



**SMART
START
CENTERS**

Discover your skills

EMPLOYEE HANDBOOK



WE TEACH SKILLS.



WE BUILD CONFIDENCE.



WE CHANGE LIVES.

Thank you for being part of our mission.
Together, we empower individuals with
skills, **build independence**, and
create opportunities that last a lifetime.



01

**EXPANDING
OPPORTUNITIES**

4 Locations
Coram
2.2-acre campus



02

**BUILDING
CONFIDENCE**

Empowering students
through skill development
and meaningful support.



03

**DEVELOPING
SKILLS**

Creating opportunities
for independence
and brighter futures.



04

**MAKING A
DIFFERENCE**

Every lesson.
Every connection.
Every life.



4 LOCATIONS



MINEOLA
Learn. Grow.
Succeed.



DEER PARK
Building skills.
Changing lives.



FLUSHING
Empowering
every learner.



CORAM
2.2-acre
campus



**ONLINE
LEARNING**
Flexible.
Accessible.
Effective.



**IN-HOME
INSTRUCTION**
Personalized.
Supportive.
Impactful.

One Mission. Endless Possibilities.



DISCOVER SKILLS

• GAIN INDEPENDENCE

• ACHIEVE BRIGHTER FUTURES

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**SMART
START
CENTERS**
Discover your skills

WELCOME TO SMART START CENTERS

Discover Skills • Build Independence • Create Opportunities

Thank you for joining our team. Every lesson you teach helps individuals build confidence, independence, and meaningful life experiences.



OUR SERVICE MODEL

- ✓ In-Center Instruction
- ✓ In-Home Instruction
- ✓ Online Learning
- ✓ Community-Based Learning

We provide flexible learning options that meet students where they are and help them thrive.



WHO WE SERVE

- ✓ Children
- ✓ Teens
- ✓ Young Adults
- ✓ Adults

All abilities welcome.



OUR MISSION

- ✓ Help every student develop practical skills, confidence, and independence through engaging educational experiences.



WHAT MAKES US DIFFERENT

- ✓ Small class sizes
- ✓ Individualized instruction
- ✓ Real-world learning experiences
- ✓ Supportive and inclusive environment

OUR CORE VALUES



INSPIRE CONFIDENCE

Your encouragement helps students believe in themselves and their abilities.



BUILD INDEPENDENCE

Every lesson is an opportunity to develop lifelong skills.



CREATE MEANINGFUL CONNECTIONS

Positive relationships lead to growth and success.



MAKE EVERY MOMENT COUNT

Small achievements create lasting impact.



LEAD WITH PATIENCE

Progress happens at different speeds for every student.



SUPPORT GROWTH

We invest in our instructors through training, resources, and ongoing support.

“

Every student has potential. Every instructor makes a difference.

”


**SMART START
CENTERS**

Discover your skills

Employee Handbook

2

MISSION, VISION & CORE VALUES

Inspire • Educate • Empower



OUR MISSION

To provide engaging, meaningful programs that empower individuals of all ages and abilities to learn, grow, and achieve greater independence and success in every area of life.



OUR VISION

To be a leading provider of innovative, inclusive learning experiences that inspire confidence, independence, and a sense of belonging for every student and family we serve.

OUR CORE VALUES



RESPECT

- Treat every individual with dignity and kindness
- Understanding in every single interaction
- Every person matters — always



INTEGRITY

- Honest and fully transparent in everything
- Accountable in all that we do together
- Trust is the foundation of everything



EXCELLENCE

- Strive for high quality in all teaching
- Excellence in programs and all interactions
- Continuous improvement is our standard



INCLUSION

- Celebrate our differences every day
- Create a truly welcoming environment
- Everyone belongs here — no exceptions



EMPOWERMENT

- Believe deeply in every individual
- Support each student to succeed
- Build independence every single day



OUR WHY

- Every student has incredible potential
- Help them live as independently as possible
- We change lives one skill at a time



! Don't Take Classes as Babysitting

- Every class should teach a real meaningful skill that directly builds student independence.
- Every lesson must have clear purpose — you are not just teaching an activity, you are building life skills.
- Every interaction should actively encourage growth and build the student's confidence.
- Every student should leave each class stronger and more capable than when they arrived.





3

EMPLOYEE POLICIES & GUIDELINES

Our Commitment. Your Success.

PROFESSIONAL CONDUCT

- Act professionally and with complete integrity
- Treat everyone with respect and dignity always
- Support a positive, inclusive work environment
- Follow company policies and instructions
- Protect company reputation and confidential information

DRESS CODE

- Dress neatly and appropriately for your role
- Clothing must be clean and in good condition
- Nothing offensive or inappropriate
- Wear appropriate footwear at all times
- Dress specifically for the activity you conduct

PRIVACY & CONFIDENTIALITY

- Protect all personal data records and documents
- Do not share information unless fully authorized
- Company information remains SSC property
- Follow all data protection laws and requirements
- A Non-Disclosure Agreement (NDA) may be required

EMPLOYEE GUIDELINES

AREA	EXPECTATION
COMMUNICATION	Be clear, respectful & professional in all communications. Report concerns through the appropriate channels always.
TEAMWORK & COLLABORATION	Work together to support our mission and goals. Share knowledge and resources. Celebrate team success.
SAFETY & WELL-BEING	Follow all safety rules and procedures at all times. Report any hazards, risks, or accidents immediately.
ACCOUNTABILITY & RELIABILITY	Be punctual, manage time wisely, and take full ownership of all your responsibilities and commitments.
INTEGRITY & RESPECT	Uphold honesty and ethical behavior in all situations. Respect diversity and treat everyone fairly and kindly.
QUALITY & EXCELLENCE	Provide high-quality work and support always. Strive for continuous improvement and be open to feedback.

PROGRESSIVE DISCIPLINE POLICY



IMPORTANT REMINDERS

- Arrive 10–15 minutes before scheduled classes.
- Maintain professional boundaries with families.
- Do not share personal contact information.

- Complete lesson notes within required timelines.
- Follow all policies to ensure a safe, positive learning environment.
- Represent Smart Start Centers professionally at all times.



YOU INSPIRE Every Day

Your impact goes beyond the lesson.
You help create brighter futures.



YOU BUILD CONFIDENCE

Help students believe in themselves and celebrate progress.



YOU ENCOURAGE GROWTH

Support every step forward with patience, guidance, and belief.



YOU CREATE CONNECTIONS

Build trust, show kindness, and make every student feel valued.



YOU INSPIRE INDEPENDENCE

Empower students to discover their abilities and achieve their goals.

“

*Students may forget the activity,
They may forget the worksheet.
But they rarely forget how you made them feel.*

”



*Thank you
for showing up,
for caring, and for
making a difference.*

YOU TEACH SKILLS. YOU BUILD CONFIDENCE. YOU CHANGE LIVES.

Together, we create a community where all abilities are celebrated and every student has the opportunity to shine.



BE KIND



BE PATIENT



BE POSITIVE



BE THE DIFFERENCE



ONE MISSION.
ENDLESS POSSIBILITIES.



INSPIRE



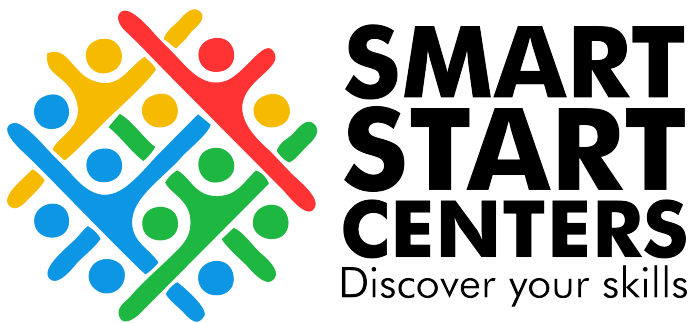
EDUCATE



EMPOWER

*We're glad
you're here!*





4

COMPENSATION, PAYROLL & BENEFITS

We value your time. We support meaningful teaching.

STARTING TEACHING RATE: \$22 PER HOUR

The center provides materials for all non-cooking classes. Only cooking ingredients need to be purchased and brought by instructors.

WEEKLY PAYROLL

- Paid through ADP direct deposit.
- Hours worked this week are paid the following week before Friday.
- Record your time accurately.

CLASS MATERIALS

- Non-cooking materials are available at the center.
- Cooking reimbursements are recorded separately from payroll.

401(k) BENEFITS

- Eligibility after three months, subject to plan rules.
- Company matching follows the current plan.
- Ask admin for enrollment details.

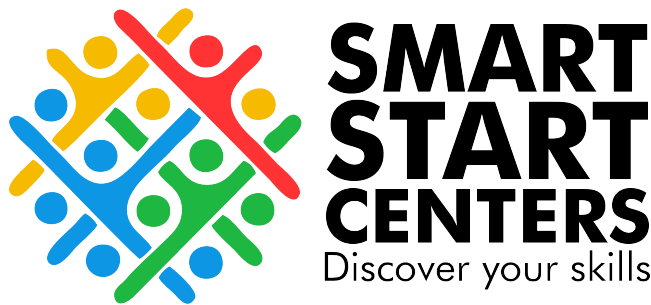
REGULAR CLASSES | HOURLY TEACHING PAY

CLASS SIZE	PAYROLL RATE
One student	\$22 per hour
Two students	\$22 + \$11 = \$33 per hour
Three or more students	\$50 per hour

COOKING | \$22 PAYROLL + INGREDIENT REIMBURSEMENT

CLASS SIZE	COOKING A TOTAL	COOKING B TOTAL
One student	\$22 + \$12 = \$34	\$22 + \$7 = \$29
Two students	\$22 + \$12 + \$12 = \$46	\$22 + \$7 + \$7 = \$36
Three to five students	\$22 + \$40 = \$62	\$22 + \$25 = \$47

Cooking totals shown are per teaching hour. Payroll and reimbursements are processed separately. Submit cooking ingredient receipts as described on the materials page.



5

MONTHLY BONUS PROGRAM

Your impact matters. Your effort is valued.

