**PUT YOUR SITE LOGO HERE – DON’T FORGET TO INCLUDED THE 21CCLC LOGO ☺**

**Employee Policy & Procedure**

**Welcome**

As an employee of the YOUR SITE and a partner of the 21st Century Community Learning Center grant, the importance of your contribution cannot be overstated. We believe that each employee contributes directly to the success of youth. We know you will take pride in being a member of YOUR SITE.

**Mission Statement**

INSERT YOUR MISSION STATEMENT HERE.

**Human Resources**

INSERT YOUR CONTACT PERSON HERE.

**Customer Relations**

The success of YOUR SITE and the 21CCLC grant depends upon the quality of the relationships between our employees, members, their families and the general public. Regardless of your position, you are the YOUR SITE and 21CCLC ambassador. Here are several things you can do to give a good impression of YOUR SITE and 21CCLC programs:

* Act competently and deal with the public in a courteous manner
* Communicate pleasantly and respectfully with other employees at all times.
* Follow up suggestions and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
* Take great pride in your work and enjoy doing your very best.

**Policies and Procedures**

**INSERT YOUR POLICIES AND PROCEDURES HERE: EXMAMPLES INCLUDE BACKGROUND CHECKS, EMPLOYEE CLASSIFICATION, SEXUAL HARRASMENT, ATTENDANCE, SCHEDULE, MEALS, CONFLICT OF INTEREST, VOLUNTEERING, MEDIA, ETC.**

If you need help with this section, please reach out to Crystal and she can walk you through what is typically found in this part of a staff handbook as well as make connections for HR support.