instructional program.

School/Community Relations

- Strives to establish cooperative relations and makes reasonable effort to communicate with parents/guardians when appropriate.
- Communicates clearly, consistently and positively with parents via all appropriate mediums.
- Cooperates with members of the administration, other staff and with CSUSA.
- Maintains confidentiality regarding student records.
- Participates in parent communication activities.
- Participates in extracurricular activities to ensure a positive school culture and provide support for students and staff (as required).

****MAY PERFORM OTHER DUTIES AS ASSIGNED****

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

SKILLS AND KNOWLEDGE

1. Demonstrates enthusiasm and commitment toward the position and the mission of the company; support the company's values in the strategic areas of academic excellence, operational performance, superior culture, and financial health and growth, as outlined in the Employee Handbook.
2. Possesses strong time management & organizational skills and the ability to prioritize effectively.
3. Has the ability to establish and maintain effective working relationships with teachers, students, parents, the community, and administrative staff. Is sensitive to sensitive to corporate needs, employee goodwill, and the public image, as unique situations present themselves.
4. Possesses excellent interpersonal skills and displays such between all stakeholders: being courteous, professional, and helpful.
5. Possesses excellent communication skills: Oral (including presentations), Written, Interpersonal (active listening), Negotiating and Influencing.
6. Has the ability to be at work consistently, to be on time, to follow instructions, to respond to management direction and to solicit feedback to improve performance.
7. Demonstrates proficient experience with Microsoft Office (Word, Excel, PowerPoint), Student Information System (SIS) and email communications.
8. Looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
9. Strives to implement best practices and positive character education consistently.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- No physical exertion required.
- Somewhat stressful due to frequent student activity.

- Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

WORK ENVIRONMENT

While performing the responsibilities of this position, the work environment characteristics listed below are representative of the environment the employee will encounter:

- May be around or handling hazardous chemicals
- May be noisy during high student traffic.

TERMS OF EMPLOYMENT

- Salary and benefits shall be paid consistent with CSUSA salary and benefit policy.
- Length of the work year and hours

ATTACHMENT R

Employee Handbook

EMPLOYEE HANDBOOK

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Section 1

Welcome

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- Suggestions
- Mission and Vision
- Mission Statement
- Vision Statement
- Values

“The core, the essence, of effective leadership is personal flourishing.”

— Tal Ben-Shahar

“Putting Students First by Putting People First”

Our focus and commitment is “Putting Students First.” We recognize that in order to put students first we must support the professionals who guide and instruct our students and make a positive difference every day in the lives of young people. We are committed to creating a work environment that fosters a productive learning environment, an environment where teachers can teach, learners can learn and people will find meaning and satisfaction in their careers. We are a family of committed professionals striving to provide a high quality education for thousands of students. The policies and guidelines in this handbook are designed to support our mission and are the minimum expectations for our work environment.

The Choice

Founded in 1997, your employer is one of the oldest, largest and fastest-growing education services providers in the United States. We successfully manage high performing public and municipal schools for pre-Kindergarten through grade 12. We assist corporations, government entities, developers and nonprofit agencies with all phases of school design including planning, development, financing, construction, operations and curriculum. We have also been instrumental in pushing forward legislation that has furthered educational reform to help all students gain access to high quality education.

While we are proud of our awards, we believe our greatest accomplishment is achieving a 95% satisfaction rate from parents and achieving “B” academic averages from the various Departments of Education in which our schools operate. We always put students first in every decision we make. That philosophy, along with a qualified and dedicated staff has placed your employer as a national leader in education management.

About Your Employee Handbook

Your employer is proud to provide you with information about your work environment, employee benefits, and policies affecting your employment. You should read, understand, and comply with all provisions of this handbook. It describes many of your responsibilities as an employee and outlines the programs developed by your employer to benefit every employee. It is our desire to create a safe, meaningful and value driven work environment that is conducive to both personal and professional growth. We strive to recognize individual contribution, and to make open, direct and personal communication a part of our organization.

This handbook summarizes personnel policies. It is intended only as a guideline. We welcome and encourage any suggestions you may have for improving your work environment and any aspect of our policies. Your employer’s management specifically reserves the right to amend the policies contained herein. Your employer will make all attempts to notify employees of policy changes that may affect this handbook. Please read your Handbook carefully. You will be required to electronically sign an “Employee Handbook” Acknowledgement. While you will receive an overview of the main points of the Handbook during orientation, you are expected to read and understand your Handbook in its entirety. Please ask your School Operations Administrator/Department Manager for an explanation if you have any questions.

The provisions outlined in this handbook supersede all existing policies, practices and previous handbooks. The policies or guidelines contained in this employee handbook create neither an expressed nor implied employment contract with your employer or any of its subsidiaries.

Please treat this handbook and the information in it as confidential. No portion of this handbook should be disclosed to others, except employees and those affiliated with your employer whose knowledge of the information is required in the normal course of business.

Employment “At Will”

Your employment with your employer is “at will”. “At will” employment means that you voluntarily agreed to work with your employer. There is no guaranteed length of employment, and you are free to resign at any time. As an “at will” employer, your employer may terminate the employment relationship at any time, with or without notice or cause. At all times, your employer will follow all applicable state and federal employment laws.

No representative of your employer, other than the CEO or his direct representative, has any authority to enter into any employment agreement for any specified period of time.

If you have a signed written contract with one of the local school boards, as a co-employer, the written employment agreement may provide different provisions governing your employment. Therefore, please review your employment contract for specifics. In the event that there are any inconsistencies between the terms of your written employment agreement and any provisions and policies set forth in this Employee Handbook, the terms of your written employment agreement govern.

Probationary Period

Newly hired employees, current employees who have been transferred, promoted or reassigned to a new position, are employed with the understanding that the first 90 days in their new position are considered to be a probationary period.

This probationary period provides an opportunity for both you and your employer to evaluate each other and to determine continuing the employment relationship. During your first 90 days in your new position your job performance may be observed by your School Administrator/ Department Manager to ensure job compatibility.

During this time, you will be provided with training and guidance from your School Administrator/ Department Manager. Under appropriate circumstances, your probationary period may be extended. At the end of the probationary period, you and your School Administrator/Department Manager will discuss performance.

Public Media Policy

Under no circumstance should any employee give a statement, or answer questions to any member of the media, unless given permission and direction by an Executive Team Member or the Public Relations Firm. Media is defined as any broadcast system, i.e. radio, television, newspaper, etc.

At the school level, any employee who receives a call, or is visited in person by a member of the media, is to contact the Principal’s office immediately. At that time, they will in turn refer the contact to our public relations firm.

At the Support Center, any employee who receives a call, or is visited in person by a member of the media is to contact their executive team member immediately.

Open Door Policy

When employees communicate openly and directly with School Administrators/ Department Managers it can have a positive effect on the working environment. We encourage all team members to discuss any concerns with their supervisors at any time in their employment.

Suggestions

If you have any suggestions or ideas that you feel would benefit your employer, we would encourage you to tell us about them. We are always looking for suggestions that improve methods, procedures, and working conditions, reduce costs, or errors, and benefit the Company and its employees. The best way to make suggestions is to contact your executive team member.

Mission and Vision

We have developed a mission and vision to help us achieve our goals and uphold our values. This mission guides employees on how we do business and how to make decisions when faced with choices.

Mission Statement

Provides world-class educational solutions within:

- An unwavering dedication to student success.
- An unyielding commitment to ethical and sound business practices.
- Providing a choice for stakeholders that fosters and promotes educational excellence.

Vision Statement

Will have a dramatic impact on the world's next generation - changing lives and leaving a legacy. Our brand will be standard by which quality is measured in education.

- Communities will petition us to develop a school in their area. All of our schools will be fully enrolled with waiting lists.
- Our superior capabilities will allow us to be a catalyst to spawn new synergistic business unit, which will continue to fuel our growth and geographic reach.
- We will make a positive difference to millions of students worldwide.

Values

Purpose:

- Students – A student centered organization
- People – Empowering people with courage, talent and vision
- Giving back and making a difference

Passion:

- High Standards – Quality and professionalism
- Learning – Continual improvement and innovation

Integrity:

- Integrity – Honesty, loyalty and personal accountability
- Teamwork – Partnership and fostering a respectful family atmosphere

Grit:

- Fiscal Responsibility – Building a sustainable, long-term investment in the future
- Commitment – A life of purposefulness to a greater cause
- Accountability to disciplined processes and required outcomes

Section 2

Employment Standards and Policies

- Equal Opportunity Employer
- Zero Tolerance Policies
- Non-Discrimination and Anti-Harassment Policy
- Workplace Violence
- Drug Free Workplace
- Smoke Free and Tobacco Free Policy
- Criminal Conduct
- Code of Business Conduct
- Business Conduct
- Accurate Bookkeeping and Records
- Investigation and Site Inspections
- Procedure for Reporting
- Engaging in Contracts with Vendors
- Solicitation

*“The same man cannot well be skilled in everything;
each has his special excellence.”*

-Euripides

Employment Standards and Policies

Equal Opportunity Employer

Your employer is an equal opportunity employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at your employer will be based on merit, qualifications, skills and abilities. Your employer does not discriminate on the basis of race, color, religion, sex, pregnancy, national origin, citizenship, age, veteran status, disability, or any other characteristic protected by law. Your employer will not unlawfully discriminate against any qualified employee or applicant on the basis of a physical or mental disability.

If you witness or experience any form of discrimination, or if you have questions concerning this policy, you should immediately notify your School Administrator/Department Manager or Human Resources. If you believe it would be inappropriate to discuss the matter with your supervisor with whom you work, you may bypass that individual and report it directly to the next level of management or Human Resources. Reports will be investigated, and appropriate corrective action will be taken. Complaints will be handled confidentially, except as necessary for investigation and resolution. This policy prohibits retaliation, harassment or other adverse action being taken against you as a result of making a complaint of discrimination, assisting in an investigation, opposing discrimination, or otherwise exercising rights protected by law.

Zero Tolerance Policies

Your employer has established zero tolerance policies to provide for the safety of our students and staff. Violations of the zero tolerance policies will lead to immediate termination. This handbook defines “zero tolerance policies” as harassment, work place violence, unethical business practices, violations of computer usage policies, drug free workplace and breaches of confidentiality.

Non-Discrimination and Anti-Harassment Policy

Your employer is committed to maintaining a work environment in which all individuals are treated with respect and dignity. In keeping with this commitment, we will not tolerate harassment of our employees by anyone, including supervisors, co-workers, vendors, or clients of the Company. Harassment in the workplace is prohibited, both in the workplace and off the premises, including at social activities conducted or sponsored by the Company. Human Resources has overall responsibility for this policy and maintains reporting and monitoring procedures. Employee questions or concerns should be referred to Human Resources. Appropriate disciplinary action may be taken against any employee willfully violating this policy, up to and including termination of employment.

