



Employee Handbook

WAWM RCS Department
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West Allis-West Milwaukee Recreation & Community Services Leadership Team

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INTRODUCTION

Welcome

On behalf of the West Allis-West Milwaukee Recreation and Community Services Leadership Team, we would like to welcome you. Our staff is a very valued resource for us. By joining our team you will play a vital and integral role in the success of our programs. We are strongly committed to providing the highest quality of programs and services to our community and all those that participate. We look forward to you helping us with that and have provided this manual to serve as a guide of the high expectations we have for all of our staff. As your leadership team, we are here to support and serve you as well so that you can be successful in your position, which ultimately will benefit our programs and participants and provide you with valuable and meaningful work experience.

Purpose

This handbook has been prepared and provided to the WA-WM Recreation and Community Services department staff to familiarize employees with our department's and school district's procedures, policies, and expectations. All employees are expected to thoroughly read this handbook and adhere to all procedures, policies, and expectations. Most of your questions should be answered in this handbook, however if you have questions regarding the handbook or matters not covered, please direct them to your immediate supervisor or a member of our Leadership Team. All school district policies are available on the school district website and apply to all Recreation and Community Services Department employees.

This handbook has been prepared for informational purposes only. None of the statements, procedures, policies, or expectations contained herein constitutes a guarantee of any rights or benefits, or a contract of employment, expressed or implied. All Recreation and Community Services Department staff is employed "at-will" and employment is not for any definite period except as provided. Termination of employment may occur at any time, with or without notice, and with or without cause, at the option of the school district, department, or the employee, except as provided by applicable law.

The provisions in this handbook may be altered, modified, changed, or eliminated at any time by the department with or without notice. This handbook supersedes any and all previous handbooks, statements, policies, procedures or expectations given to employees, whether verbal or written.

WORK PLACE POLICY & PROCEDURES

Alcohol, Drugs, & Illegal Substance Abuse

Possession, use or distribution of alcohol, illegal drugs or other illegal substances is not permitted on school district property, or while on duty in employment of the department. Furthermore, employees are not permitted to report for duty while under the influence of alcohol, illegal drugs, or other illegal substances. Employees failing to adhere strictly to this policy will be subject to disciplinary action, up to and including termination. Report any suspicious activity to your immediate supervisor.

Training (Blood-borne Pathogen, Child Abuse and Neglect)

Employees should provide first aid, but the cleanup of fluids is to be done by the custodians/cleaners if you are at a school. The Department will provide all staff with training in how to deal with cleanups (Blood-borne Pathogens). If the staff member providing first aid care is directly exposed to bodily fluids, it is imperative that the staff member involved receive medical care within 24 hours of the exposure incident.

Wisconsin law requires all employees of Wisconsin public school districts to report suspected child abuse and neglect. Wis. State. Sec. 48.981(2)(a)16m. The West Allis-West Milwaukee Recreation Department will cover this training during orientation. Any staff member who has reasonable cause to suspect child abuse or neglect shall immediately report any such case to their supervisor who shall, in turn immediately notify the Child Welfare or law enforcement agency.

Children in the Workplace

The West Allis-West Milwaukee Recreation and Community Services Department programs as a place of business, respects and supports a conducive work climate for all employees. For liability purposes, productivity, and the safety and protection of all, employee's children/siblings are not permitted to attend work with their parent/sibling unless they are age appropriate and enrolled as a participant. When enrolled as a participant, they may only be present at the program during their enrolled program time.

Code of Conduct

Employees of the department are to conduct themselves in a responsible, mature, professional and ethical manner with a focus on the participants we serve and their families. Report suspected unethical or dishonest behavior to your immediate supervisor. Reported activities will be investigated by appropriate Recreation Leadership Team members. The Recreation Leadership Team will determine appropriate means for a proper resolution. Employees found conducting themselves in an inappropriate manner may be subject to appropriate disciplinary action, up to and including termination.

Communication

All communication with participants, school district and recreation department staff, and community members is expected to be respectful, positive, and focused on solutions. Clear, concise communication without personal opinion interjected is expected. Each staff member is expected to contribute to the success of every program which builds positive relationships with all stakeholders.

Employment of Family Members

The department does allow family members and relatives of employees to be considered for employment, provided they are qualified for the position and no other conflict of interest exists. Those in a leadership/supervisory role may not directly supervise or evaluate family members or relatives as consistent with state and federal law.



