

ORANGE EASEL SCHOOL OF ART



ORANGE EASEL
SCHOOL • OF • ART

EMPLOYEE HANDBOOK



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249 W MILL ST
STE 107
LIBERTY MO 64068

EMPLOYEE HANDBOOK



welcome

Welcome and congratulations on your employment with Orange Easel!

We are excited to have you as a part of the team and look forward to creating and exploring the wonderful world of art and education.

This handbook contains a wealth of information you will need while working at Orange Easel. Please take the time to go over each section and feel free to ask any questions or express any concerns that may come up as you read through the information.

To acknowledge that you have received this handbook please sign and date in the space below and return to Allison.

Signature

Print name

Date

About Us

Orange Easel began as is a teaching studio for creative kids looking for a place to learn new technique, connect with others, and grow as artists.

We are committed to process-over-product and playful art with a healthy dose of drills and technique. We teach art to all ages and we're very careful to make sure that what we teach and how teach is appropriate to the age and level of the artist.

Americans with Disabilities Act and ADA Amendment Act

To comply with the applicable laws ensuring equal employment opportunities to qualified individuals with disabilities, Orange Easel will provide reasonable accommodation to individuals with a known physical or mental disability if such accommodation would not impose an undue hardship on Orange Easel, and would enable the individual to apply for, or perform, the essential functions of the position desired.

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ADA, cont.

Any applicant or employee who requires an accommodation in order to perform the essential functions of their job should communicate with Orange Easel management and request the necessary accommodation. The individual with the disability should specify in writing what accommodation is reasonable and if it will not impose an undue hardship, Orange Easel will make the accommodation. Orange Easel may also propose an alternative accommodation(s).

Clean-up

Team Members are responsible for the clean-up of their own classes. Your clean-up is completed when all supplies are returned to the closet in their correct places and all surfaces are wiped clean and dry. This includes tables, chairs, floors and any other surfaces used during your class.

Clean-up should be completed in a timely matter in conjunction with the Team Member setting up for the next class. Team Members should work together to insure the clean-up/setup is completed quickly and efficiently.



Communication

Communication is key to a smooth-sailing studio.

Since our shifts do not always overlap, the best way to communicate with the team is via our group text, individual text, or at our weekly staff meeting.

Keep in mind that we are not a team of mind readers, so if you need something from someone else on the team, speak up. All communication between staff members should be clearly stated, with kindness and respect.

Contacting Allison and Sara

Team members can contact Allison and Sara anytime for urgent and non-urgent requests via text or voxer.

If you receive a text or message from Allison or Sara, a timely response is expected. Failure to respond within a reasonable time frame is grounds for termination.

Allison Jensen
cell: 816-686-9416
VOXER: ajense6577

Sara Woolfolk
cell: 816-820-7354
VOXER: swoolf316



Customer Service

At Orange Easel we are in the business of customer service.

OUR GOAL IS TO PROVIDE TO KIND OF CUSTOMER SERVICE EXPERIENCE THAT FAMILIES WANT TO TELL OTHER FAMILIES ABOUT.

Your focus should be making sure that students and families feel welcome and like they are in a positive and comfortable environment. Bad attitudes have no place in Orange Easel and will not be tolerated. If you are wearing an Orange Easel t-shirt you should be wearing a smile and every team member should be greeting everyone that enters the doors of Orange Easel.

At times customer service includes reassuring students and families, especially with younger students. Make sure that uneasy students and parents know they are in good hands. Take special care to put both students and parents at ease by being friendly and confident in the capabilities of the Orange Easel Team.

In the event that a customer is not satisfied with their experience, no matter who is at fault your first step is to make the situation right. If you are not able to do that, confidently reassure the student or parent that you will get someone who can fix the issue. Contact Allison or Sara for help.



Discrimination

Orange Easel is commitment to providing an environment that is free of discrimination based on race, color, religion, sex, national origin, sexual orientation, gender identity, marital status, age, disability, veteran status or any other basis protected by law or moral standard. Discrimination is unlawful and a violation of the Orange Easel Discrimination Policy.

Discrimination in Orange Easel by anyone, including but not limited to management, team members, students/families and visitors, will not be tolerated.

If you feel you have been discriminated against or have witnessed discrimination taking place, it is important that the issue is reported to management at Orange Easel. Orange Easel will promptly respond to any and all discrimination complaints with a thorough, confidential investigation. If it is determined that discrimination has occurred, Orange Easel will act to eliminate the issue and apply corrective action as necessary including disciplinary action up to and including termination of the offending parties.