The monthly bonus is an extra reward for instructors who make a meaningful, positive difference. The admin team makes the final decision based on student experience and family feedback. Scheduled classes or class counts alone do not earn a bonus.

40-74 CLASSES	75-99 CLASSES	100-124 CLASSES	125+ CLASSES
\$50	\$75	\$125	\$250

Fewer than 40 classes: no class-count bonus.

1. RELIABILITY

 - Arrive on time and prepared.
 - Maintain consistent availability.
 - No cancellations with less than 48 hours notice; emergencies require a note and admin review.
2. TEACHING QUALITY

 - Teach with passion and patience.
 - Create meaningful, creative projects across sessions.
 - Healthy, hands-on cooking and printed recipes.
3. DOCUMENTATION

 - Timely lesson notes and monthly reports.
 - Accurate attendance.
 - Regular student photos and achievements in Success Stories.
4. PROFESSIONALISM

 - Kindness and respect.
 - Spread positivity; avoid workplace politics.
 - Clean the classroom and care for materials before leaving.
5. STUDENT IMPACT

 - Positive student and family feedback.
 - Students participate and build confidence.
 - Interest in continuing or signing up for more classes.
6. EXTRA EFFORT

 - Help with substitutions when your schedule allows.
 - Offer ideas for special experiences.
 - Support center setup, organization and colleagues.

CORE CLASSES + TRAINING

Be willing and able to teach Arts & Crafts, Cooking, Computers, Money Management, Yoga and Zumba. Training is available before assignment. Knitting, sewing, crochet and podcasting are not required for bonus eligibility.

Bonuses are discretionary. Admin reviews eligibility and meaningful impact each month.



6

COMMUNICATION & FAMILY POLICY

Professional Boundaries. Safe Students.

Because of insurance, privacy, and professional boundaries, ALL communication must follow Smart Start Centers policies. This policy protects students, families, and instructors equally.



INSTRUCTORS MAY

- Greet families professionally
- Share class accomplishments
- Discuss classroom activities
- Answer basic class-related questions
- Direct families to Administration when needed



INSTRUCTORS MAY NOT

- Exchange personal phone numbers
- Text or contact families directly
- Contact families through social media
- Discuss payments or billing
- Schedule classes independently
- Accept private work from SSC families
- Communicate outside approved SSC systems



If a Family Asks to Contact You Directly

Always answer: "Please contact Smart Start Centers Administration and they will be happy to assist you."

When in doubt — contact Administration immediately.

We are here to support you!

WHEN TO CONTACT ADMINISTRATION

SITUATION	ACTION
 Family asks for your personal contact information	Direct to Administration immediately
 Questions about policies or procedures	Contact Administration
 Concerns about a student	Notify Administration ASAP
 Scheduling changes requested	All changes must go through Administration
 Any situation you are unsure about	Ask Administration — we are here to help





7

ATTENDANCE & PROFESSIONALISM

Reliability Builds Trust. Professionalism Creates Impact.



ARRIVE 15 MINUTES EARLY

- Set up your workspace before students arrive.
- Review lesson plans before each session.
- Prepare all required materials.
- Be ready to greet students professionally.



ATTENDANCE EXPECTATIONS

- Be present and prepared for every class.
- Follow schedules in TutorBird and Zoho Cliq.
- Minimize cancellations and schedule changes.
- Communicate conflicts as early as possible.



IF YOU CANNOT ATTEND

- 1 Notify Administration immediately.
- 2 Provide a brief, professional explanation.
- 3 Work with Administration on rescheduling if possible.
- 4 Update your schedule in all required systems.

PROFESSIONALISM STANDARDS

STANDARD	WHAT IT MEANS IN PRACTICE
Be Respectful	Treat every student, family, coworker, and all property with kindness and respect at all times.
Be Prepared	Come ready with all materials, lesson plans, and bring a positive and energetic attitude.
Be Professional	Use appropriate language and maintain professional boundaries in every interaction.
Be Reliable	Keep all your commitments, follow your schedule consistently, and communicate promptly always.
Be a Role Model	Your actions, attitude, and work ethic directly inspire and motivate your students every day.
Be a Team Player	Actively support your team, communicate openly, and contribute to a positive collaborative environment.



PROFESSIONAL STANDARDS

- ✓ Arrive 10–15 minutes before class.
- ✓ Complete lesson notes within required timelines.
- ✓ Follow all SSC policies and procedures.
- ✓ Maintain professional boundaries at all times.
- ✓ Communicate respectfully with students, families, and staff.



NEVER ACCEPTABLE

- ✗ Canceling classes without proper approval or adequate notice.
- ✗ Using inappropriate language or behavior.
- ✗ Using your personal phone during class for anything other than instructional purposes.
- ✗ Posting about students or families on any social media.
- ✗ Sharing student or family information with any unauthorized person under any circumstances.



“Professionalism is not an act — it is a habit.”



8

IN-HOME INSTRUCTION PROGRAM

One student. One home. One future at a time.

In-home instruction offers a unique opportunity to make a direct impact in students’ everyday lives. You bring the learning directly to them — building skills, confidence, and independence right in their own home environment.

BENEFITS OF IN-HOME

- ✓ Higher pay opportunities available
- ✓ Mileage reimbursement is provided
- ✓ Flexible and personalized scheduling
- ✓ One-on-one dedicated instruction
- ✓ Meaningful connections with students and families
- ✓ Direct impact in students’ everyday real lives

REQUIREMENTS

- ✓ Reliable personal transportation is required
- ✓ Valid driver’s license must be current
- ✓ Professional appearance required at all times
- ✓ On-time arrival for every single visit
- ✓ Respect for family homes and their privacy
- ✓ SSC Approval required before ALL assignments

CRITICAL RULES FOR IN-HOME INSTRUCTION — READ CAREFULLY

- ✗ Do NOT accept any in-home assignments without explicit SSC approval — confirm with Admin first.
- ✗ Do NOT share your personal contact information with families — use SSC channels only, always.
- ✗ Do NOT discuss payments, billing, or compensation with families under any circumstances.
- ✗ Do NOT bring any other individuals to the home including family members or personal friends.
- ✗ Always follow all SSC policies — this protects you, students, families, and our insurance coverage.

MILEAGE REIMBURSEMENT DETAILS

DETAIL	INFORMATION
Eligibility	Available ONLY for officially approved in-home assignments — must have prior SSC approval.
Payment Method	Paid every 2 weeks by company check — this is separate from your regular teaching pay.
Documentation Required	All mileage must be accurately documented and submitted on time every pay period.
Key Requirement	You MUST receive SSC approval before accepting any in-home assignment whatsoever.

REMEMBER

Your professionalism, reliability, and adherence to policies ensure the safety of our students and families — and the continued success of the Smart Start Centers in-home program.



9

PROGRESS NOTES & DOCUMENTATION

Document Progress. Celebrate Success. Inspire Growth.



WHY DOCUMENTATION MATTERS

- Helps students clearly see how far they have come
- Helps families fully understand the impact
- Helps Smart Start Centers improve and grow
- Celebrates wins — both big and small ones



WHAT TO INCLUDE IN NOTES

- Exactly what the student worked on today
- Skills that were practiced or visibly improved
- Positive behaviors and accomplishments noted
- Challenges encountered and how they were addressed
- Clear next steps and goals for the next class



PROGRESS NOTE WRITING TIPS

- Be specific and completely factual always
- Use clear simple and positive language
- Write notes after every class — consistency matters
- Keep all notes professional and respectful
- Notes can be short — what matters is the impact

DAILY CLASS NOTES vs. MONTHLY FEEDBACK

FEATURE	DAILY CLASS NOTES	MONTHLY FEEDBACK REPORT
Frequency	Completed after every single class	Completed once per month
Focus	Today's activities and session only	Overall monthly progress summary
What It Includes	Lesson notes for this session only	Growth recommendation + next month goal
Summary Type	Single session recap only	Big picture — entire month in review
Primary Purpose	Document what happened in today's class	Track long-term growth and set future goals



DO ✓ — ALWAYS DO THESE THINGS

- Write progress notes after every single class
- Focus on progress and student strengths always
- Use respectful and professional language only
- Share student success stories with Administration
- Celebrate every milestone — both big and small
- Submit all notes through TutorBird system ONLY



DON'T ✗ — NEVER DO THESE THINGS

- Use negative or emotional language in notes
- Compare one student to any other student
- Include any personal opinions in lesson notes
- Include information unrelated to the instruction
- Email lesson notes directly to families — NEVER
- Check the 'Email Lesson Notes' box in TutorBird



DOCUMENTATION PROTECTS EVERYONE

- Accurate notes support student success.
- Documentation creates continuity between instructors.
- Professional records protect students, families, and SSC.
- When in doubt, keep notes objective and factual.



“What gets documented gets remembered.
What gets remembered helps students grow.”



WEEKLY LESSON NOTES

Documenting Student Progress Correctly

Write Positive, Professional Lesson Notes

Focus on:

- Skills practiced
- Student participation
- Progress observed
- Independence goals
- Positive outcomes

Good Examples

- Student demonstrated improved communication skills.
- Student actively participated throughout the class.
- Student successfully completed the project with minimal assistance.
- Student showed increased confidence and independence.

Photo & Project Uploads

Upload photos when applicable to document:

-  Student projects
-  Class activities
-  Cooking creations
-  Art projects
-  Completed assignments

Photos should reflect learning outcomes and student engagement.

IMPORTANT REMINDER

- All communication with families must go through Smart Start Centers Administration.
- Instructors should never communicate lesson notes directly to families.

DO NOT EMAIL LESSON NOTES

Student Notes Visible to this student's first parent(s)

During our session, Student A demonstrated remarkable progress in strengthening reading comprehension by using the Warriors and Plants. Their determination and focus were evident, showcasing a commendable effort to enhance their physical resilience.

Linked Online Resource

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Lesson notes should be:

- ✓ Saved in TutorBird
- ✓ Professional
- ✓ Positive
- ✓ Accurate
- ✗ Not emailed to families
- ✗ Not emailed to students
- ✗ Not emailed outside the system

Email Lesson Notes

To: Ashley

Send: JUNE DO NOT EMAIL LESSON NOTES

+ Add Email



Never check the "Email Lesson Notes" box. Always save lesson notes within the system only.