Discipline

Discipline may result when a staff's actions fall short of generally accepted standards of professional behavior or violates a policy, procedure or expectation, when staff's performance is not acceptable, or the staff's conduct is detrimental to the interests of the department or school district. Typically, disciplinary action will involve any of four steps: verbal warning, written warning, suspension, and termination of employment. Specific disciplinary actions will depend on the behavior and frequency of occurrences. Serious unacceptable employee behaviors may lead to suspension or termination without following progressive discipline steps. The department and school district reserve the right to impose disciplinary action as may be appropriate in particular circumstances.

Dress Code

It is the department's expectation that every employee's appearance is consistent with the high standards we set for ourselves as a department and school district. Employees are expected to present a well-groomed and professional appearance. Be considerate of the department's image as well as your own. The department will not tolerate dress or attire that the Leadership Team considers to be disruptive, inappropriate, or adversely affect the program atmosphere. Piercings, hair color, hair styles, or make up that draws undue attention are discouraged. Clothing or apparel that violates state statute regarding campaigning on school property or exposes participants to harmful material is expressly prohibited 9s.948.11, Wis. Stats). Always dress appropriately for the functions of the position you are conducting. Identification badge, nametag and/or staff shirt may be required as directed by your supervisor.

Harassment

All employees have the right to work in an environment where they are treated with respect and dignity and free from all forms of harassment. The Recreation and Community Services Department will not tolerate, condone, or allow harassment by any employee or non-employee who conducts business with the department. Employees shall not make offensive or derogatory comments to any person, either directly or indirectly, based on race, color, sex, religion, age, disability, sexual orientation, or national origin.

- The Recreation and Community Services Department considers harassment and discrimination of others to be forms of serious employee misconduct. Therefore, the department shall take direct and immediate action to prevent such behavior, and to remedy all reported instances of harassment and discrimination. A violation of this policy can lead to discipline up to and including termination.
- The WA-WM Recreation and Community Services Department is committed to providing a safe, positive, productive, and nurturing environment for participants and staff. Specific training/ discussion regarding "bullying" and "harassment" will be conducted during pre-season staff meetings.
- Employees, who believe they have been subjected to any form of employment discrimination, including harassment, are encouraged to report the incident to their immediate supervisor or the Recreation and Community Services Program Director.

Confidentiality –

Any harassment complaint filed under this policy will be promptly investigated in a confidential manner so as to protect the privacy of persons involved. Confidentiality will be maintained throughout the investigatory process, and records will be released only if required by state or federal law.

Retaliation – The Recreation and Community Services Department will not permit or condone retaliation against an employee who files a harassment complaint, makes a report of harassment, or participates in any investigation. Retaliation is a violation of this policy and shall be reported immediately. Any employee found to have retaliated against another employee for filing a harassment complaint, reporting harassment, or participating in an investigation will be subject to the same disciplinary action as provided for harassment offenders. Complaints for retaliation shall be reported and processed in the same manner as complaints for harassment.

Forms of Harassment

Verbal Harassment – Unsolicited or unwelcome verbal conduct, including but not limited to innuendoes, degrading or suggestive comments, repeated pressure for dates, jokes, unwelcome flirtations, degrading words used to describe an individual, obscene descriptions of an individual's body, or threats that your job, rate of pay, assignment or working conditions could be affected if the individual does not agree to or submit to unwelcome conduct.

Non-Verbal Harassment – Unsolicited or unwelcome non-verbal conduct, including but not limited to sexually suggestive or offensive objects or pictures, inappropriate use of voicemail, electronic messaging, email, the internet or other such sources as a means to express or obtain sexual or discriminatory material, printed or written materials including offensive cartoons, suggestive or offensive sounds, whistling, catcalls or obscene gestures or any material which inappropriately raises issues of harassment or discrimination.

Physical Harassment – Unsolicited or unwelcome physical contact, which may include touching, hugging, massages, kissing, pinching, patting, or regularly brushing against the body of another person may be regarded as physical harassment.

Unwelcome Harassment – For the purpose of this policy, conduct is unwelcome when the person subjected to the conduct did not solicit or incite the conduct and regarded the conduct as undesirable or offensive. Conduct may be unwelcome despite participation by the offended employee and despite the fact that the offended employee does not tell the accused the conduct is unwelcome.

