LUPEC MARIAHI PROGRAM

Employee Handbook and Personnel Policies

Latinos United Promoting Education and Civic Engagement (LUPEC)
LUPEC Mariachi Program

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1. WELCOME TO THE LUPEC MARIAHI PROGRAM

Welcome to the LUPEC Mariachi Program.

You are joining a community-based program whose purpose extends beyond teaching music.

We believe mariachi can help young people:

- Discover their voice
- Develop confidence
- Celebrate their culture
- Build friendships
- Respect other cultures

- Develop discipline and teamwork
- Experience success
- Feel safe and valued
- Develop a sense of belonging

LUPEC is the community.

Our program is built on community members who volunteer their time, talents, knowledge, and resources because they believe in young people.

As the program grows, LUPEC will seek employees who share these values.

Working for LUPEC means becoming part of a community—not simply taking a job.

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2. OUR MISSION AND PHILOSOPHY

The LUPEC Mariachi Program provides a safe, welcoming, and culturally affirming after-school environment where Hispanic/Latino youth can discover their voice, celebrate their cultural heritage, build meaningful relationships with young people from many cultures, and experience the joy and pride of making mariachi music.

We believe every young person deserves to feel:

“I belong here.”

Our goal is not merely to teach students how to play an instrument.

We want to hear **mariachi music from their hearts.**

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3. EMPLOYEE EXPECTATIONS

Every employee is expected to:

1. Treat every student with dignity and respect.
2. Maintain a safe and welcoming environment.
3. Report to work on time and work all scheduled hours.
4. Follow LUPEC policies and procedures.
5. Maintain appropriate professional boundaries.

6. Protect student confidentiality.
7. Complete required training.
8. Maintain required background-check status.
9. Communicate appropriately with families.
10. Work cooperatively with other employees and volunteers.
11. Support the mission and values of LUPEC.
12. Report safety concerns immediately.
13. Participate in required meetings and evaluations.
14. Contribute positively to the program culture.
15. Never use humiliation, intimidation, discrimination, or abusive language with students.

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4. EQUAL OPPORTUNITY, RESPECT, AND DIGNITY

LUPEC is committed to creating an environment in which every young person and employee is treated with dignity and respect.

Discrimination, harassment, bullying, retaliation, or intimidation based on legally protected characteristics will not be tolerated.

Employees are expected to respect:

- Race and ethnicity
- Culture
- Language
- National origin
- Religion
- Disability
- Gender
- Family background
- Economic circumstances
- Other characteristics protected by applicable law

Cultural differences should be approached as opportunities for learning rather than reasons for exclusion.

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5. WORKING WITH YOUTH

Employees have a special responsibility when working with minors.

Employees shall:

- Maintain professional boundaries.
- Avoid being alone with a student whenever reasonably possible.
- Conduct interactions in observable and appropriate settings.
- Never engage in sexualized, threatening, humiliating, or abusive behavior.
- Never use corporal punishment.
- Never intentionally shame or embarrass a student.
- Report suspected abuse or neglect as required by law.
- Follow LUPEC supervision procedures.
- Protect student privacy.
- Use appropriate language and communication.

Employees should always ask:

“Would I be comfortable explaining this interaction to the student's parent, the LUPEC Board, and the community?”

If the answer is no, the employee should reconsider the interaction and seek guidance.

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6. BACKGROUND CHECKS AND EMPLOYEE SCREENING

Because LUPEC serves minors, employee and volunteer screening is a critical component of program safety.

LUPEC will conduct background screening appropriate to the employee's position and the requirements applicable to the program.

Where required or appropriate, screening may include:

- Identity verification
- Criminal history checks
- Fingerprint-based checks
- Federal criminal-history checks
- State criminal-history checks
- Applicable child-abuse/neglect registry checks
- Employment or professional reference checks
- Verification of required credentials

Applicable Utah requirements can include fingerprint-based criminal-history screening for certain positions involving direct access to children, depending on the legal status and oversight of the program.

No employee may begin unsupervised work with students until LUPEC has determined that all required screening and onboarding requirements have been satisfied.

If a background check identifies an issue, LUPEC will follow applicable law and any applicable licensing or funding requirements before determining eligibility for employment.

Employees must notify LUPEC if circumstances arise that may affect their eligibility to work with minors when disclosure is required by law or LUPEC policy.

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7. HIRING AND ONBOARDING

Before beginning employment, employees will complete appropriate onboarding requirements.