Positive Notes + Accurate Documentation = Student Success



SMART START CENTERS

Discover Skills • Gain Independence • Achieve Brighter Futures



COMPLETING THE MONTHLY FEEDBACK REPORT

Turning Progress Into Meaningful Documentation



COMPLETE EVERY SECTION BEFORE SAVING

Make sure all required sections are filled out to create a complete and professional monthly feedback report.



FEEDBACK SUMMARY
Provide a complete overview of the month.

- Skills practiced
- Progress observed
- Student participation
- Independence growth
- Projects completed

GROWTH RECOMMENDATIONS
Offer guidance for continued development.

- Skills to reinforce
- Areas needing support
- Future development opportunities
- Support strategies

UPCOMING GOALS
Set clear goals for the next month.

- New skills
- Learning objectives
- Next-step targets
- Expected outcomes

STUDENT ACHIEVEMENTS
Highlight successes and positive milestones.

- Successes
- Accomplishments
- Improvements
- Positive milestones

IMPORTANT REMINDERS

DO

- Summarize the entire month
- Focus on overall growth
- Use positive language
- Be specific and professional

DO NOT

- List individual class dates
- Mention session counts
- Copy weekly notes
- Focus on only one class

MULTIPLE CLASSES?
If a student participates in more than one class:

- Open the Monthly Feedback Template again
- Complete a separate report for each class
- Save each report individually

EXAMPLE: STUDENT A

- Cooking → 1 Report
- Yoga → 1 Report
- Money Management → 1 Report

WHY MONTHLY FEEDBACK MATTERS

- Documents student growth
- Supports performance evaluations
- Helps students succeed
- Guides future instruction
- Contributes to monthly bonus consideration

NEED HELP?
Contact Smart Start Centers Administration at any time if you need assistance completing monthly feedback reports.

We're here to help!
Your questions help us support students and instructors better.



EVERY MONTHLY REPORT TELLS THE STORY OF A STUDENT'S GROWTH, INDEPENDENCE, AND SUCCESS.
Discover Skills • Gain Independence • Achieve Brighter Futures





FEEDBACK EXAMPLES

Monthly Feedback vs. Daily Class Feedback

★ Great feedback documents progress, encourages growth, and supports student success.



MONTHLY FEEDBACK

Completed Once Per Month



YOGA CLASS

Class Name: Yoga



FEEDBACK SUMMARY

Summarizes the student's overall progress throughout the month.

Example: "Throughout the month, Student A demonstrated strong participation, improved flexibility, and increased confidence during yoga activities. The student consistently engaged in class and showed meaningful progress toward independence."



GROWTH RECOMMENDATION

Provides suggestions for continued development.

Example: "Continue practicing stretching and breathing exercises at home to reinforce skills learned during class."



NEXT MONTH GOAL

Establishes learning goals for the upcoming month.

Example: "Focus on improving posture alignment, introducing more advanced poses, and increasing endurance during guided yoga sequences."

- ✓ Reviews progress across all classes.
- ✓ Focuses on growth and development.



DAILY CLASS FEEDBACK

Completed After Every Class



YOGA CLASS

Class Name: Yoga



LESSON NOTES

Documents what occurred during today's class.

Example: "Today, Student B actively participated in yoga activities and followed directions well. The student completed stretching exercises and breathing techniques with minimal assistance. Student B remained engaged throughout the session and demonstrated a positive attitude toward learning."

- ✓ Documents today's class only
- ✓ Activities completed
- ✓ Student participation
- ✓ Progress observed
- ✓ Positive feedback

QUICK VISUAL COMPARISON		
MONTHLY FEEDBACK	CATEGORY	DAILY CLASS FEEDBACK
 Once per month	 Frequency	 After every class
 Overall monthly progress	 Focus	 Today's activities
 Includes Growth Recommendation	 Includes	 Lesson Notes only
 Includes Next Month Goal	 Includes	 No future goals
 Big picture summary	 Summary Type	 Session summary
 Reviews entire month	 Coverage	 Single class review



IMPORTANT REMINDERS

- ✗ Do NOT copy daily lesson notes into monthly feedback.
- ✗ Do NOT write growth recommendations in daily notes.
- ✗ Do NOT include next month goals in daily notes.
- ✗ Do NOT summarize only one class in monthly feedback.



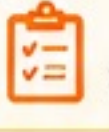
WHY GOOD FEEDBACK MATTERS

 Tracks Student Progress

 Builds Confidence

 Guides Future Learning

 Strengthens Family Communication

 Supports Student Success

 Encourages Independence





Monthly Feedback

= Big Picture Progress



Daily Class Feedback

= Today's Lesson Notes

★ Great Documentation Creates Great Student Outcomes!

Discover Skills • Gain Independence • Achieve Brighter Futures





FEEDBACK EXAMPLES

Monthly Feedback vs. Daily Class Feedback

★ Great feedback documents progress, encourages growth, and supports student success.



MONTHLY FEEDBACK

Completed Once Per Month



COOKING CLASS

Class Name: **Cooking**



FEEDBACK SUMMARY

Throughout the month, Student A demonstrated excellent creativity, enthusiasm, and commitment in Cooking class. The student successfully prepared a variety of recipes including homemade pasta, vegetable stir-fry, pizza, and banana bread. Improvements were observed in recipe comprehension, measuring ingredients, kitchen safety, food preparation, and overall confidence in the kitchen.



GROWTH RECOMMENDATION

Continue practicing simple recipes at home and explore new ingredients to reinforce skills learned during class and build greater independence.



NEXT MONTH GOAL

Focus on advanced food preparation techniques, independent recipe reading, meal planning, and expanding healthy cooking skills.



DAILY CLASS FEEDBACK

Completed After Every Class



COOKING CLASS

Class Name: **Cooking**



LESSON NOTES

Today, Student B actively participated in preparing homemade vegetable pizza. The student followed directions well, assisted with measuring ingredients, practiced safe kitchen habits, remained engaged throughout the activity. Student B demonstrated a positive attitude and willingness to try new tasks.

QUICK VISUAL COMPARISON		
 MONTHLY FEEDBACK	CATEGORY	 DAILY CLASS FEEDBACK
 Once per month	FREQUENCY	 After every class
 Overall monthly progress	FOCUS	 Today's activities
 Growth Recommendation	INCLUDES	 Lesson Notes only
 Next Month Goal	INCLUDES	 No future goals
 Reviews entire month	SUMMARY	 Session summary (one class)



IMPORTANT REMINDERS



 Do NOT copy daily lesson notes into monthly feedback.



 Do NOT write growth recommendations in daily notes.



 Do NOT include next month goals in daily notes.



 Do NOT summarize only one class in monthly feedback.

★ WHY GOOD FEEDBACK MATTERS

 Documents Student Progress

 Builds Confidence

 Guides Future Learning

 Strengthens Family Communication

 Supports Student Success

 Monthly Feedback = Big Picture Progress



 Daily Class Feedback = Today's Lesson Notes

★ Great Documentation Creates Great Student Outcomes!



13

TECHNOLOGY, SOCIAL MEDIA & PROFESSIONAL BOUNDARIES

Use Technology Wisely. Protect Students, Represent SSC Professionally.



TUTORBIRD – OUR INSTRUCTION PLATFORM

- ✓ View your schedule and all student assignments
- ✓ Record attendance after every single class
- ✓ Write and properly save all progress notes
- ✓ Submit all required documentation on time
- ✓ Track student skills, goals, and progress
- ✓ Access all training materials and resources



ZOHO CLIQ – OUR COMMUNICATION PLATFORM

- ✓ Team chat and important announcements
- ✓ View schedules and all schedule updates
- ✓ Ask questions and get team support anytime
- ✓ Share important information with team securely
- ✓ Stay connected with the entire SSC team
- ✓ Check DAILY — never miss important updates



KEEP TECHNOLOGY SECURE

- 🔒 Keep your login information completely private
- 🔒 Log out of ALL systems when you are finished
- 🔒 Never share your credentials with anyone ever
- 🔒 Protect student privacy in every interaction



KEEP IT PROFESSIONAL

- ✓ Use all technology for SSC business ONLY
- ✓ Communicate respectfully and professionally always
- ✓ No personal internet use during class time at all
- ✓ Keep your focus entirely on your students



WHAT YOU MUST NEVER DO

- ✗ Never contact families via personal text or social media
- ✗ Never post photos or information about students online
- ✗ Never use AI tools to create or alter any student documentation
- ✗ Never share any SSC system screenshots externally



WiFi ACCESS QUICK REFERENCE

- ✓ Network Name: Learning WiFi | Password: learnpass (all lowercase, no spaces between words)
- ✓ Approved uses: TutorBird, Lesson Notes, Smart Start Resources, and Educational Activities only.
- ✓ **NEVER** share the WiFi password with students, families, or any unauthorized individuals ever.



DIGITAL SAFETY REMINDER

Protect student privacy. Every message, document, note, and photo must be handled with professionalism and confidentiality.



“Professional technology use protects students, families, instructors, and Smart Start Centers.”