Harassment is defined as verbal or physical conduct which:

- Denigrates or shows hostility or aversion toward an individual because of his/her protected status, or that of his/her relatives, friends or associates.
- Has the purpose or effect of creating an intimidating, hostile or offensive working environment.
- Has the purpose or effect of unreasonably interfering with an individual’s work performance.
- Behavior that adversely affects an individual’s employment opportunities.

Prohibited activities include but are not limited to slurs, jokes, emails, gossip, negative stereotyping, threatening, intimidating, or hostile acts that relate to any protected status. Prohibited harassment also includes written or graphic material that is placed on walls, bulletin boards, or elsewhere on the premises, or circulated in the workplace. Harassment can consist of unwelcome conduct whether verbal, physical, or visual, that is based upon a person’s protected status, such as gender, color, race, ancestry, religion, national origin, age, physical handicap, medical condition, disability, marital status, veteran status, citizenship status, or any protected personal characteristic.

Sexual harassment may include unwelcome sexual advances, requests for sexual favors or unwelcome physical contact. Prohibited activities include but are not limited to repeated unwelcome requests for a romantic relationship,

explicit sexual propositions, sexual innuendo or suggestive comments. Sexually oriented “kidding” or “teasing,” “practical jokes,” jokes about gender specific traits are prohibited. Sexual harassment can also be described as foul or obscene language or gestures, displaying or circulating in the workplace sexually suggestive objects or pictures including through e-mail. Physical contact, such as patting, pinching, or brushing against another’s body is considered harassing behavior. “Quid pro Quo” sexual harassment is defined as behavior where submission to, or rejection of the conduct is used as the basis for an employment decision. Conduct maybe considered sexual harassment if it has the purpose or effect of interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment.

Workplace Violence

Your employer has zero tolerance for fighting, threats and other acts of violence against employees, co-workers, job applicants, clients or vendors. Possession of firearms, weapons, ammunition or explosives on Company property or while on Company business is strictly prohibited, and may result in immediate termination.

Acts or threats of violence or physical harm, whether made directly or indirectly, violate the safety of staff and professional conduct of your employer’s business. If you are subjected to or threatened with harm by a co-worker, parent, customer or vendor, or if you become aware of another individual who has been subjected to or threatened with violence, or if you know of circumstances which might result in violence, you should immediately report this information to your School Operations Administrator/Department Manager or Human Resources.

Please bring any threats to your employer’s attention so that we can deal with them promptly and appropriately. Do not assume that any threat is not serious. An investigation into threatening remarks or conduct will be conducted with as much confidentiality as possible. No adverse action will be taken against anyone who brings a good-faith complaint under this policy.

Drug Free Workplace

Your employer prohibits reporting to work under the influence of alcohol or illegal drugs or substances, including the illegal use or misuse of prescription drugs. Employees cannot be intoxicated while on Company premises. Your employer prohibits the sale, purchase or consumption of alcoholic beverages or illegal drugs on Company premises or while performing company business. Working under the influence of alcohol, prescription or nonprescription drugs that could impair judgement or motor functions and places persons or property in jeopardy is strictly prohibited.

Possession of paraphernalia used in connection with the use of any drug is a violation of the drug free workplace policy. Employees suspected of being under the influence of drugs or alcohol while at work, will be drug tested.

The Company will conduct drug tests if an employee’s conduct creates a reasonable suspicion of being under the influence of drugs or alcohol. If an employee sustains a workplace injury, the employee must consent to a drug screening. If an employee refuses to be tested, they will be terminated. Your Employer reserves the right to perform random drug screenings on all employees at any time, with or without suspicion.

Employees are required to review the employer’s Drug-Free Workplace Policy and electronically sign the Acknowledgement regarding this policy.

Smoke Free and Tobacco Free Policy

Your employer has implemented a smoke/tobacco free policy for all employees working in the states of Florida and Georgia. Your employer will not employ candidates in Florida and Georgia who smoke, either through vapor or tobacco, or use tobacco, and will enforce such policy in our employment and hiring processes to the fullest extent allowable under applicable laws. Your employer will provide reasonable programs and support to assist current employees who smoke or use tobacco products in their cessation efforts. All offices and schools are smoke free and smoking is strictly prohibited at all locations.

Criminal Conduct

Sarasota Classical Preparatory Academy

Your employer will comply with all applicable laws and regulations regarding appropriate business practices. The company expects its directors, officers, and employees to conduct business in accordance with all relevant laws. All employees must refrain from any illegal, dishonest, or unethical conduct. Criminal conduct by employees will not be tolerated, and such conduct may result in termination and include criminal or civil legal action. Criminal conduct includes, but is not limited to:

- Theft, misuse or abuse of Company, employee or customer property, including telephone, computer, or mail resources.
- Violence or threats of violence.
- Bribery or extortion involving Your employer's assets or operations.

In addition, this code requires that you must agree to report any conflicts of interest and any violations of the Code of Business Conduct to a member of the Human Resources or a member of management.

Code of Business Conduct

Code of Business Conduct includes the following principles:

Conflicts of Interest: You must conduct yourself in a manner that avoids conflicts of interest and that upholds the Company's business reputation.

Confidential Nature of Work: Keep proprietary and personnel information confidential. Avoid disclosure of information to anyone outside of your employer.

Fraud Dishonesty and Criminal Conduct: Fraud, dishonesty and criminal conduct by employees will not be tolerated.

Business Conduct

The successful business operation and reputation of your employer is built upon the principles of fair dealing and ethical conduct. Our reputation for integrity and excellence requires careful observance of all applicable laws and regulations, as well as the highest standards of conduct and personal integrity.

The continued success of your employer is dependent upon our clients' trust and we are dedicated to preserving that trust. Employees owe a duty to clients and fellow employees to act in a way that will merit the continued trust and confidence of the public.

Accurate Bookkeeping and Records

All employees must record and report information accurately and honestly. This includes reports of time worked, business expenses, monetary intake at the Support Center and the schools, and other business related activities.

Your employer's financial statements and the records on which they are based must always accurately and fairly reflect the activities and transactions of the company in accordance with generally accepted accounting principles. No undisclosed or unrecorded funds of any school or Support Center assets shall be established for any purpose, nor should any company funds be placed in any personal or non-company account. No employee shall make an entry on the Company's books and records that intentionally hides or disguises the true nature of the transaction. The Company will appropriately discipline any employee who violates this policy, including termination, and the employee may be subject to criminal investigation and prosecution.

Investigation and Site Inspections

Your employer reserves the right to access and inspect all Company owned or managed areas. Desks, lockers, computers, cabinets, drawers, etc., are provided for the convenience of employees and may be searched at any time to the extent considered necessary. Your employer also reserves the right to search employee property on Company property, such as handbags, lunch boxes, briefcases, personal laptops, and employee cars on Company property. Your employer may, but is not required to, obtain the employee's consent when property belonging to or used by an employee is to be searched, where possible, the employee will be notified of the search and should be present.

Your employer also reserves the right to search employee property on Company property, such as handbags, lunch boxes, briefcases, personal laptops, and employee cars on Company property. Your employer may, but is not required to, obtain the employee's consent when property belonging to or used by an employee is to be searched, where possible, the employee will be notified of the search and should be present. The search should be carried out in privacy, but with a supervisory witness. Your employer shall have the right to conduct a search if there is reasonable suspicion to believe that any policy violation has occurred.

Procedure for Reporting

The Company's policy is to investigate all complaints thoroughly and promptly. The Company will keep complaints and the resolution confidential. If an investigation confirms that a violation of Company policy has occurred, the Company will take corrective action, including disciplinary action up to and including termination of employment. Your employer prohibits retaliation against any individual who makes a good-faith report of discrimination, harassment or participates in an investigation of such reports. Retaliation against any individual for reporting harassment, discrimination for participating in an investigation is strictly prohibited.

All employees are responsible for helping to ensure that our work environment remains free from harassing behavior. If you feel that you have experienced or witnessed conduct contrary to this policy, you have an obligation to immediately report the issue.

Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Your employer requires that all incidents of discrimination, harassment or retaliation be reported, regardless of the offender's identity or position. Individuals who believe they have witnessed or experienced conduct that they believe is contrary to the Company's Non-Discrimination/Harassment Policy should file their complaints with their immediate School Administrator/Department Manager, next level of management, or Human Resources.

- Report your problem or concern with your School Operations Administrator/Department Manager.
- Your School Operations Administrator/Department Manager will investigate and make recommendations for resolution.
- If you are uncomfortable reporting an issue to your School Operations Administrator/Department Manager, or if they do not help you to your satisfaction, you can take your concern directly to the next level of management or to Human Resources.

Please allow a minimum of 48 hours from the time of notification before escalating any issue to the next level of management. We encourage you to try to resolve issues through open discussion with your School Operations Administrator/Department Manager. If an employee making a complaint does not agree with its resolution, the employee may appeal to the Human Resources.

Engaging in Contracts with Vendors

No employee of your employer can engage any vendor in a contractual agreement for products or services without written approval of the CFO.

Solicitation

Solicitation, distribution of literature or trespassing by non-employees is prohibited at all times on Company and school property. Solicitation is defined as raising money for organizations or causes while at work. Solicitation by any employee is prohibited while at work for your employer. Distribution of literature or other propaganda by employees is prohibited at all times in working areas including breakrooms, employee/teacher common and planning areas.

Common types of solicitation are selling of Avon Products, Amway products, Rhodan and Fields, student fundraisers for other schools and girls scout cookies. If you have questions about fundraising, please speak with your direct supervisor or administration.

Section 3

Employee Performance Expectations

- CSUSA's Expectations
- Internal and External Customer Service
- Service Standards
- Handling Customer Problems
- Telephone Courtesy
- Performance
- Goal Setting
- Formal Evaluations
- Promotions and Transfers
- Personnel File
- Keeping Your Employment Records Up to Date
- Reviewing your Employment Records
- Attendance and Punctuality
- Call-In Procedure
- Examples of Conduct Not Permitted
- Disciplinary Action
- School Based Employee Dress Code
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- Examples of Unacceptable Attire- School Based and Support Center
- Conflicts of Interest
- Outside Employment and Community Service
- Confidentiality
- Inventions, Proprietary Rights and Non-Compete Agreement
- Nepotism
- Personal Relationships

"Managing energy, not time, is the key to high performance and personal renewal."