Retaliation against any individual reporting a discrimination issue will not be tolerated.

Deliberate false discrimination claims can result in disciplinary action up to and including termination.



Equal Employment Opportunity Policy

Orange Easel is committed to creating an environment that supports diversity and fair treatment and employment to everyone.

Here at Orange Easel employment opportunities are offered to qualified individuals regardless of race, color, religion, sex, national origin, sexual orientation, gender identity, marital status, age, disability, veteran status or any other basis protected by law or moral standard.

This Equal Employment Opportunity Policy applies to all aspects of employment including application, employment, job assignment and salary administration.

Hiring

Orange Easel is always hiring and looking to expand our team with committed, artistic, creative people with a passion for teaching and an interest in sharing their talents.

Employee referrals are always welcome!

Any potential applicants should go to the Orange Easel website to fill out an application



Harrassment

Orange Easel is committed to providing a safe and comfortable environment to all team members, students/families and visitors. To ensure the safety of everyone at Orange Easel there is a no tolerance Harassment Policy in place.

Defining Harassment:

Harassment means, persistent and unwelcome conduct or actions on any basis including but not limited to race, sex, age and/or disability.

If you feel you are being harassed or have witnessed harassment taking place, it is important that the issue is reported to management at Orange Easel.

Orange Easel will promptly respond to any and all harassment complaints with a thorough, confidential investigation. If it is determined that inappropriate behavior has occurred, Orange Easel will act to eliminate the issue and apply corrective action as necessary including disciplinary action up to and including termination of the offending parties.

Retaliation against any individual reporting a harassment issue will not be tolerated.

Deliberate false harassment claims can result in disciplinary action up to and including termination.



Media

Team Members should direct any and all requests for interviews, media related questions and all other media inquiries to:

Allison May Jensen, Owner of Orange Easel
249 W Mill Street, Ste 107
Liberty MO 64068

(816) 407-9266
allison@orangeeaselart.com

Photos

Orange Easel Team Members are encouraged to take photos of classes for promotional materials. All students/families have signed a photo release in order to take classes at Orange Easel so you may take photos whenever time permits during classes.

Keep in mind photos taken of Orange Easel classes and students/families are NOT for personal use. Photos should never be posted to private social media accounts, blogs or websites. Once a photo has been posted to the official Orange Easel website or social media pages, team members are welcome to 'tag' themselves in photos so they show up on their personal pages.



Payroll

Orange Easel payroll is bi-weekly and payday is every other Friday.

All paychecks are delivered via direct deposit into your account.

Orange Easel Team Members are regular full-time and part-time employees and this means taxes will be withheld from your wages. It is the Team Member's responsibility to fill out your W-4 withholding form accurately so your taxes are correct on your check.

Hourly wages can be adjusted at any time. There is no set schedule for wage increases. Wage increases can happen at any time as responsibilities change.

Your hourly wages and paycheck amounts are considered confidential and should never be discussed with other team members. Violating this rule could result in disciplinary action up to and including termination.



Professionalism

While representing Orange Easel and acting as an extension to the Orange Easel brand your primary focus is to serve all families and students that visit Orange Easel. The following standards of professional conduct should always be followed to insure you are projecting a professional image.

CONVERSATION TOPICS

All topics being discussed in Orange Easel should be professional and child-appropriate.

CONFIDENTIALITY

Team members are prohibited from disclosing any information about any students to other students or parents. Student/family information is confidential. If you need to discuss confidential information about a student/family this should be done in private away from any other students/families in a professional manner.

Orange Easel is committed to creating an encouraging and progressive environment for our students. Keeping that in mind, when passing along information about a student to another team member the focus should always be to create a BETTER experience for student, family and team member.

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Professionalism, cont.

ATTIRE

Your attire is also a large part of the Orange Easel standards of professional conduct. Although not required, team members are encouraged to wear your Orange Easel t-shirts to work. Bottoms should be comfortable, casual and modest. Professional pants, shorts and skirts are allowed. Keep in mind you will be bending, getting up and down from the floor and dealing with messy materials.

NEGATIVE TALK

Negative talk about fellow team members is strictly prohibited. If an issue arises with another team member it should be handled directly with respect and professionalism. Involve Allison if necessary to mediate the issue.

SOCIAL MEDIA

Professionalism also extends to social media. If ever you discuss Orange Easel on social media it should be done in a way that promotes a favorable image of Orange Easel. Posting negatively about Orange Easel, students or families on any venue of social media in any way is strictly prohibited.