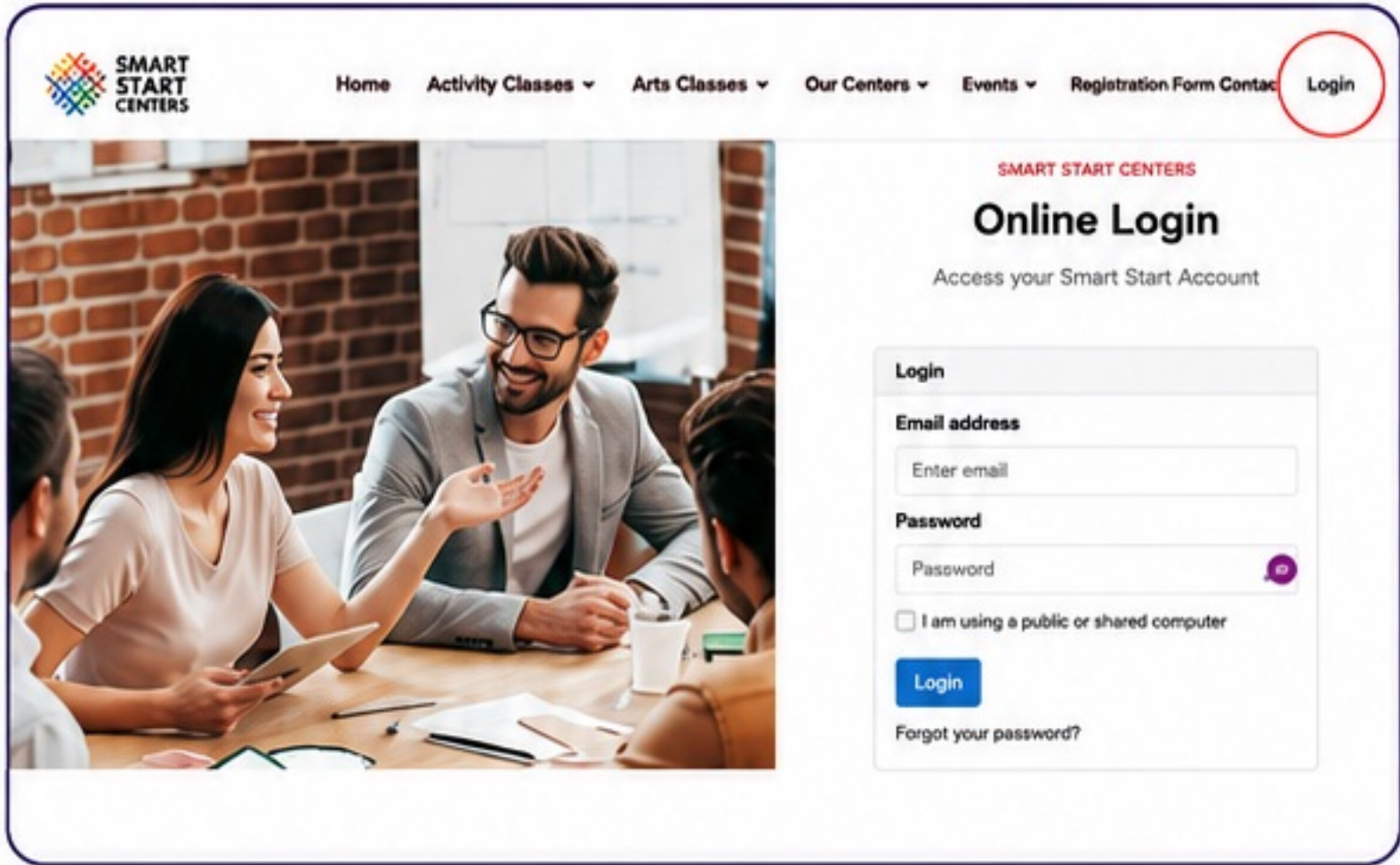


TUTORBIRD SCHEDULING & STUDENT INFORMATION



Stay Connected. Stay Prepared. Stay Organized.

TutorBird is the official scheduling and student management platform used by Smart Start Centers. Review your information regularly.



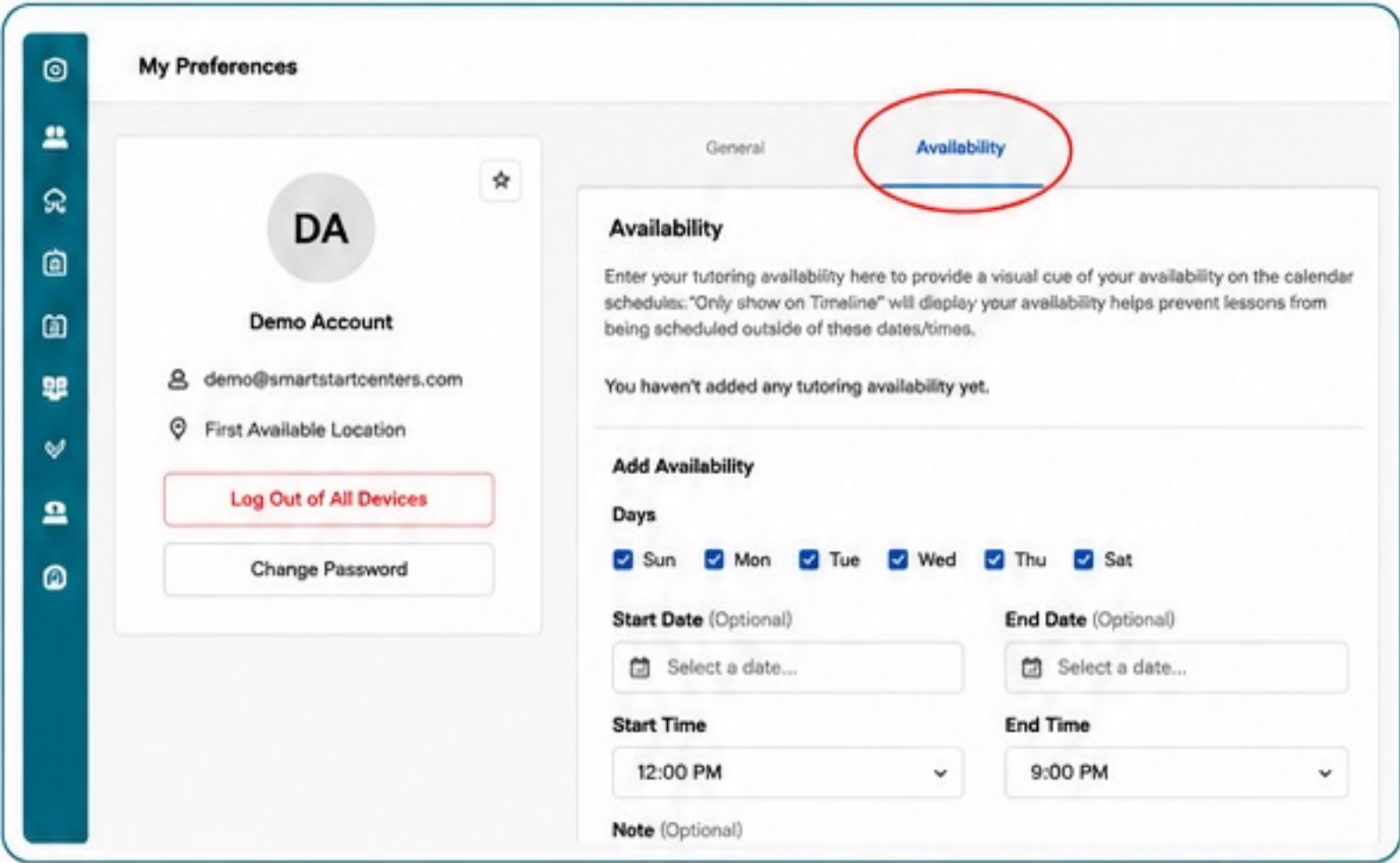
1 LOGIN REGULARLY

Access your TutorBird account frequently to stay informed.

Review your schedules, student assignments, and important updates.



Save the URL to your favorites for quick access.

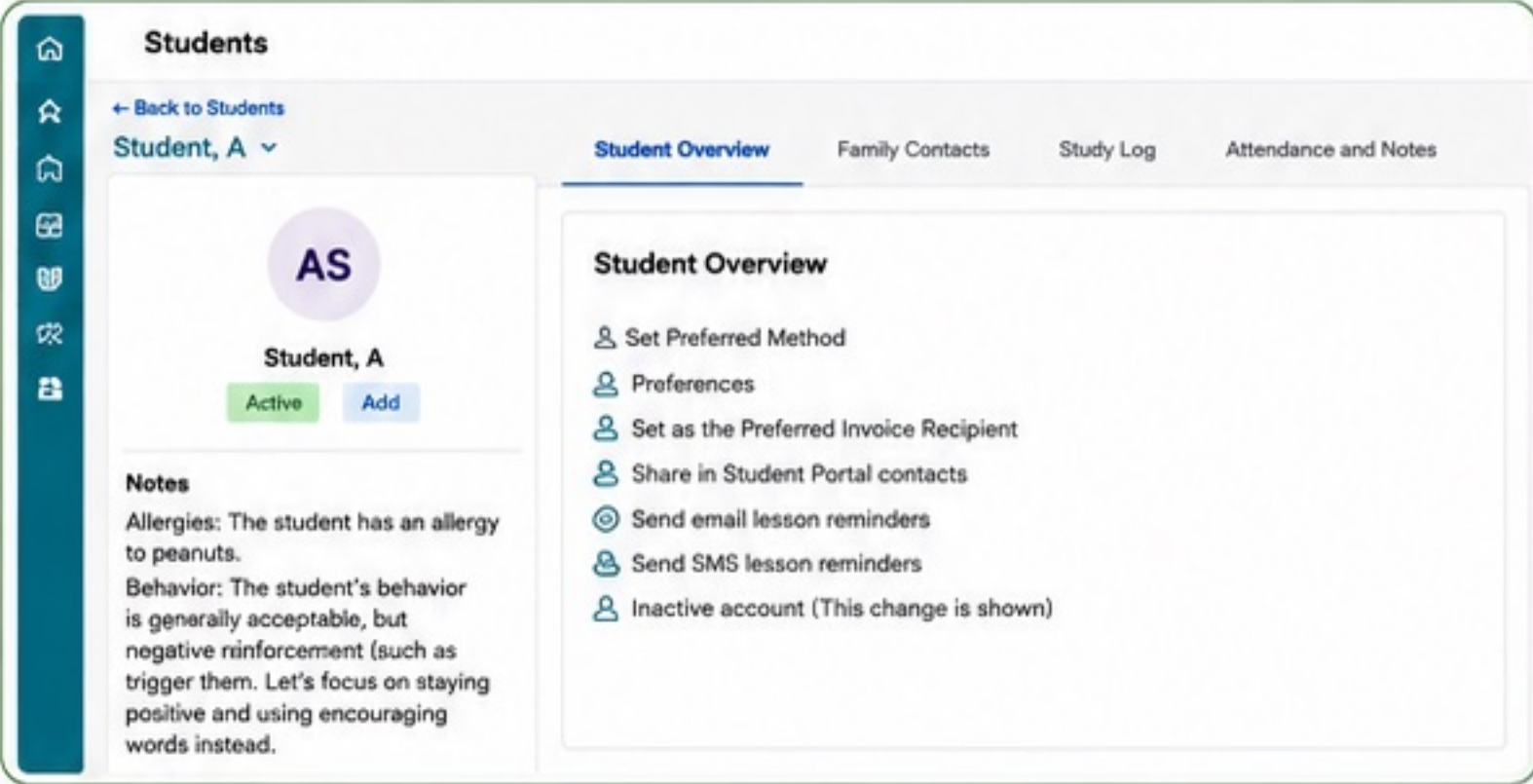


2 KEEP AVAILABILITY UPDATED

- Accurate availability helps us schedule classes effectively.
- ✓ Update your availability in TutorBird.
 - ✓ Notify Administration of any changes.
 - ✓ Notify your supervisor as needed.



