

4 What We Expect Day-to-Day

Personal Data Changes

It's important to keep your personal information up to date so we can stay in contact and ensure timely delivery of important documents. Whenever changes occur, promptly provide Southern Oregon School of Music with your current mailing address, phone number, and any changes to your tax withholding status.

You may update your contact information in Opus1 and your tax withholding status in Patriot. For instructions on how to update your information, please contact the Office Manager.

Keeping your information current helps prevent delays in receiving paychecks, W-2 forms, or other important communications.

Attendance and Punctuality

Regular and punctual attendance provides a reliable, positive experience for our students and their families and is important for the smooth operation of Southern Oregon School of Music. Team members are expected to arrive early enough to be in their studio and ready to greet their students when they arrive. Admin team members should be in the office and able to start their duties on time.

If you will be late or absent, notify the Director or the Office Manager (if available) no later than 60 minutes before your scheduled start time. For emergencies, notify the Office Manager and/or Director as soon as possible, including when you expect to return. Documentation may be required, as allowed by law.

If you become ill during your shift, notify the Office Manager or, if unavailable, the Director.

Employees who show symptoms of a contagious illness will be required to leave work and may return only after being symptom-free for at least 24 hours.

Absences are excused for illness or if approved in advance. Planned absences should be arranged in advance whenever possible to minimize disruption. Absences without prior or retroactive approval are unexcused, including late arrivals or early departures.

Failure to report to work for three or more consecutive days without proper notification will be considered a voluntary resignation.

School Sponsored Social Events

Participation in School social events is completely voluntary, though team members are warmly encouraged to join and enjoy them safely and comfortably.

Dress and Personal Appearance

All team members are expected to wear their name tags while at work.

Team members should dress in a neat, modest, business-casual manner. Clothing should be clean and appropriate for your role—nice jeans are fine, but avoid ripped jeans, very short skirts, or tops that are low-cut, backless, see-through, or expose the midriff.

Scented products should be used in moderation out of respect for colleagues or students with sensitivities.

Southern Oregon School of Music will provide reasonable accommodations for disabilities or religious beliefs that affect compliance with clothing or grooming standards.

Failure to meet these standards may result in being sent home to change or groom, and repeated violations may lead to disciplinary action.

Communication With Families and Outside Organizations

At Southern Oregon School of Music, we conduct business honestly and ethically. We are committed to providing high-quality services and programs while maintaining a reputation for honesty, fairness, kindness, respect, responsibility, integrity, and trust. All team members are expected to uphold these standards and act with integrity in representing the organization.

How to Respond to Outside Inquiries

Occasionally, Southern Oregon School of Music may be involved in news coverage or actual or potential legal matters. If you are contacted by reporters, former team members, attorneys, law enforcement, or other outside parties seeking information, do not speak on behalf of the School. Instead, politely refer the inquiry to the Director. If you are unsure how to respond or have questions about this policy, contact the Director for guidance.

Personal Cell Phone/Mobile Device Use

Team members may bring personal cell phones and other mobile devices to work and may use them for work purposes if desired. Personal use should primarily occur during breaks or meal periods and be minimal during working time to avoid distractions.

Team members must follow School policies to protect confidential and proprietary information. Personal devices may be connected to the School network or equipment for work purposes, provided they have up-to-date antivirus protection.

Devices with camera or recording capabilities may not be used to take photos or videos of students or their families without prior approval, as some families have requested that such recordings not be made to protect their privacy.

While driving on work time, personal devices must be off or used hands-free in compliance with state law. Violations of this policy may result in corrective action.

Use of Company Technology

Southern Oregon School of Music provides IT resources and communication systems to help you perform your job effectively and efficiently. These include Slack (team communication), Opus 1 (music studio management system), Piano Express (piano curriculum), Trello (admin project management system), email, internet access, Wi-Fi, printers, and security cameras. These resources are accessed via School equipment (including office phones, computers, monitors, and Chromebooks) or, when appropriate, personal devices.

General Guidelines:

Use IT resources for work-related purposes unless otherwise permitted by law.

All content created, stored, transmitted, or received on School systems is the property of the School; team members should have no expectation of privacy.

The School may monitor or review system use in accordance with law to protect confidential information, trade secrets, and proprietary data, manage resources, and assist team members in managing electronic data during absences.

Password protection does not create a right or expectation of privacy. Avoid using School systems for personal matters you wish to keep private or confidential.

Violations:

Violating this policy may result in corrective action, up to and including termination of employment. Illegal activity may also be reported to law enforcement authorities if necessary.