Employee Performance Expectations

Expectations

Your employer expects our employees to be honest, reliable and conscientious in meeting the responsibilities of their position. Also we expect all employees to perform all duties competently, professionally, and responsibly. In order to meet these expectations. Each employee should understand and abide by the standards that govern job conduct outlined on your job description. The following are some examples of employee performance expectations.

- Comply with all of your employer's policies, procedures, safety and security guidelines.
- Learn your job and perform it to the best of your ability – efficiently, accurately, and safely.
- Take initiative to excel in your job and cooperate with your work team.
- Speak up when you have problems, concerns or complaints.
- Report to work on time.
- When you will be absent from work, or unable to arrive on time, follow the call-in procedure for your work team.
- Treat all clients, visitors, parents, students, and co-workers with respect and courtesy. Provide the highest level of customer service to all clients.
- Follow and respect management's direction concerning job-related matters.
- Maintain the confidentiality of proprietary and confidential Company and customer information.
- Present a professional, neat, and clean appearance appropriate to your work situation.
- Report to management any violations of the Company's policies, unethical or illegal conduct by co-workers, clients or vendors.
- Refrain from offensive, unsafe or undesirable behavior or conduct.

Internal and External Customer Service

Your employer's mission is to design, develop and operate high performing public schools. Superb customer service is everyone's responsibility and every employee must be able to deliver on this consistently. This may include clients, parents, community, boards, and other stakeholders.

Providing excellent customer service should be at the heart of everything you do. This means we expect the following from each of our employees:

- Establish and maintain effective relationships with clients and work to gain their trust and respect.
- Always act with clients/students in mind.
- Work together as a team to support customer-focused goals and strategies.
- Exceed customer expectations at every customer touch-point.
- Work to obtain first-hand customer information and use it for improvements in processes and services.
- Be dedicated to meeting the expectations and requirements of your internal and/or external clients.

Remember, you are a representative of your employer. To each student and parent, you are your employer.

Service Standards

Your employer established service standards for employees to use when they interact with stakeholders, co-workers, parents, students, school boards and vendors. Your employer expects each employee to provide excellent service to everyone they come in contact with. We know that our parents have a choice when it comes to their child's education. Superior customer service along with academic excellence are determining factors that parents use to make their educational decisions. Below is a list of customer service behavioral standards we expect from each employee.

To help provide a good presentation:

- Use 10/5 Greeting - Eye Contact at 10 Feet, Greet at 5 Feet.
- Speak first and last.
- Use please, thank you, and you are welcome when speaking.

To be reliable:

- Employees will use the **LEAD** technique.
- **Listen, Empathize, Apologize, Do** something or direct to someone who can deal with the issue.
- All faculty and staff will know the answers to the top 10 questions asked about their school.

To provide reassurance:

- Never talk about a student, supervisor, employment issue, another employee or negative school information in the presence of a parent/customer.

To show empathy:

- All employees will use the **NICE** technique when they have to decline a parent/customer request.
- **Neutralize** through a positive beginning, **Immediately emphasize**, **Courteously explain**, **Emphasize** your desire to help.

Handling Customer Problems

Your job brings you into contact with many people, including both internal and external clients. Difficult situations and complaints may arise. Always treat clients and business guests in a courteous, respectful manner. When a client has a question or complaint, give the matter your immediate attention. Look at complaints as an opportunity to correct problems, improve customer service, and ultimately raise customer satisfaction. If you ever feel you cannot properly handle a problem or difficult situation, refer the client to your School Administrator/Department Manager or a member of management.

Telephone Courtesy

Telephone courtesy is an essential aspect of customer service. Your telephone manners are a direct reflection on your employer and your professionalism. Therefore, please use proper telephone manners and always be polite, helpful and service-oriented on the phone.

Return telephone calls as promptly as possible even if you haven't obtained an answer for the specific issue, at a minimum contact must be made within 48 hours. Let the caller know you are working on their issue. Continually communicate the status of your progress in resolving the issue to the customer.

Performance

The results that your employer achieves are determined by how we perform – as individuals, teams, and as a company. The ways we focus our efforts, use our talents, manage our time and work together will determine our success.

We emphasize the importance of ongoing communication between you and your School Administrator/ Department Manager about your performance, progress toward job expectations, results and any development or needs that you may have.

You and your School Administrator/Department Manager are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive purposeful approaches for meeting goals.

The performance of all new employees is generally evaluated according to the schedule associated with your position. For

school based 10-month instructional employees, 12-month school administrators, or non-instructional employees, you are reviewed after 90 days, during the first semester and at the end of the school year. After your first year of employment, your performance will be formally evaluated on an annual basis. Your opportunity to continue employment and any potential pay increase for the following school year will be dependent on your overall performance. For Support Center employees, performance reviews are after the first 90 days and then annually after the end of each fiscal year.

Your attendance and dependability is an important part of your overall performance. Excessive absenteeism may lead to disciplinary action and may affect your performance rating.

Goal Setting

One of the most important aspects of the Performance Management process is goal setting. In this process, you and your School Administrator/Department Manager meet in a highly participative manner to:

- Update your description of job duties and responsibilities so it reflects the current requirements and primary job content.
- Mutually agree upon and establish written **SMART** goals that clearly define your work expectations.
 - **S**pecific, **M**easurable, **A**ttainable, **R**ealistic and **T**imely
 - Goals should be aligned with your employer and School Strategic Plan.
- Prioritize goals to establish which are the most important.
- Establish measures and standards that clarify how you will know if targets are being met.
- Agree on performance tracking and feedback requirements necessary for self-management or monitoring progress.

You should revisit and where appropriate, reestablish goals with your supervisor at the beginning of the school year and/ or with your Department Manager no less than quarterly.

At its sole discretion, your employer may award merit based pay adjustments in an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process.

Formal Evaluations

It is the responsibility of the employee to retain copies of their formal evaluations at the time they are conducted for future reference.

Promotions and Transfers

It is our desire to provide employees with opportunities for growth and advancement. Your employer attempts to fill its job openings with qualified internal candidates whenever possible. Internal candidates may be identified by management selection or through responses to job postings.

A **promotion** is a move from one position to that of greater responsibility, either within the same department or to a new department or facility.

A **transfer** is a move from one department or facility to another in the same or similar position. This is also referred to as a “lateral move”. School based transfers may only be requested during the transfer period which occurs in the spring of year school year.

To be considered for a promotion within your current department you must:

- Have completed 90 days of employment in your current position,
- Be performing satisfactorily,
- Not have any disciplinary actions against you,
- Meet the minimum requirements for the position for which you are applying.

To be considered for a promotion or transfer to another department or facility you must have:

- Completed one (1) year of employment in your current position,
- Be performing satisfactorily,
- Not have any disciplinary actions against you,
- Meet the minimum requirements for the position for which you are applying.

Eligibility criteria are set based on the requirements of the job and at the discretion of your employer.

If you are interested in promotion or transfer opportunities, it is your responsibility to first inform your current supervisor of your interest in either a promotion or transfer, and then to apply for the position opening before the deadline shown on the job posting:

- Apply for positions online through your employer's Internal Career Center.
- To request a school based transfer, contact HR or your Principal/ Assistant Principal to request a Transfer Request Form.
- Complete the form and submit it to your School Operations Administrator/Department Manager for signature and approval.
- Once approved by the School Operations Administrator/Department Manager, that respective administrator or manager will submit for approval directly to the Director of Human Resources for final approval.
- Consideration will be given based on the individual's skills, education, experience, qualifications, and business need, and it will be in adherence to your employer's policy of equal employment opportunity.

Personnel File

Your employer maintains employment records on each employee. Your employment application and all other records that contain specific information about you, become part of your employment record. Information submitted on the employment application or other employment forms are subject to verification by the Company. If the Company determines that you have provided false or misleading information, you may be subject to disciplinary action up to and including termination.

Keeping Your Employment Records Up to Date

Records in your personnel file will be used to notify your family in case of an emergency. We do not keep medical records or work eligibility forms in your personnel file. Please update your records through the ADP Self Service Portal. Ensure you keep the following information up to date; name, mailing address, phone number, personal email address, changes to dependents, marital status, direct deposit information, and emergency contacts.

Reviewing your Employment Records

Employment records are the property of your employer and access to the information they contain is restricted. Supervisory personnel of your employer who have a legitimate business need to review information, can be granted access. With advanced notice, employees may review their own employment records. If you wish to review your employment records, please contact Human Resources.

Attendance and Punctuality

To maintain appropriate coverage, your employer expects you to be reliable and punctual when reporting for work. Absenteeism and tardiness place a burden on other employees and on your employer. In the rare instances when you cannot avoid being late to work or are unable to work as scheduled, you should notify your School Administrator/Department Manager as soon as possible in advance of the anticipated tardiness or absence.

Call-In Procedure

If it is necessary for you to be late or absent for any reason, you are responsible for following the call-in procedure. While call-in procedures vary by department and location, there are some general requirements that are universal to all employees:

- You should telephone your School Administrator/Department Manager a minimum of one hour before your starting time.
- If you are unable to make a call because of a medical condition, then you should have someone else call in to work for you. It is your responsibility to make contact with your supervisor or designee.
- Provide an explanation of why you are going to be late or absent and when you expect to return to work.
- Leave a phone number where you can be reached.

If appropriate, provide an update on any pending work assignments that may need to be handled in your absence. Your School Administrator/Department Manager may need to reschedule/redistribute your work activities while you are absent. Set the appropriate “out of office” reply for incoming e-mails.

Poor attendance, improper notification and excessive tardiness are disruptive and may lead to disciplinary action, up to and including termination.

Examples of Conduct Not Permitted

The following are some examples of conduct not permitted. Although it is not possible to list all types of prohibited behavior, below are some examples that may help guide you during your employment. If you are unsure if a specific activity is prohibited, please speak with your School Administrator/Department Manager or Human Resources at any time.