Timely updates prevent scheduling conflicts and missed opportunities.



3 REVIEW STUDENT PROFILES BEFORE EVERY CLASS

- Click on a student's name to review important information.
- Look for:
- ✓ Allergies
 - ✓ Behaviors
 - ✓ Medical alerts
 - ✓ Special instructions



Student safety and success start with informed preparation.



Prepared Instructors Create Successful Learning Experiences.
THANK YOU for staying connected, prepared, and committed to our students!





CLASS SCHEDULE AND LOCATION DETAILS



From the left-hand navigation menu, select the **“Calendar”** tab. This section allows you to view all of your scheduled classes for the entire month. You may adjust the calendar view to display your schedule by month, week, or day, based on your preference. By clicking on a specific class, you can access detailed information, including:

Class date and time

Class type

Location and address

Any additional relevant notes

If you experience any confusion or notice discrepancies regarding the class day, time, or location, you must notify Smart Start Administration immediately so the issue can be addressed.

Students

Calendar

Learning Library

Online Resources

Notes

Today

< Month

Q Search

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 6:00 PM - 7:00 PM Tutoring Tyrone's Computer Lab	2	3 4:00 PM Reading & Phonics - Smart Start 5:00 PM - 7:00 PM Math Center M	4 6:00 PM - 8:00 PM ESL Main Center	5	6 8:30 AM - 10:00 AM Life Skills 10:30 AM - 11:30 AM Jacob's Piano James's House	7
8 6:00 PM - 7:00 PM Tutoring Main Center	9	10 6:00 PM - 8:00 PM Life Skills Main Center	11 6:00 PM - 8:00 PM ESL Main Center	12	13 8:30 AM - 10:00 AM Life Skills 10:30 AM - 11:30 AM Jacob's Piano James's House	14
15 5:00 PM - 7:00 PM Life Skills Main Center	16	17	18	19	20 6:00 PM - 7:00 PM Tutoring 8:30 AM - 11:30 AM Math Main Center	21
22 SURVEY - 5:00 PM Survey	23	24	25 SURVEY - 5:00 PM Survey	26	27 SURVEY - 5:00 PM Survey	28

SCHEDULE PREPARATION REMINDER

Instructors are responsible for reviewing their schedules at **least one day prior** to all scheduled classes. Classes may be scheduled back-to-back, so it is important to:

Verify the day, time, and class type

Review the location of each class

Prepare and arrange appropriate materials and supplies based on class requirements

Reviewing schedules in advance helps ensure smooth transitions and effective instruction.

SETTING UP EMAIL NOTIFICATIONS FOR CLASS AGENDAS

To receive class agendas by email prior to your scheduled classes, follow these steps:

- 1 Navigate to **“My Preferences”** in the top-right corner of the page.
- 2 Select **“General.”**
- 3 Go to **“Email Notification Preferences.”**
- 4 Enable the option to receive the **class agenda email one day before** your scheduled classes.

This feature provides a convenient class summary email to help you prepare in advance.



WIFI ACCESS & TECHNOLOGY GUIDELINES

Reliable Technology Supports Great Learning Experiences



To ensure seamless connectivity during classes, Smart Start Centers provides access to designated Wi-Fi networks across all locations.

PRIMARY NETWORK



NETWORK NAME
Learning WiFi

PASSWORD
learnpass
(all lowercase, no spaces)

Instructors may connect to this network to access approved online resources, platforms, and services required for instruction.

WHAT THIS NETWORK IS USED FOR



TutorBird



Lesson Notes



Smart Start Resources



Printing Documents



Educational Activities



Approved Online Platforms



PRINTER ACCESS

The Smart Start printer operates exclusively through the Smart Start WiFi network.

Before printing:

- ✓ Connect to Learning WiFi
- ✓ Verify printer connection
- ✓ Print only Smart Start materials



TECHNOLOGY EXPECTATIONS

Use Smart Start technology responsibly.

Remember:

- ✓ Educational purposes only
- ✓ Protect student privacy
- ✓ Follow company policies
- ✓ Report technology issues immediately



NEED HELP?

Contact Administration if you experience:

- WiFi connectivity issues
- Printer issues
- TutorBird access problems
- Technology concerns



IMPORTANT REMINDERS



SECURITY MATTERS



Do NOT share WiFi passwords with students.



Do NOT share WiFi passwords with families.



Do NOT connect unauthorized devices.



Do NOT use the network for personal business.



This WiFi network is intended for secure and restricted access tasks only.



For staff use only. Do not share with students or families.

QUICK REFERENCE



WiFi: Learning WiFi



Password: learnpass
(all lowercase)



Printer: Smart Start Network Only



Support: Contact Administration



Secure Technology + Reliable Access
= Better Learning Experiences

SMART START CENTERS

Discover Skills • Gain Independence • Achieve Brighter Futures





ZOOM INSTRUCTIONS

EMPOWER. ENGAGE. EXCEL.

YOUR GUIDE TO SEAMLESS ZOOM TEACHING!



If you are selected by Smart Start Administration to conduct Zoom classes, please ensure you are fully prepared well in advance of your scheduled session. Avoid last-minute logins, as technical delays directly impact students' learning experience.

It is strongly recommended that you log in and test your setup at least one day prior to your scheduled class and again a few hours before the class begins.



STEP-BY-STEP ZOOM INSTRUCTIONS

1



DOWNLOAD THE ZOOM APP

Ensure that the Zoom application is installed on the device you will be using for instruction.

2



SIGN IN

- Click "Sign In."
- Use the Zoom credentials provided by Smart Start Administration.
- During your first login, you may be prompted to authorize the account.
- Select the option to verify using a one-time passcode.
- Request the passcode from the Admin team, enter it when prompted, and complete the setup.

3



STARTING THE CLASS

- Log in to your Zoom account.
- Click "Meetings" on the left-hand menu.
- Select the "Personal Room" tab.
- Click "Start" to begin the session.
- When students attempt to join, you will receive notifications.
- Admit each authorized student from the waiting room.



BEST PRACTICES FOR A SUCCESSFUL ZOOM CLASS



Test your equipment before class.



Ensure a stable internet connection.



Choose a quiet, well-lit space.



Use a headset or quality microphone.



Be patient, positive, and encouraging!

WHY IT MATTERS



Prepares students for success



Builds consistency and trust



Creates engaging learning experiences



Enhances teaching impact



IMPORTANT – PLEASE READ CAREFULLY

- ✓ The Zoho Cliq account is fully paid for by Smart Start Centers.
- ✓ Instructors are NOT responsible for any payment or subscription.
- ✓ Do NOT create a new Cliq account and do NOT enter any payment or credit card information.
- ✓ Please follow the sign-in steps above exactly and join using the link provided by the Smart Start Administration Team.



IF YOU SEE ANY MESSAGE ASKING FOR PAYMENT, SUBSCRIPTION, OR UPGRADE:



Stop immediately



Do not proceed



Contact the Admin Team right away



IMPORTANT NOTES



STUDENT ADMISSION

- Students must be admitted from the waiting room.
- If a student is not admitted, they cannot join the class.
- Only admit students who are authorized and scheduled for that class.



CLASS ENGAGEMENT

- Online classes must be positive, interactive, and engaging.
- Clearly demonstrate all steps on camera so students can follow instructions effectively.
- Encourage participation and maintain a supportive learning environment.



FEEDBACK & FOLLOW-UP

- After each Zoom class, submit positive and detailed feedback.
- For cooking or instructional classes, include:
 - ✓ Recipes
 - ✓ Guidelines
 - ✓ Any key steps covered during the session



TECHNICAL ISSUES

If you experience any technical difficulties with Zoom, connectivity, or login credentials, contact **Smart Start Administration** immediately for assistance.

QUICK REFERENCE



WiFi Network:

Learning WiFi



Password:

learnpass
(all lowercase)



Printer Access:

Smart Start
Network Only



Support:

Contact
Administration



IF THE STEPS DO NOT WORK THE FIRST TIME:



Close the window completely



Reopen the link



Log in again using the same steps



WE ARE HERE TO HELP!

If you still experience issues, please contact us immediately and we will assist you.



Thank you for your cooperation!
Together, we make communication easy and effective.