Sexual Harassment – Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Submission to such conduct is made either explicitly or implicitly a term of condition of employment; or Submission to or rejection of such conduct by an employee is used as the basis for employment decisions affecting the employee, or such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile, or offensive working environment. Any verbal, written, visual or physical act that creates a hostile, intimidating or offensive work environment or interferes with an individual's job performance.

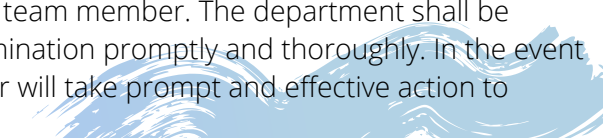
Other Harassment – Persistent and unwelcome conduct or actions on the basis of race, color, religion, national origin, disability, sex, arrest or conviction record, marital status, sexual orientation, membership in the military, or use or nonuse of lawful products away from work and other protected categories under federal or state law is prohibited under this policy.

Identification Badges

The department will provide employees with an employee identification badge when applicable. Employee identification badges are an important part of employee work attire. They allow participants, staff, parents, community members, vendors and the public to know who the employees are. Identification badges are an important part of providing a secure environment for our participants and staff. Employees are expected to wear their employee identification badges in a visible spot during their work time and when representing the department at any event.

Complaint Procedures –

Any employee encountering harassment is encouraged but not required to inform the person that his or her actions are unwelcome and offensive. The employee is to document all incidents of harassment in order to provide the fullest basis for investigation. Any employee who believes that he or she is being harassed shall report the incident(s) as soon as possible to their immediate supervisor or the Recreation and Community Services Department Director so that an investigation can be conducted and if necessary, steps may be taken to protect the employee from further harassment, and so that appropriate remedial action, where appropriate, may be initiated. The supervisor or designee shall meet with the employee and document the incident(s) complained of, the person(s) performing or participating in the harassment, any witnesses to the incident(s), and the date(s) on which it occurred and shall report their findings to the appropriate Recreation and Community Services Department Leadership team member. The department shall be responsible for investigating any complaint alleging harassment or discrimination promptly and thoroughly. In the event the complaint is substantiated, the department Leadership Team member will take prompt and effective action to address the problem.



Keys, access cards and department property

Both are the property of the school district and must be returned to your immediate supervisor upon request, resignation, or termination. The department/district may withhold payroll disbursement equal to the cost of key replacement and rekeying buildings until the keys are returned.

Media Contacts

News media contact, responses and public discussions of department or school district matters can only be made through the District's authorized spokesperson. Please direct any inquiries, questions or concerns to the Recreation and Community Services Department Program Director.

Parking

Parking facilities are maintained for your use. Observe any parking regulations and posted speed limits. The District is not liable for any damages to your vehicle or its contents received while using the parking lot(s).

Personal Property

The department and school district does not assume any liability or responsibility for loss, theft or damages to personal property. The department and school district are not liable for vandalism, theft or any damage to personal vehicles parked on school property. Any personal items brought on premises deemed inappropriate by the department will be removed without notice. As always, be considerate of the department's image as well as your image with participants and co-workers. A place to adequately store your personal items will be provided by the department. Please alert your supervisor immediately if you have not been provided a secure area for personal items.

Phone Systems, Voice Mail, Personal Calls, Personal Devices

District telephone systems and equipment are in place to provide business services to our participants. Employees are to limit the personal use of these items. Long distance calls for personal use are prohibited. Recreation and Community Services Department staff must refrain from use of personal cell phones or electronic devices during your assigned hours of work. Phone calls, texting or other forms of communication for personal reasons during assigned hours of work is unacceptable.

- Use of camera phones or electronic communication devices in locker rooms is strictly prohibited.
- In addition, the Department will not be liable for the loss of personal cellular phones brought into the workplace.
- During staff meetings and other situations where audible ringing or beeping would be disruptive, devices should be silenced. The taking and posting of pictures to the internet or social media, from department programs is strictly prohibited.

Policy Amendments

The contents of this booklet are presented as a matter of information only. None of the statements, policies, plans, procedures or rules contained herein constitute a guarantee of employment or of any other rights and benefits. The West Allis – West Milwaukee Recreation Department reserves the right to amend, revoke, suspend, terminate, or change any or all such statements, plans, policies, procedures, practices, benefits or rules in whole or part, at any time, or from time to time, with or without notice. New policies supersede all previous written or oral policies.