- Failing to provide excellent customer service to parents, students, fellow staff members, visitors or vendors.
- Violations of any of your employer’s Zero Tolerance Policies.
- Violations of the Code of Ethics.
- Leaving the workplace during working hours without authorization.
- Refusal to follow management’s instructions concerning a job-related matter, insubordination.
- Failure to meet performance standards and fulfill job requirements.
- Unauthorized use of Company or customer assets, including equipment, property, information, and funds.
- Violation of the Code of Business Conduct; improper use or disclosure of proprietary or confidential Company or customer information.
- Theft, misuse or willful destruction of Company or an employees’ personal property.
- Improper, unprofessional, threatening behavior or language while on Company property or Company business.
- Lying to employees, School Operations Administrator/Department Manager or clients.
- Violation of Company safety or security policies or procedures.
- Deliberately interfering with the operations of the Company.
- Inappropriate interactions with students.
- Violations of the attendance policy, failure to attend mandatory trainings or tardiness.
- Falsifying any Company record or report, including applications for employment, time sheets and client records.
- Failure to self-report any arrest or conviction of a crime *

**All employees regardless of the job or position you hold must abide by The Code of Ethics and the Principles of Professional Conduct of the Education Profession in Florida or similar requirements within the state in which you work. As such all employees shall self-report within 48 hours to appropriate authorities (as determined by district) any arrests/charges involving the abuse of a child or the sale and/or possession of a controlled substance. Such notice shall not be considered an admission of guilt nor shall such notice be admissible for any purpose in any proceeding, civil or criminal, administrative or judicial, investigatory or adjudicatory. In addition, shall self-report any conviction, finding of guilt, withholding of adjudication, commitment to a pretrial diversion program, or entering of a plea of guilt or Nolo Contendere for any criminal offense other than a minor traffic violation within 48 hours after the final judgement. When handling sealed and expunged records disclosed under this rule, school districts shall comply with the confidentiality provisions of Sections 943.0585(4)(c) and 943.059(4)(c), Florida Statutes.*

Disciplinary Action

Your employer seeks to resolve performance and conduct problems in a positive and constructive manner. We believe our employees are responsible individuals interested in working together towards common goals.

Improper conduct or work performance may be grounds for disciplinary action up to and including termination. Your employer will determine the appropriate step in the disciplinary process based upon the severity of the issue. Violations of some policies such as Zero Tolerance Policies may lead directly to termination.

School Based Employee Dress Code

As an employee, we expect each employee to present a clean, neat, professional appearance at all times.

Each school reserves the right to send home any employee that violates the dress code, professional appearance or hygiene standards.

Due to the nature of our business, good judgment is expected when selecting work attire. Employees who work in areas that require climbing, lifting, and kneeling should consider safety factors and wear clothing that is compatible with their job function.

Please ensure your school uniform it is clean and pressed. Employee uniforms must include approved school logo shirts and blouses and proper foot wear. Footwear should be close toed and have flat or low heels. Shoes should fit securely, have a strapped back and preferably have -skid soles. Do not wear shoes that are high heeled, open toed or can be categorized as sandals or flip-flops. This is a safety requirement and will be enforced by your School Administrator. Any additional employee uniform requirements are determined by the School Administrator.

Support Center Dress Code

If you are an employee that works in the Support Center and are visiting a school, you will need to follow the school based policy for footwear and should have your employer badge visible. Acceptable employer attire for the Support Center is business casual and is described below. Please ask for guidance prior to wearing questionable attire to work. Your employer reserves the right to send home any employee that violates our dress code, professional appearance or hygiene standards.

- Dresses and skirts that are appropriate length for the business environment.
- Blouses, sweaters, polo style shirts, shirts with pocket logo of your employer.
- Suits, slacks or “Dockers” style pants.
- Business and dress shoes.
- Casual Friday
 - Employees can wear jeans/denim. Jeans with holes, ripped, or frayed is prohibited.

Examples of Unacceptable Attire- School Based and Support Center

Some examples of unacceptable attire for both school based and support center employees include:

- Jeans or denim fabrics.
- Hiking boots, flip flops or thong sandals.
- Sweat suits, sweatpants, sweatshirts, jogging suits (except for PE teachers and coaches). Tight or revealing clothing including leggings worn as pants.
- Bare shoulders, tank-tops, low-cut garments, spaghetti straps or bare midriffs. Hats of any kind are not permitted unless you are a PE teacher or coach. Head coverings for religious purposes are permitted.
- T-Shirts or muscle shirts.
- Any outfit that allows for visible undergarments.
- Clothing should be clean and free of stains. Clothing that is stained, wrinkled, frayed or has holes or tears is not permitted.

Neatness, cleanliness and maintaining hygiene is expected for all employees. Complaints of personal hygiene issues can be sensitive in nature.

Personal appearance and hygiene expectations for all employees are listed below:

- Employees' hair should be clean. Hair should not be shaggy or unkempt including facial hair.
- Hair styles and colors must be appropriate for the professional work environment; Mohawk style, extreme spiked hair or hair color not occurring naturally are not permitted.
- Visible body piercings in places other than the ears must be covered or removed during work hours.
- No visible tattoos.

Conflicts of Interest

Employees should avoid conflicts of interest when conducting business with your employer. An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in personal gain for that employee or for a relative, as a result of your employer's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose their potential conflicts to any executive. Failure to disclose potential conflicts of interest will lead to disciplinary action up to and including termination.

Outside Employment and Community Service

Your employer does not limit an employee's activities during non-working hours. Other employment or community service initiatives should not interfere with your current employer's work schedule or create a conflict of interest.

Confidentiality

Your position at your employer may provide you with access to confidential information. The release of confidential information or trade secrets, whether intentional or unintentional, can injure the Company financially and competitively. Confidential information includes, but is not limited to, the following examples:

- New or existing methods and research materials.
- Pending projects and proposals.
- Proprietary production processes.
- Research and development strategies.
- Technological data.
- Technological equipment and prototypes.
- Instructional methods.
- Strategic plans.
- Student or employee information.

All Company records and information relating to the Company or its clients are confidential and employees must treat all matters accordingly. No Company or Company related information, including without limitation, documents, notes, files, records, oral information, computer files or similar materials may be removed from the Company's premises without permission from the Company.

Additionally, the contents of the Company's records or information obtained in reference to business may not be disclosed to anyone, except where required for business purposes. Employees that are unsure about the confidential nature of specific information should seek approval prior to releasing any information.

Any breach of confidentiality will be taken very seriously and may result in disciplinary action up to termination and possibly legal action.

Inventions, Proprietary Rights and Non-Compete Agreement

As an employee you are required to sign a Confidentiality and/or Non-Compete Agreement. This agreement addresses inventions, proprietary rights and non-competition as a condition of employment. You should read this Agreement carefully for additional information regarding your responsibilities to protect the Company's information.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment.

Nepotism

Your employer requires full disclosure of the identity of all "relatives" who are seeking employment or to establish a business relationship with your employer. All requests to hire a relative of an employee must be approved prior to the extension of an employment offer.

For the purpose of this policy, the term "relative" means father, mother, son, daughter, brother, sister, uncle, aunt, cousins, nephew, niece, husband, wife, in-laws, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister.

Your employer includes domestic partners or those involved in romantic relationships in this policy. To avoid a conflict of interest, employees should disclose and obtain approval from the Human Resources Department prior to extending an offer of employment or entering a business relationship with a "relative".

Personal Relationships

Our company understands that family relationships, consenting romantic or personal relationships between employees may occur. It is not appropriate, under any circumstances, for members of management or supervisory staff to develop romantic relationships with their direct reports.

The Company does not intend to inhibit social interaction between employees. Social activities can be an important part or extension of the working environment. If a romantic or personal relationship between employees should develop, it is the responsibility and mandatory obligation of the employees involved to promptly disclose the existence of the relationship to Human Resources.

Upon disclosure of a relationship, the Company may take steps to redistribute the involved employees. At a minimum, the employees will not be permitted to work together on the same matters. The company may also withdraw the managing or supervisory personnel from participation in decisions regarding hiring, evaluations, promotions, compensation, work assignments and discipline. Any person who believes that he or she has been adversely affected by such a personal relationship is encouraged to report the issue to Human Resources.

Personal relationships should never interfere with your employer operations. If a relationship causes issues within the workforce the employees involved may be subject to disciplinary action up to and including termination.

Section 4 Information Technology

- Social Media Policy Guidelines
- Computers and Communication Systems
- Electronic Mail (E-mail)
- Personal Computers and Software Applications
- Internet
- Telephones and Voice Mail

“Criticism has the power to do good when there is something that must be destroyed, dissolved or reduced, but it is capable only of harm when there is something to be built.”

— Carl Jung

Social Media Policy Guidelines

The Social Media Policy is designed to protect the privacy, confidentiality, business interests and reputation of your employer. When you are participating in social networking, you are representing both yourself and your employer. It is not our intention to restrict your ability to have an online presence. We believe social networking is a very valuable tool.

All school administrators, faculty and staff shall use caution and good judgment when using electronic communications and social networking sites. Any information posted on or communicated through a social networking site shall not bring disfavor, embarrassment or condemnation to any employee, student or any member of your employer.

Your employer prohibits communications relayed to current or former students via electronic communications such as texting, Facebook, and all other social media networks. All communications to students should be conducted via the school issued email addresses or through school approved applications such as Edmodo. Communications should be professional in nature and related to a student's academic progress or school activities.

Do not post photos or obscenities that can damage both your reputation as well as that of your employer. As an employee, be aware that you are responsible for the content you post. Use privacy settings on your personal accounts when appropriate. Remember, the Internet is immediate and nothing posted is ever truly private nor does it expire.

For the purposes of this policy "social media" is defined as: Computer-mediated tools that allow people, companies and other organizations to create, share, or exchange information, career interests, ideas, and pictures/videos in virtual communities. Examples of social media include, but are not limited to, Facebook, My Space, Twitter, LinkedIn, Instagram, Pinterest, YouTube, Snapchat, Google+, flicker, Tumblr, Vine, Vimeo and Yelp. Any sites that allow for online collaboration, sharing or publishing platforms, whether accessed through the web, a mobile device, text messaging, email or any other existing or emerging communications platform.

Social media posts are defined as blog posts, blog comments, status updates, text messages, posts via email, images, audio recordings, video recordings or any other information made available through any social media outlet. Social media posts are the actual communications a user distributes via social media.

Policy Guidelines:

- Employees should not use or post to social media during work hours.
- Employees should not use company or personal devices to access or post on social media networks while at work.
- Only employees officially authorized by your employer may use approved social media outlets to speak or post on behalf of your employer.
 - This will be a part of your employer job description.
- Employees are restricted from disclosing the details of any employer activity or business dealings on social media.
 - Do not post any financial, confidential, sensitive or proprietary information about your employer or any of our students, faculty, administrative staff or employees.
- Employees, specifically teachers and administrative staff, are prohibited from using social media to contact or communicate with any current or former students.
- Do not use social media to vent personal complaints about supervisors, co-workers, students, parents, vendors or the company.
- If you see unfavorable opinions, negative comments or criticism about your employer, immediately forward this information to your School Administrator or Human Resources.

- Information on your networking profile is public, even if posted under a pseudonym, your identity can still be revealed.

Your employer may monitor content on the internet and social media and reserves the right to remove or request removal of posts that violate this policy. If you have any questions or concerns about this policy or specific posts, please contact Human Resources.