Please keep in mind that these professional standards of conduct are not all encompassing. If a situation arises and you find yourself unsure of how to handle it professionally always contact Allison for guidance. Violation of the Orange Easel professional standards of conduct can result in disciplinary action up to and including termination.



Registrations

Students/Families can register for classes at Orange Easel through the website or by contacting Allison.

All forms of electronic payment (credit or debit) are accepted but we do not accept personal checks or cash.

Students/Families have the option of registering on a monthly basis or registering for the entire semester (Studio Club).

Set Up

Team Members are responsible for the setup of their own classes. You should plan to arrive at least thirty (30) minutes prior to your class to set up.

Manage your setup time so you are available at least five (5) minutes prior to class to greet students and families.

Keep in mind that you may be setting up your class while another Team Member is completing clean-up from the previous class. You should work together to insure the setup/clean-up is completed quickly and efficiently.



Scheduling and Availability

All Team Members at Orange Easel are considered part-time so hours and availability can change seasonally.

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All positions at Orange Easel are considered at will employment. Orange Easel and/or team members can terminate employment at any time.

AVAILABILITY

Team members should submit their availability for classes prior to the start of each season. Classes and work hours are given based on experience, expertise, and availability.

Changes to availability will need to be given in writing and may affect work hours.

SCHEDULES

Work schedules are posted to our staff website. Semester class schedules are written 30 days prior to the start of the season:

1st semester (Sept-Dec) - by August 1st

2nd semester (Jan-May) - by December 1st

Summer (June-Aug) - by May 1st

SHOWING UP

It is your responsibility to know your schedule. It is expected that if you are scheduled to work, you come to work. Failure to show-up, or to show-up on time, for a scheduled shift is grounds for termination.



Scheduling and Availability, cont.

REQUEST OFF

To request a day off, fill out the form on the staff website.

SWAPS/COVERING SHIFTS

If you need to swap or trade schedules with another Team Member it needs to be communicated in writing to Allison and/or Sara.

If a team member asks for you to cover for them, please consider making every effort to help out. We're not a big staff and we help each other out. Next time, it might be you who needs the help!

Sickness / Injury

If you are unable to work due to illness or injury, please alert Allison and/or Sara as soon as possible so that we can get your classes covered.

Missed work shifts due to illness/injury that are not communicated prior to the shift will be treated as a no-call, no-show and are grounds for termination.



Staff Meetings

WEEKLY MEETINGS

Weekly staff meetings via Zoom are required for all team members. If you need to miss a meeting, contact Allison or Sara for an excused absence.

Meeting recordings are available upon request for up to 48 hours after the meeting.

TRAINING / OUTINGS

Staff training days and social outings take place just a few times per year and scheduled multiple months in advance. It is expected that all team members attend these events.



Supplies

It is every Team Member's responsibility to keep the supply storage neat, organized and clean.

If something is out of place it is everyone's responsibility to put it back to where it belongs. If you remove an item please be sure to put it back neatly and where it belongs.

INVENTORY

If you take the last of an item or notice an item running low, notify Allison / Sara of what needs to be replaced or refilled.

SUPPLY USE

It is never okay to use the Orange Easel depleting supplies for your personal use. All Orange Easel supplies is to be used for classes only.

If you need supplies for between class activities and/or special projects you must obtain permission first before using the supplies.

Team Members are encouraged to have fun and enjoy creating projects your students but please keep in mind Orange Easel is a business. Team Members should be responsible and practical when using supplies. Use your best judgment when making decisions on how to use supplies for your class.



Team Member Conduct

Orange Easel expects all team members to act in a manner that is fitting to the Orange Easel philosophy and adhere to the policies and rules in place within this company.

In the event that disciplinary action is necessary, in general, it will be applied in progressive steps.

Disciplinary action and will be applied if a team member fails to meet the responsibilities set in their job description and/or fails to follow the rules and policies of Orange Easel.

The first violation in most cases will result in a one-on-one conversation with Allison and/or Sara. All conversations will be documented with an action plan for follow-up. This disciplinary action plan will be kept in the employee files.

Failure to complete the action plan or further violations will result in progressively more serious action up to and including written warnings and/or termination.

**TEAM
MEMBER
FEEDBACK**

We are excited to have you as a Team Member of Orange Easel! As part of the team your feedback is important. If you have any input or ideas on anything that you think can make our efforts more successful, please put them in writing and send to Allison.