The employee file may include:

- Employment application
- Resume or qualifications
- References
- Background-check documentation
- Required consent forms
- Emergency contact information

- Job description
- Signed employee handbook acknowledgment
- Required training records
- Payroll documentation
- Certifications or licenses when applicable
- Performance evaluations
- Disciplinary documentation, when applicable
- Other employment documents required by LUPEC

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8. REQUIRED TRAINING

Employees will receive training appropriate to their responsibilities.

Training may include:

- Youth protection
- Child abuse and neglect reporting
- Emergency procedures
- First aid/CPR when required for the position
- Student supervision
- Appropriate adult-youth boundaries
- Cultural responsiveness
- Anti-discrimination and harassment
- Confidentiality
- Positive youth development
- Program policies
- Incident reporting
- Transportation safety when applicable
- Other training required by law, funders, or LUPEC

Training requirements will be reviewed periodically and updated as needed.

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9. EMPLOYEE WORK SCHEDULES AND ATTENDANCE

Employees are expected to work all scheduled hours.

Employees must:

- Arrive on time.
- Remain at work for their scheduled hours.
- Complete assigned responsibilities.
- Notify the supervisor as soon as possible if they cannot report to work.
- Follow established procedures for requesting time off.
- Accurately record required work time.

Leaving the worksite during scheduled hours without authorization may be considered a performance issue.

Repeated tardiness, absenteeism, or failure to work scheduled hours may result in corrective action.

LUPEC recognizes that employees may occasionally experience emergencies or circumstances beyond their control. Employees should communicate promptly with their supervisor so appropriate arrangements can be considered.

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10. STUDENT SAFETY AND SUPERVISION

Student safety is everyone's responsibility.

Employees shall maintain appropriate supervision at all times.

Employees must know:

- Which students are assigned to the program
- Where students are located
- Who is authorized to pick up students
- Emergency procedures

- How to contact program administration
- How to report an incident

Students should never be left unsupervised.

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11. APPROPRIATE ADULT-YOUTH BOUNDARIES

Employees shall maintain professional relationships with students.

Employees should not:

- Engage in romantic or sexual relationships with students.
- Send inappropriate private messages to students.
- Share sexually explicit or inappropriate material.
- Invite students to their homes without authorization.
- Transport students privately without authorization.
- Use social media to establish inappropriate relationships with students.
- Give inappropriate gifts or favors.
- Use physical contact that is inappropriate or unwanted.

Appropriate encouragement, congratulations, musical instruction, and culturally appropriate expressions of support are encouraged when they are professional and student-centered.

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12. CHILD ABUSE AND NEGLECT REPORTING

Employees who have a legal duty to report suspected child abuse or neglect must comply with applicable Utah law.

Employees should immediately communicate safety concerns through the required reporting channels and notify LUPEC administration according to program procedures, except where doing so would interfere with or violate the employee's legal reporting obligation.

Employees must never attempt to conduct their own investigation of suspected abuse.

When a child may be in danger, safety comes first.

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13. STUDENT DISCIPLINE AND POSITIVE YOUTH DEVELOPMENT

LUPEC believes that discipline should teach rather than humiliate.

Employees will use positive approaches whenever possible, including:

- Redirection
- Restorative conversations
- Clear expectations
- Problem-solving
- Reflection
- Relationship building
- Positive reinforcement
- Parent/guardian communication when appropriate
- Administrative support

Employees may not use corporal punishment, threats, humiliation, discriminatory language, or intentional emotional intimidation.

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14. TRANSPORTATION AND OFF-SITE ACTIVITIES

Any transportation of students must comply with LUPEC procedures and applicable law.

Employees transporting students must:

- Have authorization to drive.
- Maintain required driver's documentation.
- Follow applicable vehicle and insurance requirements.
- Follow seat-belt requirements.
- Never transport students while impaired.
- Maintain appropriate supervision.
- Follow approved routes and schedules.
- Report accidents immediately.

Students participating in off-site performances or activities must be supervised according to LUPEC procedures.

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15. STUDENT ATTENDANCE AND PARTICIPATION

The LUPEC Mariachi Program provides flexible participation options.

Students may register for:

1 day per week
2 days per week
3 days per week
4 days per week

Families should select a schedule that works realistically for the student and family.

Students are expected to attend the days for which they are registered.

If a student expects to be absent, the parent/guardian should notify the **Site Coordinator** as soon as possible.

Consistent attendance helps students:

- Develop musical skills
- Build relationships
- Become part of the ensemble
- Develop confidence
- Participate in performances
- Maintain continuity in instruction

The program will monitor attendance and communicate with families when attendance becomes a concern.