Computer Security and Copying of Software

School computers, software, and networks are for School-related work only. Please use them responsibly and in compliance with School policies and all applicable laws.

All software purchased or developed for Southern Oregon School of Music belongs to the School and must be used according to its license terms. Copying, sharing, or distributing software without authorization is not allowed.

Software purchases require approval from the Director and must be coordinated through the Office Manager. Software may not be shared with anyone outside the School, and use on multiple devices or networks must comply with the applicable license.

To help protect School and client information, team members are expected to follow basic data-security practices, including:

- Safeguard passwords and login credentials and do not share them with others
- Lock computers/devices when they are unattended (press Windows key + L)
- Log out of computers/devices at the end of your shift
- Use only School-approved systems and platforms for School data
- Do not open links, attachments, or downloads from unknown or untrusted sources
- Promptly report any suspected security issues or data breaches to the Director or Office Manager

Off-Duty Use of School Facilities or Property

At Southern Oregon School of Music, our equipment and facilities support your work and the needs of our students. When available and with prior approval, off-duty use of School facilities may be permitted as a benefit to team members for professional or School-related purposes.

All off-duty use of equipment or facilities requires prior approval from the Director and must be scheduled in the Opus1 calendar to ensure spaces are not double-booked and to maintain a record of use. Team members are responsible for reimbursing the School for any equipment or property that is damaged or lost during off-duty use.

Social Media

During work time, use social media only for work-related activities.

Social media includes any way of posting content online—personal websites, blogs, chat rooms, social networking sites, or other platforms—whether or not affiliated with Southern Oregon School of Music.

We value your creativity and understand that social media is an important way to connect and share, both personally and professionally. At the same time, social media use can:

- Undermine the trust, confidence, or sense of safety that students and families place in the School
- Put Southern Oregon School of Music’s confidential information, reputation, or brand at risk
- Expose the School to claims of discrimination, harassment, or other legal issues
- Affect the School’s compliance with applicable laws and business rules

To help protect yourself and the School, all team members are expected to follow the following policies when using social media. Violating this policy may result in discipline, up to and including termination of employment.

Use Good Judgment

Always take time to think before posting. Your posts reflect on both you and the School. Online content can be permanent, and anything you post—even from a personal account—may be seen by colleagues, supervisors, partners, suppliers, customers, competitors, or the public.

Guidelines for Posting

Do:

- Whenever you identify yourself as a School employee, make clear that your views are your own and that you are not speaking on behalf of Southern Oregon School of Music.
- Respect copyright, trademark, and third-party rights by sharing only content you own, have permission to use, or are legally allowed to share.

Don’t:

- Do not take photos or videos of students or their families without prior approval from the Marketing Specialist or the Director, as some families have requested privacy.
- Do not respond to media inquiries or speak on behalf of the School; all media inquiries must be directed to the Marketing Specialist.
- Do not disclose trade secrets, confidential information, or proprietary School information (for more details, see the *Confidentiality and Non-disclosure of Trade Secrets* section of this handbook).
- If you have a School email address, do not use it for personal social media accounts.
- When using personal social media accounts, do not speak on behalf of the School or imply official authorization.
- Do not post false, defamatory, harassing, or threatening content.

No Liability for Employee Personal Property

Southern Oregon School of Music is not responsible for the loss, theft, or damage of personal property brought to the workplace. This includes items kept in lockers, desks, vehicles, or other areas on School premises.

To help protect your belongings:

- Take care to secure personal items. If applicable, keep your door locked when you are not in your studio.
- Avoid leaving valuables unattended whenever possible.
- Maintain your own insurance to cover personal property brought to the workplace – personal items are not covered by the School insurance policy.

We appreciate your understanding and cooperation in keeping the workplace safe and organized.

Confidentiality and Nondisclosure of Trade Secrets

As a condition of employment, all Southern Oregon School of Music team members are expected to protect the confidentiality of the School's trade secrets, proprietary information, and other commercially sensitive information, both during and after employment. Access to such information should be limited to a "need to know" basis and must not be used for personal benefit or disclosed without prior authorization from the Director.

This includes, but is not limited to:

- Customer and student lists, including contact information and any non-public records, notes, or communications relating to students or their families
- Curriculum materials, program development, lesson plans, and other instructional content developed by or for the School
- Marketing or business strategies and plans
- Financial or sales records and reports
- Patents, trademarks, and other intellectual property

If you become aware of any situation in which confidential information is being shared in violation of this policy, or if you suspect that competitors or unauthorized individuals may have obtained such information, you are required to report it promptly to the Director.

Violations of this policy may result in disciplinary action, up to and including termination of employment, and may also expose the individual to civil liability.

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