Failure to comply with the Social Media Policy may result in disciplinary action, up to and including termination or civil or criminal penalties as provided by law.

Computers and Communication Systems

Your employer's computer systems are for the sole use of your employer and its employees. Computer systems and services include, but are not limited to: printers, servers, workstations, computers, laptops, software, computer files, internal/external communication networks, internet, commercial online services, bulletin board systems, email systems, telephone systems, long distance services, voicemail, mobile devices, pagers, video equipment and their recordings that are utilized directly or indirectly by your employer.

As an employee, you are responsible for using these resources and services in an efficient, effective, ethical, professional, and lawful manner. All communications transmitted by, received from, or stored in these systems are the sole property of the Company. All communications are subject to review and monitoring by your employer. Employees should have no expectation of privacy in such communications.

The following guidelines apply to all users of computer systems and services, no matter where the users are located. The term "users" refers to all employees, independent contractors, persons or entities accessing your employer computer systems and services.

Computers and computer accounts are provided to assist employees in the performance of their jobs. Users should have no expectation of privacy in anything created, sent, received, or downloaded on the computer or communication system. Your employer is not responsible for the actions of individual users who violate this policy.

The computer and communication systems belong to your employer and should be used for business purposes only. The Company reserves the right to monitor the operation of these systems, to access all records within them, and to retain or dispose of those records as it deems necessary. Violations of the Computer Usage policy will be subject to disciplinary action including but not limited to termination.

Users are governed by the following provisions, which apply to all computer systems and services:

- Users must comply with all software licenses, copyrights, and all other state and federal laws governing intellectual property.
- Fraudulent, harassing, embarrassing, indecent, profane, obscene, intimidating, or other unlawful material may not be sent by email, downloaded by other form of electronic communication, or displayed on or stored in Company computers. If you encounter, or receive such material, you should immediately report the incident to your School Administrator/Department Manager or Human Resources. Your employer's computer systems and services may not be used for the transmission or storage of commercial or personal advertisements, solicitations, pro-motions, destructive programs (viruses and/or self-replicating code), political material, obscene material or any other unauthorized or personal use.

Electronic Mail (E-mail)

The electronic mail, or e-mail system is the property of your employer and is used in conducting Company business. All communications and information transmitted by, received from, or stored in this system are records and property of the Company. Employees should have no expectation of privacy when using Company e-mail.

For security and operational purposes, your employer will monitor and/or retrieve messages, communications,

material and attachments sent through these systems. Only authorized personnel are able to access individual employee e-mail accounts. Authorized employees shall follow your employer procedures and submit an "Access Request form" to the Information Technology Department and will receive approval prior to accessing any employee accounts.

Your employer expects its employees to maintain organized electronic documents and contact information files. Employees are not to e-mail documents or materials to persons who are not authorized to receive or review such materials.

The following additional guidelines apply to the use of your employer's e-mail system:

- Employees have no right of privacy in any material stored in, created, received, or sent over the e-mail system.
- In its discretion as owner of the email system, the Company reserves and may exercise the right to monitor, access, retrieve, and delete any items stored in, created, received, or sent over the e-mail system, for any reason and without the permission of any employee.
- Any password used by employees must be shared with the Information Technology Department.
- Your employer has the right to retrieve and read any e-mail messages.
- The Company's policies against sexual or other harassment apply fully to the e-mail system, and any violation of those policies is grounds for disciplinary action, up to and including termination.
- No e-mail messages should be created, sent, or received if they contain intimidating, hostile, or offensive material concerning race, color, religion, sex, age, national origin, disability or any other classification protected by law.
- Do not send personal messages or jokes using the Company's e-mail. Even if the material is not offensive, you should not encourage the use of e-mail for non-business related activities. If you receive non-business related messages, jokes or related files from someone else, delete the messages and refer that person to your employer's policies. If the activities continue, contact your School Administrator/Department Manager.
 - If you receive a chain e-mail message, do not respond to it.
- Your employer email identity photo will be limited to appropriate professional headshots only. No other types of photos or images may be uploaded in the place of the employees' head shot photo.

Personal Computers and Software Applications

The Information Technology Department are the only persons authorized to install software on company owned computers. If you need particular software, contact your supervisor or Information Technology to authorize the use of the software, if approved they will arrange to install it on your computer.

Any duplication of copyrighted software or data, except for backup and archival purposes, is a violation of both Company policy and the law. Software can only be used according to the software licensing agreement. No unlicensed software may be used or installed on the Company's computers. Your employer may delete any unlicensed software or personal software without notice to the employee.

The computer assigned to an employee is the employee's responsibility. As such, it is the employee's responsibility to take precautions to secure it from use or abuse by another individual. The employee is responsible for immediately reporting any unlawful activity involving their computer. The data the employee works with may be more valuable and more difficult to replace than the hardware or software used to access it. Unauthorized use or misuse of the Company's computer systems and services may result in disciplinary action, up to and including termination.

The following outlines some of the responsibilities and guidelines regarding computer use and security:

- Employees are responsible for safeguarding their passwords for the system. Individual employee passwords should not be printed, stored online, or given to others. Sharing of passwords is prohibited.
- Consult the Information Technology Department for instructions on backing up files or for any other questions.
- Employees should not read, alter or copy a file belonging to another user without first obtaining permission from the owner of the file. The ability to read, alter, or copy a file belonging to another user does not imply permission to read, alter, or copy that file.

Internet

Your employer provides internet access to assist employees in obtaining work related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage.

- All internet data that is composed, transmitted, or received via the Company's computer communications systems is considered to be a part of the official records of your employer and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained on websites they view, email messages, and other transmissions is accurate, appropriate, ethical, and lawful.
- Data that is composed, transmitted, accessed, or received via the Internet must not contain material that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person.
 - Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender specific comments, or any other comments or images that could reasonably offend someone on the basis of race, color, age, sex, pregnancy, religious or political beliefs, national origin, citizenship, veteran status, disability, sexual orientation, or any other characteristic protected by law.
- Abuse of the Internet access will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy.

Your employer reserves the right to review and monitor Internet usage including sites visited and time spent on those sites.

Telephones and Voice Mail

The telephone system is the property of your employer and the purpose of the phone system is to promote the business of your employer. To ensure effective telephone communications, employees should always use a proper greeting and speak in a courteous and professional manner consistent with the Company's "Red Carpet Customer Service Standards". Please confirm information received from the caller, and hang up only after the caller has done so.

The voicemail system is intended to send and receive business-related messages. It is not designed as a storage medium for personal messages. Voicemail messages should be checked and cleared daily. Saving multiple voice messages for an extended period of time can negatively impact system performance.

Section 5 Safety and Security

- Safety
- Safety Communications
- Making Safety Suggestions and Reporting Violations
- Company Equipment and Vehicles
- Personal Vehicles used for Company Business
- Vehicle Safety Guidelines
- Video Surveillance - Schools and Support Center
- Management of Video Surveillance Systems
- Video Surveillance and Footage Request
- Parking
- Visitors in the Workplace
- Emergency Closures

The superior managers' record of success and confidence in their own ability give their high expectations credibility."

– Livingston

Safety

Your employer conducts its operations in a manner to eliminate or minimize hazards, avoid accidents involving injury to personnel or damage to company property. Your employer will follow all applicable federal and state OSHA programs (Occupational Safety and Health Administration).

All employees are charged with personal responsibility for constant adherence to safety procedures. To achieve and maintain a safe working environment, each employee must take an active interest in safe work practices. Employees must take responsibility for following safety rules or recommendations. Supervisors are not authorized to change the duties of an employee's job functions to something that they are not trained to safely perform. All employee accidents that result in any level of medical treatment, must be reported to the Human Resources Worker's Compensation Department within 24 hours. The incident must also be reported in your location's OSHA 300 log, and must be available for review by auditors in accordance with state and federal laws.

It is important that you consider the work environment when determining proper attire and footwear. We do not allow employees to wear open toed shoes or high heels in schools, due to the work environment, student traffic and the flooring. All employees should also consider these factors when preparing to visit a school. See our Dress Code Policy for more information.

Safety Communications

Your employer provides information to employees about workplace safety and health issues through regular internal communication channels such as department meetings, bulletin board postings, memos, or e-mails. Each employee is responsible to read and review these communications and ask questions if necessary.

Making Safety Suggestions and Reporting Violations

If you have ideas, concerns, or suggestions for improved safety in the workplace, you are encouraged to bring them to your School Administrator/Department Manager or Human Resources. All reports can be made without fear of reprisal.

The Company is committed to providing a safe environment for its employees and visitors. Early reporting and intervention have proven to be the most effective method of resolving any actual or perceived incident. Therefore, the Company is desiring and requesting that all individuals who believe they have witnessed an incident or experienced conduct that they believe is contrary to the policies, protocols, procedures, and mission of the Company immediately report such incident or conduct to a Department Manager or member of the Executive Team. The Company appreciates all individuals partnering with the Company in this manner, so we can collectively make the Company the absolute best it can be.

Company Equipment and Vehicles

The Company provides supplies equipment, vehicles and materials necessary for its employees to perform their jobs. These items are to be used strictly for business purposes. Employees are expected to exercise care when using Company equipment and property.

Lost, damaged, or stolen Company property should be reported immediately to your School Administrator/Department Manager. Negligence in the care and use of Company property may be grounds for disciplinary action, up to and including termination.

Do not leave your laptop in a car where it could be seen and stolen. Do not leave your items unattended in public places. It is the sole responsibility of the person assigned each device to oversee its return. If your items are lost or stolen, report the issue to your School Administrator/Department Manager immediately. If school provided equipment is lost, stolen or damage as a result of negligence on the part of the employee, that employee may be

responsible for the cost of its replacement.

The Company's equipment, such as telephones, postage, facsimile and copier machines, is intended for business use. Personal usage of these or other equipment that results in a financial loss to the company should be reported to your School Administrator/Department Manager so that reimbursement arrangements can be made.

Upon termination of employment, the employee must return all Company property, equipment, work product and documents within their possession.

Personal Vehicles used for Company Business

Only employees with an unrestricted, current driver's license may operate a vehicle to conduct Company business. A Motor Vehicle Request (MVR) may be requested for employees or applicants who will be driving a rental or personal vehicle for Company business. This applies to all employees and applicants for employment who are responsible for operating a motor vehicle as a primary job function. Your employer may, at its discretion, add these requirements to other employees that drive occasionally for work purposes.

Any employee who uses a personal vehicle for any Company business must be on the approved driver list. In addition, the driver may be requested to provide insurance documentation that shows limits of liability of at least \$100,000 - \$300,000 - \$50,000. The documents must show current coverage, and the employee may be asked to produce updated documentation at any time.