How to Sign In to Zoho Cliq

Quick • Easy • Secure

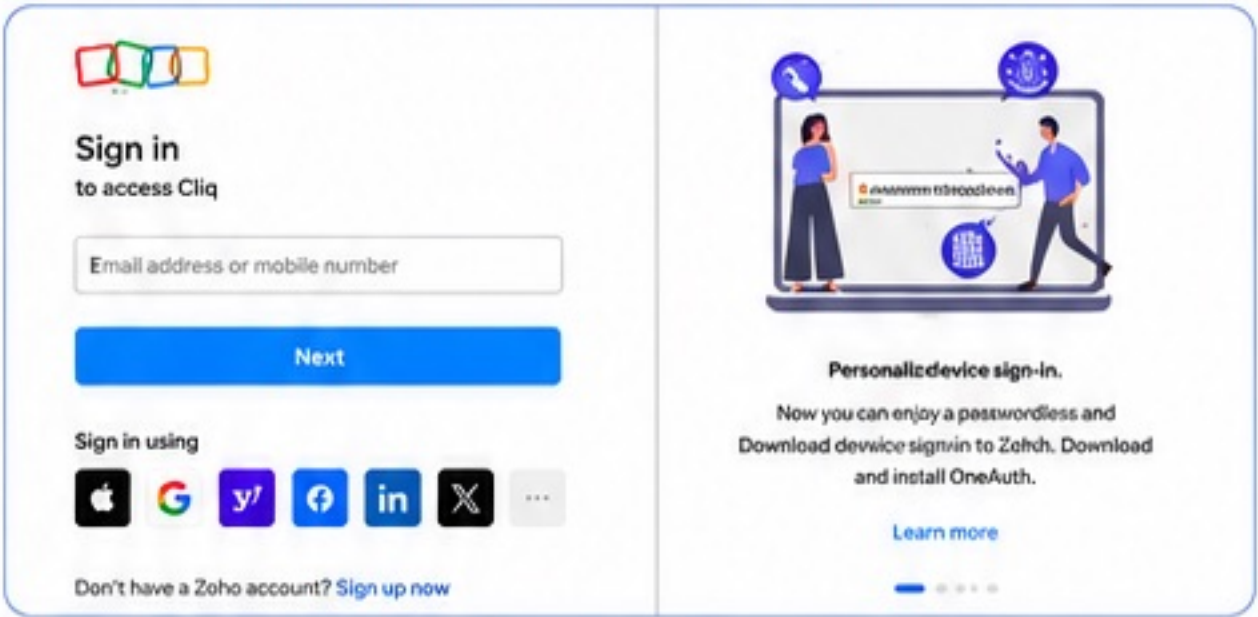


OPEN THE LINK
Open the link that was sent to you by the Smart Start Administration Team:

```
https://cliq.zoho.com/network-join?digest=644177c40acee22a041c9450a2708c5e21da17155df5861760ac606c2673edad13e0363ecb267bf b4606968391ad8d8
```

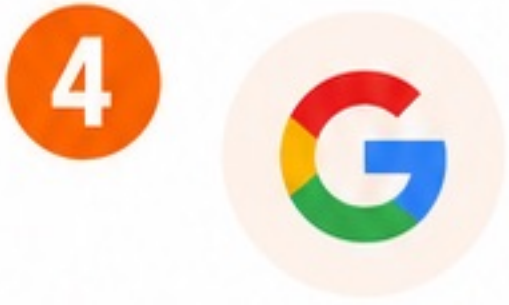
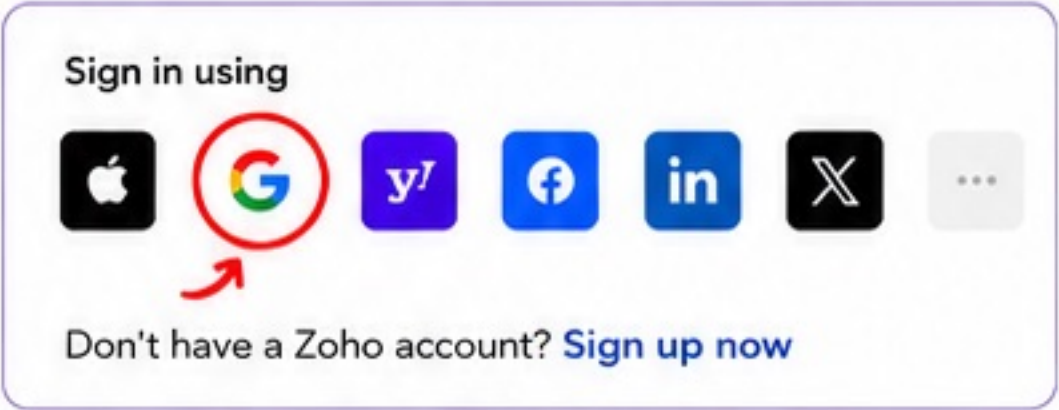


WELCOME WINDOW
When the page opens, you will see a welcome window (screenshot shown).

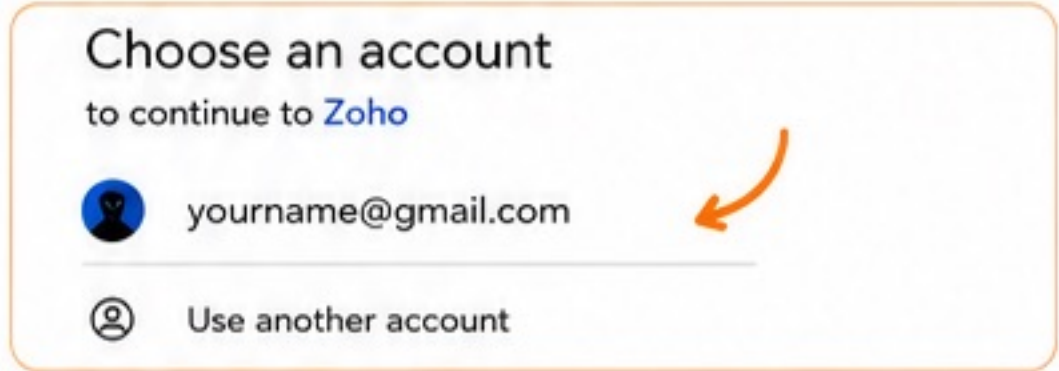


DO NOT CREATE A NEW CLIQ ACCOUNT.
Instead, scroll down and select one of the sign-in options:

- Google
- Apple
- Yahoo
- Sign in using another options



CLICK GOOGLE & SIGN IN
Click the Google icon, and choose your personal Gmail account to sign in.
(If your Gmail does not appear, type your Gmail address and sign in.)

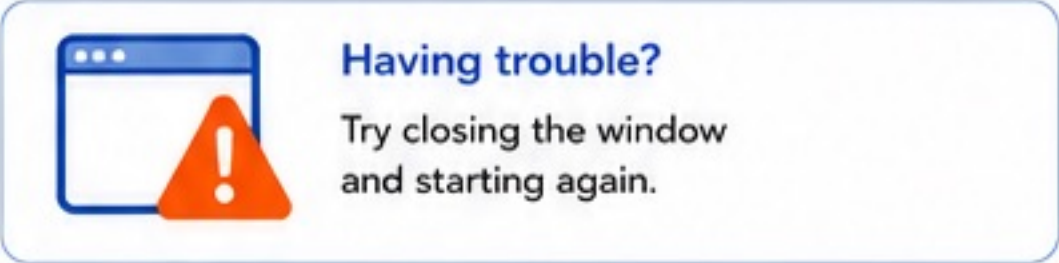


YOU'RE CONNECTED!
Once you sign in with your Gmail account, you will automatically be connected to the Smart Start Centers Cliq network.



UNABLE TO SIGN IN?
If you are unable to sign in on the first try:

- Close the window
- Open the link again
- Repeat the same steps above



IMPORTANT – PLEASE READ CAREFULLY

- ✓ The Zoho Cliq account is fully paid for by Smart Start Centers.
- ✓ Instructors are NOT responsible for any payment or subscription.
- ✓ Do NOT create a new Cliq account and do NOT enter any payment or credit card information.
- ✓ Please follow the sign-in steps above exactly and join using the link provided by the Smart Start Administration Team.

IF YOU SEE ANY MESSAGE ASKING FOR PAYMENT, SUBSCRIPTION, OR UPGRADE:

- Stop immediately
- Do not proceed
- Contact the Admin Team right away

IF THE STEPS DO NOT WORK THE FIRST TIME:

- Close the window completely
- Reopen the link
- Log in again using the same steps



19

SAFETY, WELL-BEING & INCLUSION

Every Student. Every Time. Everyone Belongs.

SAFETY COMES FIRST

- Be constantly aware of your surroundings
- Follow all safety and emergency procedures
- Report any safety concerns immediately to Admin
- Supervise students at ALL times — no exceptions
- Ensure all materials and tools are used safely

STUDENT WELL-BEING MATTERS

- Be patient, encouraging, and understanding always
- Recognize and celebrate each student's strengths
- Support emotional well-being and self-confidence
- Encourage healthy choices and positive daily habits
- Offer breaks and promote a balanced learning experience

INCLUSION IS OUR STRENGTH

- Treat every student with full respect and dignity
- Value each student's unique background and abilities
- Use inclusive and welcoming language in all interactions
- Adapt your instruction to meet each student's needs
- Build a classroom community where everyone truly belongs

BUILDING ACCESS & DOOR CODE SECURITY

SECURITY RULES — NEVER VIOLATE THESE

- NEVER share door codes with anyone at all
- NEVER post door codes anywhere — not ever
- NEVER provide door codes to students
- NEVER provide door codes to families
- NEVER let anyone follow you in behind you
- NEVER give codes to any unauthorized person

BEFORE EVERY CLASS — ALWAYS CHECK

- Your complete class schedule and timing
- The class location and full address details
- Your student assignment and all details
- Your door code — remember never to share it
- Your specific classroom assignment number
- Any special instructions or notes for today

STUDENT SAFETY IS EVERYONE'S RESPONSIBILITY

- Report concerns immediately.
- Follow all emergency procedures.
- Maintain supervision at all times.
- Ask Administration if you are unsure.

"A safe, welcoming environment helps every student succeed."



EMERGENCY PROCEDURES & INCIDENT REPORTING



SAFETY FIRST. STAY CALM. ACT QUICKLY.



The safety of our students is always our highest priority.

If an emergency occurs, remain calm, ensure student safety, and notify Administration as soon as possible.



When in doubt,
**CONTACT
ADMINISTRATION
IMMEDIATELY.**



1. MEDICAL EMERGENCY

If a student becomes injured or ill:

- ✓ Remain calm
- ✓ Ensure immediate safety
- ✓ Call 911 if necessary
- ✓ Follow any emergency instructions provided by emergency responders
- ✓ Contact Administration immediately
- ✓ Remain with the student until assistance arrives



Never leave a student unattended during an emergency.