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16. FAMILY COMMUNICATION

Employees are expected to communicate with families respectfully and professionally.

Communication should:

- Be timely.

- Be respectful.
- Focus on the student's needs.
- Protect confidential information.
- Avoid unnecessary conflict.
- Follow LUPEC communication procedures.

Employees should refer significant complaints, safety concerns, or disputes to the Site Coordinator or program administration.

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17. CONFIDENTIALITY AND STUDENT PRIVACY

Employees may have access to confidential information.

Confidential information may include:

- Student records
- Family information
- Contact information
- Health information
- Behavioral information
- Academic information
- Background-check information
- Personnel information

Employees may not disclose confidential information except as authorized or required by law.

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18. TECHNOLOGY AND SOCIAL MEDIA

Employees must use technology responsibly.

Employees may not:

- Post confidential student information.
- Share inappropriate photographs of students.

- Use personal social media to communicate inappropriately with students.
- Post material that could reasonably undermine student safety or professional responsibilities.
- Use program technology for inappropriate purposes.

Official LUPEC social media should be used to celebrate students, performances, culture, and program accomplishments in accordance with LUPEC policies and appropriate family permissions.

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19. EMPLOYEE RECORDS AND PERSONNEL FILES

LUPEC administration will maintain personnel files for employees.

Files may include employment, screening, training, attendance, evaluation, and disciplinary records as appropriate.

Employees will have the right to request access to their personnel file, subject to applicable law and protection of confidential information belonging to other individuals.

Employees should direct requests to the program administrator.

Personnel records will be stored securely and accessed only by authorized individuals.

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20. EMPLOYEE BENEFITS, PERKS, AND ATTENDANCE BONUSES

LUPEC recognizes that employees perform their best when they have support both at work and in their personal lives.

As resources permit, LUPEC may provide perks, incentives, or bonuses designed to support employee well-being, retention, and reliable attendance.

These may include:

- Attendance bonuses
- Recognition awards
- Professional development opportunities
- Flexible scheduling when operationally possible
- Staff appreciation activities

- Opportunities for additional training
- Other employee incentives approved by LUPEC

Attendance Bonuses

LUPEC may provide bonuses or incentives for employees who meet established attendance and punctuality standards.

Any attendance bonus program will have written eligibility requirements and will be administered consistently.

Bonuses are not guaranteed unless formally established in writing by LUPEC.

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21. EMPLOYEE CONCERNS AND GRIEVANCE PROCESS

Employees are encouraged to address concerns early.

Step 1 – Informal Resolution

Whenever appropriate, the employee should first discuss the concern with the immediate supervisor.

Step 2 – Written Concern

If the concern is not resolved, the employee may submit a written concern to program administration.

Step 3 – Administrative Review

Program administration will review the concern and may speak with relevant individuals.

Step 4 – Board Review

When appropriate, significant unresolved concerns may be referred to the appropriate LUPEC Board representative or Board committee.

LUPEC prohibits retaliation against an employee who raises a good-faith concern.

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22. YOUTH AND PARENT/GUARDIAN GRIEVANCE PROCESS

Students and parents/guardians have the right to express concerns about the program.

Concerns may be submitted:

- Verbally to the Site Coordinator
- In writing
- Through an online grievance form
- Through another method established by LUPEC

The grievance process will be made available online with the program's other policies.

LUPEC will:

1. Receive the concern respectfully.
2. Document the concern when appropriate.
3. Review relevant information.
4. Speak with appropriate individuals.
5. Take corrective action when warranted.
6. Communicate the outcome when appropriate and legally permissible.
7. Protect against retaliation.

Safety concerns involving abuse or immediate danger will be handled through the appropriate emergency and legal reporting procedures rather than delayed through the ordinary grievance process.

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23. INCIDENT REPORTING

Employees must report incidents involving:

- Injury
- Student safety
- Suspected abuse or neglect
- Serious behavioral incidents
- Missing students
- Unauthorized pickup
- Transportation accidents
- Property damage

- Threats
- Harassment
- Significant employee misconduct
- Other incidents designated by LUPEC

Incident reports should be factual.

Employees should document:

Who, what, when, where, and what actions were taken.

Employees should avoid speculation or personal conclusions.

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24. MINOR INCIDENTS AND WAIVER/EXCEPTION REQUESTS

LUPEC recognizes that minor incidents may occasionally occur in youth programs.

A minor incident does not automatically result in termination or removal from the program.