Vehicle Safety Guidelines

All Company-approved drivers are required to:

- Maintain a valid driver's license and have a current, acceptable MVR on file.
- Drive defensively and anticipate driving hazards.
- Comply with all applicable motor vehicle laws, operating regulations and registration requirements.
- Wear a safety belt as a driver or passenger in all vehicles used for Company business.
- Do not drive under the influence of drugs or alcohol.
- Report all accidents to your School Operations Administrator/Department Manager immediately, providing full factual information about the accident including a copy of the police report if applicable.
- Report any changes in the status of your driver's license (e.g., revocation or suspension, DUI, violations of law, etc.) to your School Administrator /Department Manager immediately.
- Mandatory state laws must be followed for in-vehicle use of mobile devices.

Video Surveillance - Schools and Support Center

Your employer uses video surveillance and recording systems at its schools and the Support Center to ensure the safety and security of our children, our employees and our assets. The primary purpose of the video surveillance system is to allow the after-the-fact investigation of crimes or inappropriate behavior committed against the company, employees, or our scholars. The system may also be used to assist in the investigation of certain types of occupational health and safety violations. Video surveillance protects our employees from false accusations.

Video surveillance cameras are generally not used to observe employee work areas, and are never used in areas where employees would have a reasonable expectation of privacy, such as restrooms or locker rooms. The video surveillance system is not intended to be used as a method of tracking the work habits or productivity of individual employees.

A security officer may not be actively monitoring cameras at all times and employees should not have an expectation that they are under continuous surveillance when they are in range of a camera. The footage from all cameras is recorded for the purpose of analysis and later review. It is used to assist the Support Center and school leadership in conducting investigations.

Management of Video Surveillance Systems:

The Information Technology Department is responsible for the management of all video surveillance systems used in the schools and Support Center. No other video surveillance systems can be utilized without the knowledge and approval of your employer.

- Recorded video is used exclusively for safety, security and human resource investigations. The Support Center is responsible for the management of the video surveillance system and has exclusive control of the release of video recordings produced by this system.
- Requests to provide video recordings directly to non-employees (such as parents, tenants, neighbors, etc.) will not be accommodated.
- All requests for video recordings by law enforcement agencies must be submitted to your State Director at the school and Human Resources at the Support Center.
- Video associated with a specific safety, security or human resources investigation is stored for the duration of the investigation, or until this evidence is no longer required by law to support civil or criminal proceedings.

Video Surveillance and Footage Request

This policy establishes a standard process to request video surveillance footage and surveillance system credentialing to maintain control of your employer's video surveillance footage.

Requests for video surveillance footage shall be submitted to the Sr. Surveillance Infrastructure Administrator. Requests must include specific dates, times and the cameras desired. Every attempt will be made to recover recorded video and deliver it to the authorized person as soon as possible.

- Any footage transferred to an authorized person must be deleted upon completion of the investigation. The deletion date will be specified by General Counsel or by other relevant legal agreements, whichever is later.
- Footage will be transferred to third parties upon receipt of formal request to the Sr. Surveillance Infrastructure Administrator, and after consultation with General Counsel and approval by the CEO.

Parking

Your employer is not responsible for any damage that occurs to your vehicle while parked at any employer location or while on company business.

Visitors in the Workplace

To provide for the safety and security of our employees, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors must enter through reception areas and must check in with the Receptionist or front office at the school. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors while on site.

If an unauthorized individual is observed on your employer's premises, employees should immediately escort the individual to the reception area, and, if necessary, notify their School Administrator/Department Manager or the police.

Emergency Closures

At times, emergencies such as severe weather, fires, power failures, earthquakes or hurricanes can disrupt operations. In extreme cases, these circumstances may require the closing of a work facility or school. In all instances the desired outcome is to act in the best interest of our students and their safety. If emergency conditions exist, please consult your local emergency procedures and call the appropriate location for a message or contact your School Administrator/ Department Manager.

All schools should follow the disaster guidelines of the districts where they are located. Contact your School Administrator/Department Manager with questions. When Support Center operations are officially closed due to emergency conditions look for emails from the Support Center. In cases where an emergency closing is not authorized, employees who fail to report for work will be required to use PTO or take time off work without pay.

Section 6 Pay Related Information

- Compensation
- Employment Categories
- Stipends and Other Supplemental Payments
- Time Keeping and Pay Records
- Meal Periods
- Work Schedule
- Overtime
- Pay Procedures- Overpayments and Holidays
- Direct Deposit/Payroll Check
- Escrow Pay
- Travel and Expense Policy
- Travel
- Professional Memberships
- Training, Conferences, Short Courses and Seminars

“If you want to go fast, go alone. If you want to go far, go together.”

— **Bill George**

Compensation

Your employer's goal is to compensate its employees in a fair and competitive manner, based on the responsibilities of each job, the Company's overall growth performance, and other business conditions affecting wages on an annual basis. In addition, our goal is to reward employees for their performance, achievements and contributions to the Company's success.

After the first year of employment, wages and performance are normally reviewed annually, but a review does not guarantee an increase. All salaries, bonuses, stipends and extra pay are taxable. Our philosophy is to pay for performance. Pay increases are based solely upon individual merit and business conditions.

EMPLOYMENT CATEGORIES

Exempt/Non-Exempt

Under the Fair Labor Standards Act, there are two categories of employees – exempt and non-exempt.

- Exempt employees are not eligible for overtime pay. Normally exempt employees are paid on a salary basis regardless of hours worked in a pay period. Exempt employees are usually managers and their compensation will meet the federally approved minimum compensation standards.
- Non-exempt employees must keep records of their hours worked and must be paid overtime for any hours worked over 40 in a work week. Other earning categories like PTO or Holiday pay is not included in the overtime calculation.

Full-Time/Part-Time/Temporary

At the time you are hired, your position is categorized as full-time, part-time, or temporary. At that time, you will be informed of any benefits for which you are eligible. Employment categories are defined as:

Full Time

A full-time employee works a minimum of 30 hours per week. Although occasional fluctuations in working hours may occur, a full-time employee must average over 30 hours to maintain full-time status.

Part Time

Part time employees work a regular schedule less than 30 hours per week.

Temporary

A temporary employee is hired for a specified project or time frame and may work an irregular schedule.

Daily Substitutes

A daily substitute is hired for the purpose of filling in for absent instructional educators. They are on-call and can be hired for 1 day at a time. Daily substitutes are paid hourly and are usually not benefit eligible.

Stipends and Other Supplemental Payments

For certain duties and responsibilities outside of an employee's normal duties, your employee may provide a stipend. Department Managers are responsible for allocating stipends in accordance with company policies. Examples of employee stipends include, but are not limited to Department Chairs, Lead TLCs, CRT's, and employees who perform extra duties for a specific period of time.

Time Keeping and Pay Records

The attendance of all employees must be recorded and submitted to the Payroll Department weekly through the

electronic Time and Attendance System. The payroll week begins on Sunday and ends on Saturday. It is each employee's responsibility to clock in and out each day. Any errors in time clock usage need to be reported to your School Operations Administrator or Supervisor in writing as soon as possible.

All employees are paid bi-weekly. Each paycheck is a full pay period in arrears. To process payroll efficiently, all time sheets must be approved according to the deadlines set forth by the Payroll Department. Attendance records need to be an accurate reflection of actual time worked, so use caution when documenting your time. All employees must document their used PTO in the timekeeper system.

Employees are not permitted to work "off the clock," including working through meal breaks or after scheduled work hours. Your employer does not offer compensatory or "comp" time. Altering, falsifying or tampering with time records, or recording time on another employee's time sheet may result in disciplinary action, up to and including, termination.

Employees are not permitted to clock in via mobile devices or from outside their work location. Employees must be at their work location ready for the start of their shift when they clock in. Any employee found to be in violation of this process will be subject to disciplinary action up to and including immediate termination.

Meal Periods

Full time hourly employees are generally provided with one unpaid meal period per day. The meal period should be a minimum of 30 minutes up to a maximum of one hour each workday. Employees are relieved of all work responsibilities during meal periods. Hourly employees cannot perform any work during their meal period and they will not be compensated for that time. Hourly employees must clock out for their meal period. Skipping a meal break to leave early or to get additional pay is not permitted. Occasionally shortened meal periods may be necessary to accommodate workloads.

Work Schedule

The normal work schedule for most full-time employees is 8 hours a day, 5 days a week. If you take a 1-hour lunch break, you are expected to work a 9-hour day. School Administrator/Department Managers will advise employees of their work schedules at time of hire. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

It is recommended that hourly employees report to work no more than 15 minutes prior to their shift. Hourly employees should clock out and leave the building within 15 minutes of the end of their shift. All overtime must be approved by your direct supervisor in advance, in writing.

Overtime

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime hours. If not enough people volunteer to meet work needs, employees may be required to work overtime. Overtime assignments will be distributed as equitably as possible. Any overtime hours worked must be approved in advance, in writing.

Pay Procedures - Overpayments and Holidays

Your employer takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck. It is the responsibility of each employee to report any errors or concerns with their paycheck as soon as possible. If you receive an overpayment, it is your responsibility to report the overage to the Payroll Department or to your School Operations Administrator (SOA). Your employer will work to set up repayment options for any overpayments.

In the event that a regularly scheduled payday falls on a holiday, employees will receive pay on the last day of work before the regularly scheduled payday. Underpayments and overpayments will be adjusted on the next pay period unless the amount creates a hardship for the employee.

Direct Deposit/Payroll Check

Your employer encourages employees to be paid through direct deposit of funds into either a savings or checking account at the bank of your choice. This can be set up during the on-boarding process, or at any time via the employee self- service portal. If unable to provide direct deposit information, the employee will be paid via live check. Your employer is not responsible for delayed payments due to natural disasters. The company strongly encourages all employees to use direct deposit.

Escrow Pay

Full time Salaried instructional employees that are classified as 10 month employees' wages are withheld during the 10 working months and then paid out to the employee during the summer months. The withheld wages are referred to as "escrow". Upon separation of employment, instructional 10 month employees will receive all previously accrued escrowed wages.

Travel and Expense Policy

Your duties as an employee may require you to travel. The Travel and Expense Policies set the guidelines on acceptable travel and business expenses, expense reports and the approval process. All expenses should cover the employee's actual reasonable expenses while conducting business away from home on behalf of the Company or as associated with a business event. No personal expense should ever be charged to the Company. You are responsible to know the limits of the Travel and Expense Policy. Seek the proper advanced approval through your School Administrator/ Department Manager.

Submit your travel expenses on the approved expense report along with all original receipts. For further information, review the Travel and Expense Policy (Appendix A).