2. BEHAVIORAL CRISIS

If a student becomes highly distressed:

- ✓ Stay calm and speak respectfully
- ✓ Give the student space when appropriate
- ✓ Follow any approved support strategies
- ✓ Remove unsafe materials if necessary
- ✓ Contact Administration immediately



Do not physically restrain a student.



Do not argue or escalate the situation.



3. FIRE OR BUILDING EMERGENCY

If evacuation is required:

- ✓ Stay calm
- ✓ Follow building evacuation procedures
- ✓ Assist students safely
- ✓ Move to the designated safe location
- ✓ Take attendance once outside
- ✓ Notify Administration



Do not re-enter the building until authorized.



4. IN-HOME EMERGENCY

If teaching in a student's home:

- ✓ Contact emergency services if needed
- ✓ Notify parent/guardian immediately if present
- ✓ Contact Administration as soon as possible
- ✓ Document the incident
- ✓ Follow all SSC reporting procedures



5. ACCIDENTS & INCIDENTS

Report immediately:



Student injuries



Falls



Medical concerns



Property damage



Safety hazards



Missing student items



Unusual incidents

Even minor incidents should be reported.



6. INCIDENT REPORTING CHECKLIST

After the situation is safe:

- ☐ Notify Administration
- ☐ Record what happened
- ☐ Document date and time
- ☐ Identify witnesses if applicable
- ☐ Complete incident report
- ☐ Submit all information promptly



REMEMBER



Student
Safety Comes
First



Stay
Calm



Follow
Procedures



Report
Concerns



Ask For
Help



We would rather
receive a report
that turns out to be
minor than miss
something important.



21

GROWTH, REFLECTION
& CONTINUOUS IMPROVEMENT

We grow every day. We learn together. We get better together.



At Smart Start Centers, we believe growth never stops. Reflection and learning help us become better instructors, team members, and role models for our students.



When in doubt, **CONTACT ADMINISTRATION IMMEDIATELY.**

COMMIT TO GROWTH

Great instructors are always learning and improving.

- ✓ Stay curious and open-minded.
- ✓ Seek new ideas and strategies.
- ✓ Learn from experiences—successes and challenges.
- ✓ Ask questions and seek feedback.
- ✓ Invest in your personal and professional development.

★

Your growth inspires student growth.



REFLECT & IMPROVE

Reflection helps us understand what works, what can be better, and how we can continue to grow.

- ✓ What went well today?
- ✓ What challenges did I encounter?
- ✓ What can I do differently next time?
- ✓ What did I learn from my students?
- ✓ How did I help my students grow today?



Small improvements lead to big impacts. Every step forward matters.



SEEK FEEDBACK

Feedback helps us grow. We welcome it and use it.

- ✓ Ask for feedback from students, families, and team members.
- ✓ Listen with an open mind.
- ✓ Use feedback to improve your teaching and support.
- ✓ Give feedback respectfully and constructively.



Feedback is a gift—use it to be your best.



PROFESSIONAL DEVELOPMENT OPPORTUNITIES

Smart Start Centers supports your growth through a variety of opportunities.

- ✓ Instructor meetings and trainings
- ✓ Workshops and skill-building sessions
- ✓ Online resources and articles
- ✓ Peer learning and collaboration
- ✓ Mentorship and support
- ✓ Conferences and community events



The more we learn, the more we can teach, inspire, and support our students.



CELEBRATE PROGRESS

Recognize the wins—big and small!

- ✓ Celebrate student achievements.
- ✓ Celebrate personal growth.
- ✓ Celebrate team successes.
- ✓ Take time to appreciate the impact you make.



Celebration builds motivation, confidence, and a positive culture.



STAY INSPIRED

Remember your “why.” You make a difference!

- ✓ Focus on the impact you create.
- ✓ Read inspiring stories.
- ✓ Connect with your team.
- ✓ Take care of yourself.
- ✓ Keep your passion alive!



When you are inspired, you inspire others.



Your efforts today shape their tomorrow.

Keep growing. Keep learning. Keep making a difference.



THE IMPACT YOU MAKE:

- ♥ Builds confidence
- ♥ Creates opportunities
- ♥ Encourages independence
- ♥ Changes lives

Thank you!



TIPS FOR CONTINUOUS IMPROVEMENT



Set small goals for yourself.



Track your growth over time.



Learn from your experiences.



Try new strategies and ideas.



Stay positive and be patient with yourself.



Remember, you're not alone. We're a team!



OUR MISSION

We empower individuals with disabilities to discover skills, gain independence, and achieve brighter futures.

THANK YOU FOR BEING COMMITTED TO GROWTH, EXCELLENCE, AND OUR MISSION.





22

HIRING PROCESS & SYSTEM ACCESS



Getting Started at Smart Start Centers



Welcome to Smart Start Centers

We're excited to have you join our team. Your onboarding journey is designed to prepare you for success and ensure you have the tools, training, and support needed to work confidently with students.



Questions?

Reach out in Zoho Cliq anytime. We're here to help!

1 HIRING PROCESS

1



Application & Interview

- Complete application
- Participate in interview process

2



Employment Offer

- Receive offer and onboarding information

3



Hiring Paperwork

- Complete required employment documents

4



Online Forms

- Submit all forms electronically

5



Administrative Review

- SSC reviews onboarding documents

6



Ready to Begin

- Move to training and system setup



Thank You!

We appreciate you choosing to be part of Smart Start Centers.

2 WHAT HAPPENS NEXT



JOIN ZOHU CLIQ

- Receive invitation by email
- Official SSC communication platform
- Daily updates and team support



REVIEW EMPLOYEE HANDBOOK

- Read handbook thoroughly
- Review company policies and expectations



COMPLETE ONLINE TRAINING

- Training modules assigned
- Complete required onboarding training



REQUEST IN-PERSON TRAINING

- Submit request through Administration
- Training date scheduled by SSC



BEGIN TEACHING

- Added to schedule
- Start working with students

3 SYSTEMS YOU'LL USE



ZOHU CLIQ

Communication Platform

- ✓ Team communication
- ✓ Schedule updates
- ✓ Administrative announcements
- ✓ Staff support



TUTORBIRD

Instruction Platform

- ✓ Student schedules
- ✓ Attendance
- ✓ Lesson notes
- ✓ Progress reports
- ✓ Documentation



IMPORTANT

Check Zoho Cliq and TutorBird daily so you don't miss important updates or messages.



WE'RE HERE TO SUPPORT YOU!

Reach out in Zoho Cliq anytime you need help. We're excited to see the impact you'll make!

IMPORTANT REMINDERS



CONFIDENTIALITY MATTERS

Student, family, and company information must remain confidential.



USE OFFICIAL SYSTEMS ONLY

All communication and documentation must be completed through approved SSC systems.



STAY ENGAGED

Check Zoho Cliq and TutorBird daily.



23

STUDENT NO-SHOW & CANCELLATION

Fairness. Consistency. Respect for everyone's time.

ARRIVE, THEN ALL CLASSES CANCEL

- If you arrive at the center and a student cancels or does not attend, leaving no scheduled classes, receive \$15 for coming in.
- You may leave. You do not need to stay.
- Work performed is recorded separately.

GAP BEFORE LATER CLASSES

- Stay and do meaningful, approved center work: cleaning, organizing or decorating.
- Hours worked in the gap are paid at \$22 per hour.
- Message your individual group with the help provided and record your time.

IF YOU LEAVE DURING THE GAP

When you leave and are free to use the time for yourself, those gap hours are not paid. Classes taught and work performed are paid.

QUICK SUMMARY

SITUATION	PAYMENT
Student cancels before you arrive	Canceled teaching session is unpaid
You arrive and no classes remain	\$15 inconvenience payment; you may leave
You stay, help and have later classes	\$22 per hour for meaningful center work
You leave during the gap	No payment for that gap time
You teach a makeup / rescheduled class	Applicable teaching rate

NOTIFY ADMIN PROMPTLY

- Report no-shows, family messages and schedule changes immediately.
- Document attendance in TutorBird. Admin handles rescheduling.

ZOOM / VIRTUAL CLASSES

- Canceled before start: no teaching payment.
- No-shows: admin reviews case by case. Center-arrival payments do not automatically apply online.



24

CLASS MATERIALS & COOKING INGREDIENTS

Creative projects. Real skills. Greater independence.

THE CENTER NOW PROVIDES NON-COOKING MATERIALS

You no longer need to pay for materials for non-cooking classes. Use center supplies to create interesting, meaningful learning. Only cooking ingredients need to be purchased and brought by instructors.

CENTER-PROVIDED	COOKING INGREDIENTS	RECEIPTS & PAYMENT
• Paints, canvases and art sheets • Markers and craft materials • Jewelry kits and materials • Fabric, yarn and clay • Learning, game and printing materials • Coordinate special needs with admin.	• Cooking A: meal preparation with varied ingredients and hands-on learning. • Cooking B: baking, lighter or simple recipes, mainly canned/frozen prepared ingredients, or minimal preparation. • Admin confirms the category.	• Keep ingredient receipts. • Bulk purchases are acceptable. • No separate receipt is needed for each class. • Submit 1-2 receipts monthly to support ingredients used. • Paid separately from payroll.

COOKING INGREDIENT REIMBURSEMENTS

CLASS SIZE	COOKING A	COOKING B
One student	\$12	\$7
Two students	\$12 + \$12 = \$24	\$7 + \$7 = \$14
Three to five students	\$40 total	\$25 total

RECIPE BEFORE CLASS; PRINTED COPY AFTER CLASS

Post your recipe and A/B type in your individual instructor group text before class. Admin reviews it; without a recipe, the calendar defaults to Cooking B. Give each student a printed recipe with the SSC logo before they leave.

MAKE PROJECTS CREATIVE; CARE FOR THE MATERIALS

Build skills over multiple sessions; simple one-day projects are for substitute classes. Clean and store brushes, tools and cookware, avoid waste, and tell admin when supplies need attention.

Optional contributions are welcome if you wish to give back to the community. They are never required. Reimbursements are generally processed every two weeks by check or direct deposit.