Program Registration

Be sure to check participants in and/or take attendance at your program. Report any discrepancies in your roster to your Program Supervisor. Do not take registrations at the program; instead, instruct participants/parents to register through the Recreation Department Office or on-line at www.wawmrec.com. For liability purposes, participants who are not on your roster should not participate until the situation is correct; however, they are to be supervised until they are picked up by a parent/guardian.

Property Damage

If you are found to have willfully damaged District property or the property of any other employee or person, you may be subject to disciplinary action, up to and including discharge, plus the possibility of being prosecuted in court.

Smoking

Use of tobacco products is prohibited on school district property and/or while on duty as an employee of the department.

Solicitations & Distribution

There shall be no distributions of any literature in working areas at any time by any employee. In addition, there shall be no solicitation during the actual working time of the employee soliciting or the actual working time of the employee being solicited.

Visitors

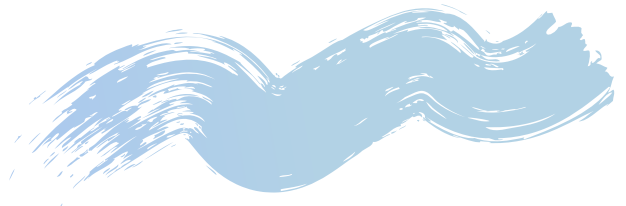
All visitors to our programs must be accounted for. Please review any invitations to visitors with your immediate program supervisor. Participant safety is always our number one concern. Monitoring the entry of persons who are not participants, parents, or district staff is a crucial element to that safety. At NO TIME should friends be visiting staff at programs.

Use of Social Media

Employees are not allowed to use electronic media for incidental personal use and/or communications during work time unless permitted by a leadership team member. Use of electronic media during work time creates distractions that interfere with the delivery of program services and employment responsibilities. Access to phone services is provided by the department.

The Recreation and Community Services Department respects the rights of employees to use social networking sites as a medium of self-expression during non-work time. In general, what an employee does on his or her own time outside of work will not be regulated by the department unless it occurs on department owned technology. The department may monitor and regulate employee postings/activities if:

- The employee chooses to identify him/herself as an employee of the department.
- The activity occurs through use of department/district technology.
- The activity affects the employee's job performance or the performance of other employees.
- The activity involves or relates to participants.



EMPLOYMENT INFORMATION

Attendance

Punctual attendance is mandatory for efficient job performance. In cases of absence for any reason you must notify your supervisor. Excessive absence, unacceptable patterns of absence, absence without notification and/or habitual tardiness will be subject to appropriate disciplinary action, up to and including termination. All staff members are expected to be present and ready to begin working at their identified start time. Any deviation from assigned hours must have prior approval from the employee's supervisor.

Criminal Convictions

Criminal convictions are taken seriously in our department. The Recreation Department (and school district) reserves the right to disqualify any applicant for employment that has been convicted of a criminal offense as provided by law. All employees shall notify his/her immediate supervisor as soon as possible, but not more than five calendar days after any arrest, indictment, conviction, no contest or guilty plea, or other adjudication of the employee for any felony, any offense involving moral turpitude, crimes involving school district/department property or funds, crimes that occur on school district property or at department sponsored events, and/or any misdemeanors that involve moral turpitude or violate public trust. Adult criminal records are public records and may be reviewed by the department. The department will investigate possible misconduct and employees may be questioned concerning such conduct. Failure to answer questions may result in discipline up to and including termination. Conviction of a crime may result in termination.

Employment Evaluation

All employees are expected to be evaluators of their own performance and seek ways to be more effective and efficient. In addition, all Recreation and Community Service Department employees will be evaluated by a leadership team member or their immediate supervisor at least annually. Your immediate supervisor or a leadership team member will be responsible for evaluating your performance, aptitude, and compatibility with co-workers and the department's mission.

Equal Opportunity Employment

Employees are hired based solely on the department's personnel requirements and the qualifications of each individual candidate. We will not tolerate nor condone discrimination due to age, race, color, religion, gender, national origin, disability, pregnancy, marital status, sexual orientation, and military service. We will comply with the spirit and letter of all local, state and federal laws pertaining to employment. Furthermore, we will not discriminate due to age, race, color, religion, gender, national origin, disability, pregnancy, marital status, sexual orientation, or military service when making decisions regarding termination of employees.

Hours of Work – Schedule

The days and hours of expected attendance at work will be communicated to you. Changes, should they be necessary, will be communicated as well. It is expected that all staff be flexible in scheduling to accommodate the needs of the programs. Schedules are created to meet the needs of department programs.