Travel

Employees can arrange their travel through their employer's authorized travel service. Employees should contact their School Administrator/Department Manager for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues. Any employee driving over 75 miles for business purposes must rent a car.

With prior approval, employees on business travel may be accompanied by a family member or other persons when it does not interfere with the successful completion of business objectives. With prior approval, employees may be permitted to combine personal travel with business travel. Additional expenses arising from such non-business travel are the sole responsibility of the employee. Your employer will not reimburse for alcoholic beverages.

Employees must provide itemized business receipts in order to be eligible for reimbursement. Abuse of the Travel and Expense Policy, including falsifying expense reports to reflect costs not incurred by the employee for business purposes, can be grounds for disciplinary action, up to and including termination of employment. Expenses associated with mandatory company meetings are paid by the Company.

Professional Memberships

Employees are encouraged to become actively involved with professional associations to promote your employer as well as gain exposure by serving on boards, as officers, and by presenting technical papers. With prior management approval, your employer may pay membership dues and other associated fees for professional organizations where membership has a direct impact on your employer's operations.

Training, Conferences, Short Courses and Seminars

Your employer may pay all or a portion of the cost for job related conferences, courses and seminars. Employees must have prior written approval by their School Administrator/Department Manager. The course must be directly related to a Professional Development Plan and have a direct impact on your employer's operations.

Section 7 Benefits

- Eligibility for Benefits
- Pension Plan Eligibility
- Retirement Plan
- Employee Wellness Program
- Employee Assistance Program (EAP)
- Holidays
- Holiday Pay Considerations
- Paid Time Off (PTO)
- Paid Time Off Accrual
- Using your PTO time
- FMLA Leave (Leave under the Family Medical Leave Act)
- OLA Leave (Leave under Other Leave of Absence)
- FMLA LEAVE ELIGIBILITY
- FMLA and OLA Leaves Advanced Notice
- FMLA and OLA Leave Certification
- Return to Work
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- Americans with Disabilities Act
- Procedure for Requesting an Accommodation
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- Other Employment
- Bereavement Leave
- Domestic Violence Leave
- Jury Duty/Court Duty
- Voting
- Workers' Compensation

“Purpose endows a person with joy in good time and resilience in hard times, and this holds true all throughout life.”

-William Damon

Your employer has established a variety of benefits programs designed for our employees. During the open enrollment period each year, the benefits team creates a Benefits Guide. All questions regarding benefits should be referred to the Benefits Guide. This employee handbook outlines a general overview of our benefit plans.

Eligibility for Benefits

At the time you are hired, you are categorized as a full-time, part-time, or temporary employee. Full time employees are defined as employees that work 30 or more hours per week. Only full time employees are eligible for benefits at the time of hire.

After successfully electing benefit options, full time employees' benefits become active on the 1st of the month following 60 consecutive days of employment.

Our current plan options include Medical, Dental, Vision, Short and Long Term Disability, Life, Accident, Critical Illness, Hospital Coverage, Flexible Savings Account (FSA), Health Savings Account (HSA) and Legal Club.

Benefit eligible employees must elect benefits 60 days from their date of hire. If they do not elect benefits prior to the 60 days from their hire date, their next enrollment window will be at open enrollment; unless there is a qualifying event.

A qualifying event includes legal separation, divorce, death of a covered dependent, termination of employment, loss of other coverage, marriage, birth, adoption, or placement for adoption. This change must be made within 30 days of the qualifying event as well as submitting the supporting documentation or you will forfeit the qualifying event eligibility and have to wait until the next open enrollment period.

Pension Plan Eligibility

Georgia offer pensions to qualified employees that work in that state. If you are an eligible employee working in that state, you may enroll in the state pension or the 401k, but not both. For additional information regarding pension eligibility and enrollment, please refer to your [Benefits Guide](#).

Retirement Plan

A 401(k) Retirement Savings Plan is available to qualified employees who are at least 21 years of age. Applicable employees may enroll in the plan on the 1st day of the month following 60 consecutive days of service. The 401k plan is a voluntary savings plan. The 401(k) retirement plan options allow an employee to make pre-tax contributions to a traditional 401(k), after-tax contributions to a Roth 401(k), or a combination of both pre-tax and after-tax contributions through payroll deductions. Employees may only contribute as a percentage amount of their salary.

- Your employer will match 25% up to the first 6% the employee contributes.
- Your employer matched funds become vested 25% year over year with the total vested after 4 years. Vesting is based off of years of employment, not years participating in the savings plan.
- Employee may roll over funds from other plans at any time. Employee may add a new contribution, change contribution amount or stop contributions at any point during the year.
- For additional information please refer to the Benefits Guide.

Employee Wellness Program

The *Win with Wellness* employee wellness program aims to improve the health and well-being of our employees by creating a culture of wellness, encouraging positive health behavior change and empowering employees to take responsibility for their own well-being and healthcare decisions. For additional information please refer to the Benefits Guide.

Employee Assistance Program (EAP)

Your employer offers all employees' access to an Employee Assistance Program. This program is designed to offer counseling and other services to employees, their dependents and all members of their household in times of need. The EAP is a free service that is available 24-hours a day, 365 days a year. The EAP can provide assistance with:

- Emotional wellbeing and life event
- Family and caregiving resources
- Health and wellness resources
- Daily living resources
- 1-3 free in-person counseling sessions

For additional information please refer to the Benefits Guide.

Holidays

Holidays and breaks observed by the school districts are not considered part of your employer's calendar. Your employer grants holiday time to all full-time eligible employees for the holidays listed below. Temporary and part time employees are not eligible for Holiday pay:

New Year's Day (January 1)

Martin Luther King, Jr. Day (3rd Monday in January)

Presidents' Day (3rd Monday in February)

Memorial Day (Last Monday in May)

Independence Day (July 4)

Labor Day (First Monday in September)

Veteran's Day (November 11)

Thanksgiving (Fourth Thursday in November)

Day after Thanksgiving

Christmas Eve (December 24)

Christmas Day (December 25)

New Year's Eve (December 31)

If a holiday falls on a weekend, the holiday will typically be observed on that Friday or Monday. Your employer reserves the right to adjust the observance of the holiday to another day as needed for operational requirements. Your employer recognizes and provides the listed holidays for its employees. From time to time our services may be required on holidays and depending on the business situation, employees may be required to take an alternate day off. If employees would like to observe holidays other than what is listed above, they may utilize their available PTO as long as it is approved in advance by their School Operations Administrator/Department Manager.

Holiday Pay Considerations

If a recognized holiday falls during an eligible employee's pre-approved paid time off (PTO), holiday pay will be used instead of PTO.

- Employees will be paid their regular rate of pay for each 8-hour holiday.
- Employees may not elect financial compensation in lieu of taking time off for a holiday.
- Holiday pay does not count as hours worked for the purposes of determining overtime.
- Employees must have worked or have authorized PTO on the day before and the day after a holiday in order to be paid holiday pay.

Paid Time Off (PTO)

Temporary and part-time employees are not entitled to PTO. PTO accrues per pay period. Full time employees are not eligible to use PTO until they have completed 30 days of employment with your employer. All time must be accrued before it can be taken. If an employee uses more PTO than they have accrued, they will owe those funds back to the company. If an employee leaves your employer prior to refunding their PTO time, the employee acknowledges

and agrees that the company may deduct the amount equal to the borrowed PTO time from the employee’s final paycheck.

Paid Time Off Accrual

- 10-month full time school based employees accrue 3.2 hours of PTO time on each paycheck up to 64 hours while they are working throughout the school year.
 - PTO does not accrue over the summer for 10 month employees.
 - PTO does not accrue if you are on Leave of Absence

- 12-month full time school based employees accrue PTO from August 1st through July 31st.
 - Unused PTO hours over 40 are purged on August 1st.
- 12-month full time non-school based employees accrue PTO per paycheck from January 1st through December 31st.
- All employees must complete 30 days of consecutive employment before utilizing any PTO.
- PTO accrual rates are determined by length of service and by employment status.

Length of Service	Full Time 10 Month Employees Paid 20 paychecks	Total PTO Days accrued per year	All Full Time 12 Month Employees, Deans and Support Center	Total PTO Days accrued per year	School Based Administration-Principal and AP	Total PTO Days accrued per year
Date of hire to 5 years of service	3.20 hours of PTO per pay period	8 days per year 64 total Hours	4.9231 hours of PTO per pay period	16 days per year	6.4615 hours of PTO per pay period	21 days per year
6 to 10 years of service	3.20 hours of PTO per pay period	8 days per year 64 total Hours	6.4615 hours of PTO per pay period	21 days per year	6.4615 hours of PTO per pay period	21 days per year
11 years and more	3.20 hours of PTO per pay period	8 days per year 64 total Hours	8.00 hours of PTO per pay period	26 days per year	8 hours of PTO per pay period	26 days per year

*Your employer’s PTO accrual schedule may differ than the one above.

Using your PTO time

We rely on you to be at work as scheduled, so advanced notice is important when requesting to use PTO time.

PTO may be taken at any time during the year, but must be scheduled to avoid conflicts with other employees’ PTO and work demands.

- PTO time may be taken in pre-approved four hour or eight hour increments for school based employees.
- PTO days should be approved by the employee’s School Administrator/Supervisor/Principal at least two weeks prior to the anticipated time off, whenever possible.
- Designated company holidays will not be counted as PTO if they should fall within the period of time the PTO was requested.
- PTO will be scheduled in the best interest of the company and the employee. Seniority will determine priority for PTO in the case of conflicts.
- Employee must take all available PTO prior to taking time unpaid. Unpaid time can only be used for emergencies and must be approved in writing by your Supervisor.
 - Employees cannot take unpaid time when they have PTO available.
 - Employees cannot take unpaid time in place of a Leave of Absence.

Your employer provides 10-month salaried escrow eligible instructional school based staff the ability to automatically roll over 40 hours of PTO and Payroll will payout any PTO over the 40 hours at the employee's regular rate of pay at time of payout.

FMLA Leave (Leave under the Family Medical Leave Act)

The FMLA is a federal law that entitles eligible employees up to 12 weeks of job protected leave in a 12-month period for certain specified family and medical reasons. Your employer's 12-month period is measured prospectively from the date of the employees FMLA leave starts.

Eligibility Requirements: Employees who have been employed by your employer for at least a total of 12 months, and have worked at least 1,250 hours over the prior 12 months are eligible for FMLA leave.

Eligible employees receive up to 12 weeks of unpaid job-protected leave during a rolling 12-month period, for the following example reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's newborn child, or due to a recent placement of a child for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who must have a serious health condition; or
- For a serious health condition that makes the employee unable to perform the essential functions of his/her job.
- Paternity Leave

If a husband and wife both work for the company and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent in-law) with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave.