SMART
START
CENTERS

Discover your skills

MEET OUR TEAM

& IMPORTANT CONTACTS

One team. One mission. Together we change lives.

Your contacts for scheduling, family support, technology and finance.

NAME	TITLE	KEY RESPONSIBILITIES	EMAIL
Shikha	Director of Administration	Operations, program implementation, policy compliance, student and family support.	shikha@smartstartcenters.com
Ankush	Director of Technology & Curriculum	Technology systems, digital platforms, curriculum development and instructional innovation.	ankush@smartstartcenters.com
Shubha	Director of Operations	Instructor scheduling, class coordination, student support and operational efficiency.	shubha@smartstartcenters.com
Jenifer	Scheduling & Administrative Assistant	Supports Shubha with instructor schedules, class coordination and daily administrative tasks.	jenifer@smartstartcenters.com
Sowmiya	Director of Finance	Payroll, accounting, financial procedures and reimbursements.	sowmiya@smartstartcenters.com
Rashika	Accounting Assistant	Supports Sowmiya with accounting records, payment tracking and reimbursement documentation.	rashika@smartstartcenters.com
Flor	Family Outreach & Enrollment Coordinator	Calls families and students, handles new inquiries, supports enrollment and assists administration.	flor@smartstartcenters.com

BEST WAY TO REACH OUR TEAM

Daily communication: Zoho Cliq is our preferred method.

Finance questions: Email Sowmiya; Rashika assists with accounting support.

Urgent matters: Shikha 516-710-3218 | Ankush 516-456-9827

Scheduling / family support: 516-548-0288

OUR LOCATIONS & PROGRAMS

Mineola | Deer Park | Flushing | Coram: 2.2-acre campus

Online learning | In-home instruction through approved assignments



26

EMPLOYEE HANDBOOK
ACKNOWLEDGEMENT

Thank You for Being Part of Our Mission!



Together We Change Lives

Our mission is made possible by dedicated instructors like you.

Thank you for joining Smart Start Centers and helping students build confidence, independence, and brighter futures.



✓

BY SIGNING BELOW, I ACKNOWLEDGE AND CONFIRM THAT I:

- ✓

I have received, fully read, and completely understand the Smart Start Centers Employee Instructor Handbook.
- ✓

I agree to fully comply with all policies, procedures, and guidelines outlined throughout this handbook.
- ✓

I understand all of my responsibilities as an instructor and the expectations for professional conduct.
- ✓

I understand the guidelines for safety, student well-being, inclusion, and student protection.
- ✓

I understand all policies regarding technology, social media use, and maintaining professional boundaries.
- ✓

I understand attendance expectations, time management requirements, and communication policies.
- ✓

I understand the reimbursement processes, payroll schedule, and the monthly bonus program.
- ✓

I understand the importance of confidentiality and the communication and documentation policies.
- ✓

I understand that this handbook may be updated at any time.
- ✓

I agree to ask questions when I need clarification or support.
- ✓

I understand that failure to follow these policies may result in corrective action or termination of employment.



Instructor Name (Printed):

Instructor Signature:

Job Title:

Date:

Hire Date:

EMERGENCY CONTACT INFORMATION

Please provide a local emergency contact.

Contact Name:

Relationship:

Phone Number:

Alternate Phone:

This information is kept confidential and used only in case of emergency.

YOU ARE PART OF SOMETHING BIGGER

- Your work matters.
Every lesson makes a difference.
- Your dedication changes lives.
You help students reach their potential.
- Your patience builds confidence.
You create a safe space to learn and grow.
- Your support creates opportunities.
You open doors to brighter futures.
- Your impact lasts a lifetime.
You inspire success every single day.

THANK YOU!

DISCOVER SKILLS • GAIN INDEPENDENCE • ACHIEVE BRIGHTER FUTURES

We're proud to have you on our team.



27

MINIMUM WEEKLY AVAILABILITY & COMMITMENT

To provide consistent scheduling for our students, all instructors are required to:

COMMIT
Commit to a minimum of **6 months**.

AT LEAST 3 DAYS PER WEEK
Be available a minimum of **3 days** per week.

MINIMUM 12 HOURS PER WEEK
Be available to teach a minimum of **12 hours** per week.

MAINTAIN
Maintain the availability you commit to unless approved by management.

If you cannot commit to being available at least **3 days per week** and for a minimum of **12 teaching hours per week**, this position is not the right fit at this time.

2

SELECT YOUR WEEKLY AVAILABILITY

Please select the days and time blocks you are committing to be available on an ongoing basis. We will begin scheduling your classes based on the availability you select.

DAY	MORNING 10:00 AM – 1:00 PM	AFTERNOON 1:00 PM – 4:00 PM	EVENING 4:00 PM – 7:00 PM
MONDAY	☐	☐	☐
TUESDAY	☐	☐	☐
WEDNESDAY	☐	☐	☐
THURSDAY	☐	☐	☐
FRIDAY	☐	☐	☐
SATURDAY	☐	☐	☐
SUNDAY	☐	☐	☐



- ✓ Please select the days and time blocks you are committing to be available each week.
- ✓ Once your availability is submitted and approved, we will begin assigning classes based on your committed schedule.
- ✓ Your selected availability is expected to remain consistent unless a change is approved by management.
- ✓ Minimum availability requirement: **3 days per week** and **12 teaching hours per week**.
- ✓ If you need to permanently change your availability, please notify management in advance.

Instructor Name (Print): _____ Date: _____

Signature: _____



INSTRUCTOR ATTENDANCE & CANCELLATION POLICY

Reliability builds trust. Thank you for your commitment.



1. PLANNED TIME OFF

- All vacations and planned time off must be requested at least **30 days in advance**.
- Requests submitted 30 or more days in advance will not result in any penalty.
- Last-minute vacation requests are not considered excused absences.



PLAN AHEAD.

Timely requests help us support our students and your schedule.



2. EXCUSED ABSENCES

An absence will be considered excused if:

- A valid doctor's note or hospital documentation is provided.
- Documentation is submitted to management within **48 hours** of the missed class.



Excused absences with proper documentation carry no penalty.



SUBMIT ON TIME.

Provide documents within 48 hours to ensure it's excused.



3. UNEXCUSED CANCELLATIONS

Any cancellation made less than 48 hours before a scheduled class without approved medical documentation is considered unexcused.

Examples include:

- Car or transportation issues
- Family emergency without documentation
- Feeling sick without a doctor's note
- Personal reasons without prior approval

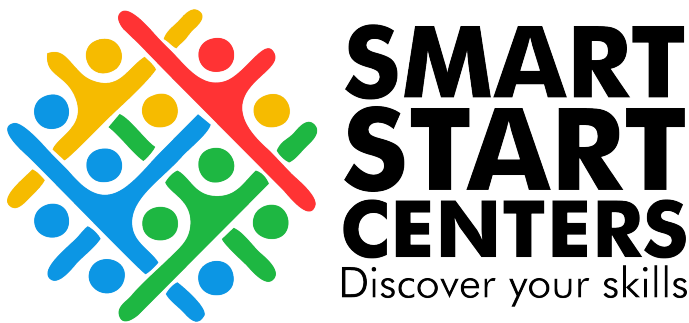


PLEASE NOTE.

Unexcused cancellations may affect your standing and future class assignments.



We appreciate your commitment to our students and your professionalism. If you have any questions, please contact management.



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INSTRUCTOR CANCELLATIONS & RELIABILITY

Consistent teaching builds trust with students and families.

GIVE NOTICE AND CONTACT ADMIN

For monthly bonus eligibility, cancellations with less than 48 hours notice are considered last minute. Notify admin immediately when you cannot attend. Request planned time off at least 30 days in advance.

REPEATED UNEXCUSED CANCELLATIONS

OCCURRENCE	ADMINISTRATIVE ACTION	MONTHLY BONUS IMPACT
First unexcused cancellation	Cancellation is documented in your file.	May affect eligibility; admin reviews the circumstances.
Second within 90 days	A formal written warning may be issued.	Reliability affects eligibility for the monthly reward.
Third within 90 days	A final warning may be issued. Continued violations may lead to termination.	May result in no monthly bonus being awarded.

EMERGENCIES AND EXCEPTIONS

Provide a note or relevant documentation for a genuine emergency. Submit applicable medical or emergency documents within 48 hours of the missed class. Admin considers documented emergencies and exceptional circumstances.

STUDENT CANCELLATION AFTER ARRIVAL

- If no classes remain, receive \$15 and you may leave.
- Notify admin promptly and document the cancellation.

PAID WORK DURING A GAP

- If you have later classes, stay and help meaningfully: \$22 per hour worked.
- Message admin with the help provided. If you leave, the gap time is unpaid.



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MONTHLY BONUS & INSTRUCTOR AGREEMENT

Your care, creativity and commitment make a difference.

Monthly bonuses recognize meaningful positive impact. The admin team considers student and family responses, teaching quality, reliability, care for the center and efforts that improve the student experience. Regular classes alone do not earn a bonus.

40-74 CLASSES	75-99 CLASSES	100-124 CLASSES	125+ CLASSES
\$50	\$75	\$125	\$250

POSITIVE STUDENT IMPACT

- Teach with passion and patience.
- Plan creative, meaningful projects.
- Provide healthy, hands-on cooking and printed recipes.
- Build confidence, engagement and family satisfaction.

RELIABILITY & TEAM SUPPORT

- Arrive on time and prepared.
- Follow the 48-hour cancellation standard; emergencies are reviewed.
- Share Success Stories photos.
- Clean up, use supplies responsibly and help when your schedule allows.

BONUS ELIGIBILITY IS REVIEWED BY THE ADMIN TEAM

Core class capability includes Arts & Crafts, Cooking, Computers, Money Management, Yoga and Zumba; training is available. Awards are discretionary and are based on the meaningful difference you make, not class count alone.

INSTRUCTOR AGREEMENT

I acknowledge that I have read and understand the updated attendance, student cancellation, pay, materials, cooking and monthly bonus policies effective November 1, 2026. I agree to follow these policies and contact admin when I need clarification.

Instructor name (print): _____

Signature: _____

Date: _____

Thank you for helping students build skills, confidence and independence.