When appropriate, LUPEC may review the circumstances and determine whether a **waiver, exception, corrective action plan, or other resolution** is appropriate.

Any waiver or exception:

- Must be documented.
- Must be approved by authorized LUPEC leadership.
- Must not violate applicable law or licensing/funding requirements.
- Must not compromise student safety.
- Must be applied consistently.
- May include additional training or supervision.

No waiver may be used to excuse conduct that is legally prohibited or that creates an unacceptable risk to children.

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25. EMERGENCY PROCEDURES

Employees must know the location's emergency procedures.

Emergencies may include:

- Fire
- Medical emergency
- Severe weather
- Earthquake
- Active threat
- Missing student
- Hazardous condition
- Transportation emergency

Employees should prioritize:

1. Student safety
2. Emergency notification
3. Accountability for students
4. Following established emergency procedures
5. Communication with program administration

Emergency contact information will be maintained and made available to authorized staff.

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26. DRUG-, ALCOHOL-, AND TOBACCO-FREE WORKPLACE

Employees may not report to work impaired by alcohol, illegal drugs, or any substance that prevents them from safely performing their duties.

Possession, use, distribution, or sale of illegal drugs while working or on program property is prohibited.

Smoking or vaping must comply with applicable law and LUPEC policies.

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27. PROFESSIONAL CONDUCT

Employees are representatives of LUPEC.

Employees are expected to demonstrate:

- Integrity

- Respect
- Reliability
- Professionalism
- Cultural humility
- Patience
- Responsibility
- Teamwork
- Commitment to youth

Employees should remember:

Students are watching us.

The way we speak to one another teaches students how people should treat one another.

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28. CONFLICTS OF INTEREST

Employees must disclose actual or potential conflicts of interest that could affect their responsibilities to LUPEC or its students.

Employees may not use their position for improper personal financial gain.

Any concern should be brought to program administration or the LUPEC Board.

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29. COMMUNITY AND CULTURAL RESPONSIBILITY

LUPEC is a community-based organization.

Employees are expected to respect and support the cultural mission of the program.

The mariachi program provides Hispanic/Latino youth with an opportunity to experience cultural pride while also building relationships with people from many cultural backgrounds.

Employees should help students understand:

Our culture is something to celebrate, not something to hide.

At the same time, the program welcomes students from different cultural backgrounds and expects every participant to respect others.

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30. PROGRAM EVALUATION AND CONTINUOUS IMPROVEMENT

Employees may participate in:

- Annual program evaluations
- Surveys
- Staff meetings
- Student feedback processes
- Family feedback processes
- Community partner evaluations
- Program improvement activities

Program information may include:

- Enrollment
- Attendance
- Retention
- Student musical progress
- Family participation
- Performance participation
- Student sense of belonging
- Community engagement
- Staff feedback

LUPEC will use this information to improve the program.

We collect information not simply to measure the program, but to understand our young people better and serve them better.

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31. BOARD AND COMMUNITY REPORTING

LUPEC will provide regular information about the program to its Board.

Program administration will provide **monthly reports to the LUPEC Board during Board meetings**.

Reports may include:

- Enrollment
- Attendance
- Activities
- Performances
- Accomplishments
- Challenges
- Funding
- Partnerships
- Student and family engagement
- Progress toward program goals

Appropriate non-confidential information will also be shared with the community through:

- LUPEC's website
- Social media
- Community events
- Newsletters
- Public announcements
- Other appropriate communication channels

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32. POLICY ACCESSIBILITY AND TRANSPARENCY

LUPEC believes that policies should be accessible to the people who are expected to follow them.

Organizational policies and procedures will be made available online for review by:

- Employees
- Students

- Parents/guardians
- Community members
- Community partners

The Employee Handbook will also be made available online.

LUPEC will review policies periodically and update them as necessary.

When policies are materially changed, employees will be notified and may be required to acknowledge the updated policy.

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33. EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received, reviewed, and understand the LUPEC Mariachi Program Employee Handbook.

I understand that:

- I am responsible for following LUPEC policies.
- I am responsible for maintaining appropriate professional boundaries with youth.
- I must work my scheduled hours unless properly excused.
- I must complete required training.
- I must maintain required background-check eligibility.
- I must report safety concerns appropriately.
- I must protect confidential information.
- I may ask questions about policies I do not understand.
- Policies may be updated as the program develops.

I understand that this handbook establishes program expectations and policies but does not create a contract of employment unless expressly stated otherwise in a separate written agreement.

Employee Name: _____

Employee Signature: _____

Date: _____

Administrator/Witness: _____

Date: _____