Military Family Leave. Eligible employees with a spouse, son or daughter, or parent on active duty or called to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12 week leave entitlement for certain qualifying situations. Qualifying situations include attending certain military events, arranging for alternative childcare, handling certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings. FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness, incurred in the line of duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy or the service member is in outpatient status or is on the temporary disability retired list.

Definition of Serious Health Condition. A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

OLA Leave (Leave under Other Leave of Absence)

The company may provide a medical leave of absence, for up to a maximum of 12 weeks for employees who are not eligible for FMLA called Other Leave of Absence. OLA leave is available based on a 12-month period, is unpaid, and is not job protected. An OLA leave must be applied for via the Benefits team. It is for a verified medical issue for an employee that is either not eligible for FMLA or has exhausted their FMLA.

OLA may be provided only to full time employees who DO NOT meet the FMLA Leave eligibility criteria. Each OLA is considered independently. It is granted solely at the discretion of Senior Leadership, even if short term disability runs concurrently. Senior Leadership currently consists of the Director of Benefits and the employees' direct supervisor.

OLA Leave is an unprotected job leave; however, when possible and in conjunction with the company's best interest, the

company will make every effort to return an employee to his/her same position and pay. It is the employees' responsibility to communicate with their employer during their OLA including their intent to return. When an employee returns from OLA they must provide a "Medical Release to Return to Work certification" with or without restrictions. If an employee fails to return of work at the end of an OLA leave, the company will consider the job abandoned by the employee.

FMLA and OLA Leaves Advanced Notice

If a leave is foreseeable (such as planned surgeries or normal births), the employee is required to provide 30-day verbal written notice and make a reasonable effort to schedule time off so that it is least disruptive to the operations of the employer. As soon as possible, the employee should apply for FMLA via the Cigna Leave manager by calling 888.84.Cigna (24462).

If the need for a leave is unforeseeable (such as a serious injury in a car accident or a premature birth), then the employee should give as much notice as soon as possible to the company.

FMLA and OLA Leave Certification

The company uses CIGNA Leave Manager as our third-party administrator for all leave of absences. Any employee that needs to take a leave must contact Cigna by calling 888.84.Cigna (24462) and complete the necessary documentation. Supporting documentation for the reason of the leave may be required. This may include physician certification, military orders, court orders, etc. Cigna will notify an employee of the required documentation(s).

The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Cigna will provide individual notice of rights and obligations to each employee requesting leave within (5) business days or as soon as practicable in writing or orally. The company has the right to ask for a second opinion if it has reason to doubt the certification or may request recertification relating to the leave on a reasonable basis.

If an employee takes leave for a condition that progresses into a serious health condition the company may designate all or some portion of the earlier leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

Benefits continuation during FMLA and OLA Leaves

While an employee is on leave, the company will continue the employee's insurance benefits during the leave period at the same level and under the same conditions as if the employee had continued to work. The Employee is responsible for the payment of their portion of their benefits. Coordination of payments will include premium invoicing by the Benefits Department. The Employee will have 30 days from the date of the invoice to remit payment. An employee on leave is not eligible for Holiday Pay.

Return to Work

Employees should notify the Benefits Department and their Supervisor of their intent to return to work no later than two weeks prior to the approved date of return. An employee taking leave due to the employee's own serious health condition is required to obtain a "Medical Release to Work certification" that the employee is able to return to work with or without restrictions. Without this required certification, the employee will not be allowed to return to work and may jeopardize his/her position.

Unless otherwise permitted or required by law, upon return to work from FMLA Leave, the employee will be reinstated to the same position or to an equivalent position in pay, benefits and other terms and conditions of employment.

Failure to Return to Work

Sarasota Classical Preparatory Academy

After the approved leave expires, an employee who does not return to work may not be guaranteed reinstatement. If an employee does not return and fails to communicate, the company will consider their job abandoned. It is important to communicate with the Benefits team if you have any issues during the course of your leave.

Coordination of Leaves

Contact the School Operations Administrator or the Benefits Team for assistance.

Americans with Disabilities Act

The duty to provide a reasonable accommodation is a fundamental statutory requirement under the Americans with Disabilities Act (ADA), and as amended by the Americans with Disabilities Act Amendments Act (ADAAA). Your employer is committed to complying with all applicable provisions of the ADA/ ADAAA. It is the Company's policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability, so long as the employee can perform the essential functions of the job. Consistent with this Policy of non-discrimination, the Company will provide reasonable accommodations to a qualified individual with a disability as defined by the ADA, who has made your employer aware of his or her disability, and provided that such accommodation does not constitute an undue hardship on the Company.

An employee with a disability who needs a reasonable accommodation to perform the essential functions of their job, should contact Human Resources. Your employer encourages individuals to come forward and request reasonable accommodations if necessary.

Procedure for Requesting an Accommodation

Upon receipt of an accommodation request, Human Resources and your supervisor will meet with you to discuss and identify the precise parameters of the accommodation requested. This will identify which job functions you are currently performing that the accommodation can assist with.

The ADA does not require the Company to make the best possible accommodation or to reallocate essential job functions. Your employer cannot provide personal use items such as eyeglasses, hearing aids, wheelchairs, etc.

An employee or job applicant who has questions regarding this Policy or believes that he or she has been discriminated against, should notify Human Resources. All such inquiries or complaints will be treated as confidential to the extent permissible.

USERRA- Uniformed Services Employment and Reemployment Rights Act

Reemployment rights extend to persons who have been absent from a position of employment because of "service in the uniformed services." "Service in the uniformed services" means the performance of duty on a voluntary or involuntary basis in a uniformed service, including:

- Active duty
- Active duty for training
- Initial active duty for training
- Inactive duty training
- Full-time National Guard duty
- Absence from work for an examination to determine a person's fitness for any of the above types of duty
- Funeral honors duty performed by National Guard or reserve members
- Duty performed by intermittent disaster response personnel for the Public Health Service, and approved training to prepare for such service

The law requires all employees to provide their employers with advance notice of military service. Notice may be either written or oral. It may be provided by the employee or by an appropriate officer of the branch of the military in which the employee will be serving. However, no notice is required if:

- Military necessity prevents the giving of notice.
- The giving of notice is otherwise impossible or unreasonable.
- “Military necessity” for purposes of the notice exemption is to be defined in regulations of the Secretary of Defense. These regulations will be immune from court review.

The cumulative length of service that causes a person’s absences from a position may not exceed five years. Your employer has the right to request that a person who is absent for a period of service of 31 days or more provide documentation showing that the person’s application for reemployment is timely, the person has not exceeded the five-year service limitation; and the person’s separation from service was other than disqualifying under Section 4304 of USERRA. For more information regarding your rights under USERRA please contact Human Resources.

Other Employment

Outside employment during your FMLA leave period is strictly prohibited.

Bereavement Leave

Full-time employees are allowed up to 3 days off with pay in the event of the death of an immediate family member. For out of state funerals, your School Administrator/Department Manager may approve more time. Please notify your School Administrator/Department Manager as soon as possible if you need to take bereavement leave.

For the purpose of this Policy, immediate family member is defined as father, mother, sister, brother, spouse, child, step-child, mother-in-law, father-in-law, sisters- or-brothers-in-law, grandparents or grandchildren.

Time off without pay or PTO may be granted at the discretion of your School Administrator/Department Manager to attend the funeral of other relatives or friends.

Domestic Violence Leave

Your employer’s leave of absence policy for victims of domestic violence is in compliance with state law. Eligible employees may receive up to three (3) working days of leave in a twelve (12) month period if you or a family or household member is a victim of domestic violence. The Company may require documentation or substantiation of the domestic violence issue such as copies of restraining orders; police reports or orders to appear in court.

The employee must have been employed for at least three (3) months and must provide the Company with advance notice of the leave, except in cases of imminent danger to the health and safety of the employee or their family member. The Company will allow the employee to choose whether to exhaust any available PTO time or take this leave without pay.

Jury Duty/Court Duty

Your employer encourages employees to fulfill their civic responsibilities by serving jury duty or appearing in court as a witness when subpoenaed. Jury/court duty pay will be calculated on the employee’s base pay rate times the number of hours the employee would otherwise have worked on the day of absence, minus the jury duty pay awarded by the court.

Employees must show the jury duty summons or subpoena to their School Administrator/Department Manager as soon as possible so that they may make arrangements to accommodate their absence. Employees are expected to report for work whenever the court schedule permits.

In the event you are excused from jury duty on a scheduled workday, you are required to contact your School Administrator/Department Manager and be prepared to report to work as soon as possible. Either the Company or the employee may request an excuse from jury duty if, in the Company’s judgment the employee’s absence would

create serious operational difficulties. Your employer will continue to provide health insurance benefits for the full term of the jury/court duty absence. Paid time off and holiday benefits will continue to accrue during jury/court duty leave.

Voting

Your employer wants to make sure you have the opportunity to vote in national, state, or local elections. If your working hours make it impossible for you to get to the polls before or after work, please talk to your School Administrator/ Department Manager beforehand. If it is necessary, you can adjust your working hours in order to get to the polls as long as it does not interfere with your job performance. Your employer encourages early voting when conflicts occur.

Workers' Compensation

CSUSA provides a comprehensive workers' compensation program. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, the workers' compensation program can provide compensation benefits for missed work. All approved medical expenses are covered immediately. Employees who sustain work related injuries or illnesses must inform their School Administrator/Department Manager, or Employee Services immediately. All employees will be provided care, first aid and emergency service, as required for injuries or illnesses while at work. In the event of an emergency, employees should call 911.

No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will assist an eligible employee to qualify for workers' compensation coverage as quickly as possible. Failure to report accidents is a serious matter as it may preclude an employee's coverage under workers' compensation insurance.

After a workers' compensation leave, an employee maybe required to provide notice that they are able to return to work. Your School Administrator/Department Manager, the workers' compensation insurer, the Doctor, and you will be expected to take an active role in assisting you to regain productive work status as soon as possible. CSUSA will work closely with the workers' compensation insurance carrier and your doctor to develop a plan to return to work.

Through this joint effort, we aim to help employees recover as soon as possible and allow employees to minimize wage loss. Upon release to return to work any restrictions will be evaluated.

Section 8 Termination

- Separation from the Company
- Resignation
- Job Abandonment
- Exit Interview
- Providing References for Former Employees
- Reemployment
- Health Insurance Continuation- COBRA
- Final Pay

“I want to work for a company that contributes to and is part of the community. I want something not just to invest in. I want something to believe in.”