Payroll Procedures

New Employee Paperwork

- Upon getting hired, you must fill out all the appropriate paperwork in order to get paid. These forms include the I-9 and W-4. Please be prepared to bring in the appropriate documents with you when turning in the forms. Verification of documents to be conducted by department staff.
- If you are under 15, you must obtain a work permit. You will have to fill out a letter (complete with parent signature) and bring in your Birth Certificate and Social Security Card to the WA-WM Recreation Department (1st Floor.)

Direct Deposits

- If you would like to have your checks direct deposit, you can fill out a form at the WA-WM Recreation Department.
- A voided check or photocopy is required to ensure proper routing of your deposit to your checking account and a deposit slip is needed for savings.
- On payday, there will be a green deposit slip here for you. You may pick this up or we will mail them every 2 months.

Time Cards

- Please fill out the e time card NEATLY with standard BLUE or BLACK ink ONLY.
- You must write down your employee number on every time card otherwise you will NOT GET PAID. Please contact your immediate supervisor to obtain your employee ID number.
- Time cards are due on Mondays on the scheduled due date (see attached for the payroll schedule.) An easy way to remember is time cards are due the Monday after payday.
- Turn in time cards to your lead or building supervisor.
- You must fill out a different time card for every job or location that you work. For example, if you work at after school safe and also work as a building attendant, you must fill out a time card for safe and a different card for building attendant.
- Round hours to the nearest 15 minutes, using decimals (i.e. 2.25, 5.5, 3.75)

Payday

You will have one week from payday to pick up your check. Paychecks will be available at the office Monday-Friday until 5 pm and only up to one week after the Thursday they were issued. If you do not pick it up, we will mail it to you a week later. A photo ID is required to be presented when picking up your check. Refer to attached payroll schedule for a list of paydays.



SAFETY & SECURITY

Accidents/Injuries & Reporting

A West Allis-West Milwaukee School District Accident/Injury Report form must be used for all accidents or injuries incurred by a participant, staff member, or spectators before, during or after a recreation program. All information must be given in full and the report turned into the Recreation Department office within 24 hours. Be thorough, giving as much detail as possible. Blank forms are included with first aid kits. Reports do not have to be written for minor injuries (i.e. scrapes, bruises). Some discretion is advised; however, if in doubt, submit a report. When reporting, state only the facts you have. Do not assume, infer, or provide opinion.

If an injury occurs, decide if emergency rescue services should be called.

If you are using a cell phone dial 911 or (414) 302-8000 to connect to the emergency dispatch of the West Allis – West Milwaukee Police Department or (414) 645-2151 for West Milwaukee Police Department or (262) 782-6640 for the New Berlin Police Department.

IMPORTANT – please include this number in your list of cell phone contacts. If a school phone is available press #911. Give details of the situation, your location (including room number) and have someone meet the emergency vehicle at the entrance.

First aid and related supplies will be provided for all recreation programs. Employees are responsible for checking the supplies in their kit and notifying their immediate supervisor if any items are missing or need to be replenished.

District Closings

In the event the school district must close for the day due to severe weather or other emergency, the district will post this information on several media outlets and on their website at www.wawmrec.com. If school is closed for the day, all recreation department programs will be cancelled. If weather conditions are so severe that you feel you are unable to travel to and from work and the district has not closed or cancelled any programs, you must contact your supervisor immediately.

Emergencies

Prior to the start of the class/activity locate the nearest telephone, fire alarm, first aid kit/supplies, AED and building staff, i.e. custodians, who may be available to assist you in case of an emergency.

Facilities Security

It is the responsibility of all employees to make sure the facilities and work areas are secure. Any employee entrusted with facility keys shall make certain the facility is secure when that employee is the last to leave. See your immediate supervisor if you will be left with this responsibility. This may include, but is not limited to, turning off appropriate lights, closing and locking all doors and windows, and setting the security alarm. Report any potential security risks to your immediate supervisor.

Medical Attention

The department and school district require employees to notify a supervisor when medical attention is required for any reason, accident, or illness. Employees requiring transportation to a medical facility must be taken by trained personnel. Transportation and medical costs are the responsibility of the employee. If injured at work, the department has a "Return to Work" policy which requires you to return to service in an assignment capable of your medical limitations due to injury as soon as possible. If you are injured at work you need to keep in close contact with your supervisor to determine the best course of action for your safety, health and welfare and to assure continuation of exemplary service to our participants. If injured at work, you must thoroughly complete the employee accident/injury report and submit to your immediate supervisor before leaving your assignment, except in the case of a medical emergency.

Participant/Program Supervision

Staff members may be confronted with situations which, if handled incorrectly, could result in District or personally liability. Staff is responsible for exercising care and supervision for participants in their programs. You are expected to create and

maintain a positive environment by modeling positive behaviors and consistently reinforcing behavioral expectations to your participant's .In addition, please adhere to the following guidelines:

- Maintain a standard of care for supervision, control, and protection of participants commensurate with your assigned duties.
- Staff members shall not transport participants in a private vehicle without the written approval of their supervisor.
- Do not volunteer to assume responsibility for duties you cannot reasonably perform as this carries the same responsibility as assigned duties.
- Notify your supervisor of illegal tobacco, alcohol, or drug use by participants on school property or at a Department sponsored event, i.e. fieldtrips.
- Report to your supervisor any knowledge of threats of violence by participants.
- Do not send participants on any personal errands.
- Do no associate with participants at any time in a manner which gives the impression of impropriety, including, but not limited to situations which could be considered abusive or sexually suggestive or involve illegal substances such as tobacco, alcohol, or drugs.
- If a participant comes to a staff member to seek advice or ask questions regarding a personal problem related to health, and/or family relationships, the staff member should assist the individual in making contact with their supervisor, who in turn will work with the District's Student Services Department on a referral basis. Under no circumstances should staff attempt to counsel, assess, diagnose/treat the problem or behavior.
- Report any unsafe or hazardous situations to your supervisor.
- Be safety conscious and ready to administer first aid as needed.
- Remain attentive to the needs of your program and participants.
- Model positive behavior and leadership.
- The West Allis – West Milwaukee Recreation Department is committed to providing a safe and healthy working environment. It is your responsibility to report all unsafe conditions immediately.
- It is NEVER acceptable to put your hands on or use physical force with a participant. If a participant becomes agitated or violent, remove all other participants and yourself from the area to a more secure area and call for help.

Weapons

Weapons are generally defined as guns, knives and other objects universally considered a weapon by the vast majority of society. Weapons include all those defined by state law (s939.22 (10), Wis. Stats.) A "weapon" can also be any object which would do harm to another when used as such. The department shall deem any such object a "weapon" for the purpose of enforcing this policy. Possession of weapons is prohibited on school district property and while on duty performing school district business at any location. Any employee on duty or on school district premises in possession of a weapon will be subject to appropriate disciplinary action, up to and including termination. Report any weapon possession as soon as possible to your immediate supervisor. Additionally, no department employee or participant may possess any facsimile of a weapon. Please refer to school board policy 832 located on the district's website.



DEPARTMENT SERVICE EXPECTATIONS

The WAWM RCS Department is dedicated to being a world class recreational services center for students, parents, staff, and the community.

To accomplish this, we will:

Reach out – Welcome all immediately, acknowledge their presence through eye contact and smiling. Say “Hello” in a pleasant tone of voice and when the opportunity is available, use the person’s name. Be attentive, genuine, and positive.

Be friendly – If you unsure if someone needs help...ask! Share information willingly and honestly. If you cannot help, personally find someone that can.

Be timely – Take time to listen, give the person your full attention, listen to the person’s message – to what is said and not said. Don’t just hear them – listen.

Provide safe, clean, and attractive surroundings – Maintain a neat, safe, and pleasant work area. Take responsibility to keep all areas clean.

Show courtesy – Put yourself in the other person’s place, respond quickly, allow others to go first, open doors, use please and thank you, and be polite.

Demonstrate your competence – Confidence comes from competence in your job skills and knowledge. Express confidence by performing your job tasks accurately. Know the limits of your responsibilities, be part of the solution – not part of the problem, know how and when to ask for assistance.

Explain – Be able to explain your position briefly and in a manner that is easy to understand. Answer questions honestly and kindly, be willing to explain again, use language and words that others can understand.

Look for an opportunity to serve – You are a “multi-purpose” person to everyone you encounter. Go out of your way to be helpful to others and care enough to do your very best. We are here to serve.

Remember to say good-bye – Be sure the person has everything they need before they leave, end on a friendly note, say thank you for coming and good-bye/have a good night, etc.

Respect – Treat everyone with respect, show compassion and care for all.