

Storyboard: LearnWell Essentials – Module 01

Learning Objectives:

- History, Goals & Culture
- Workplace Commitments
- Professional Conduct
 - Dress Code
 - Virtual Culture
 - Personal Boundaries
- Workplace Safety
 - Incident Reports
- Attendance Policies
 - Call Out Procedures

Additional Notes:

- Voice:

Scene 1 | Basics

Slide 1.1 | Introduction

Audio Narration	Screen Text and Graphics
	On-Screen Text: Introduction • History, Goals & Culture • Workplace Commitment • Workplace Policy ◦ Professional Conduct ■ Dress Code ■ Virtual Culture ■ Personal Boundaries • Workplace Safety ◦ Incident Reports • Attendance Policies ◦ Call Out Procedures
Technical Notes	
On-Screen Text and Images will animate in according to the Audio narration.	

Audio Narration	Screen Text and Graphics
We help to bridge the gap between medical treatment and learning and with over 250 teachers and almost 45,000 students serve annually, the organization is driven by integrity, innovation and a deep commitment to success. Learn Well fosters a culture of continuous improvement, aiming to deliver exceptional service by developing people and processes that uphold its mission and values.	On-Screen Text: - History LearnWell has been delivering high-quality educational services to student-patients since 1995, supporting hospitals and schools by bridging learning gaps during medical treatment. - Goals With over 250 teachers and 45,000 students served annually, the organization is driven by integrity, innovation, and a deep commitment to student success. - Culture LearnWell fosters a culture of continuous improvement, aiming to deliver exceptional service by developing people and processes that uphold its mission and values. Images:  with red square bkgd
Technical Notes	

The slide contains three interactive rectangles representing History Goals Culture.

When a learner hovers over a rectangle with the mouse, it gains an outline to indicate interactivity.

Learners can click on each rectangle to reveal a content panel below the rectangle, displaying information.

The active rectangle for Step 1 is highlighted (e.g., inverse colors), a visited rectangle is visually indicated (e.g. darker shade, checkmark icon). Slide cannot progress until all 3 buttons have been clicked.

Slide 1.3 | Workplace Commitments

Audio Narration	Screen Text and Graphics
0:57 As mentioned in our handbook, Learn Well is an equal opportunity employer. 1:02 We also offer reasonable accommodations for employees with disabilities and ensure confidentiality of medical information. 1:10 We have a non harassment policy as well as the complaint procedure. 1:15 We have a drug and alcohol policy as well as a no smoking policy and most importantly an open door policy. 1:23 Employees are encouraged to raise concerns freely with supervisors or management. 1:28 Before we move on to the next section, I will give you a minute to read each of these in depth. 1:33 These can also be found in your employee handbook.	On-Screen Text: Workplace Commitments [Definitions:] Equal Opportunity LearnWell hires and promotes without discrimination based on race, gender, age, disability, religion, sexual orientation, or other protected characteristics. Harassment is not tolerated. ADA & Accommodations The company provides reasonable accommodations for employees with disabilities and ensures confidentiality of medical information. Retaliation is prohibited. Non-Harassment Policy Discrimination or harassment of any kind, including sexual harassment, is strictly prohibited. A respectful, professional environment is expected. Complaint Procedure Employees can report concerns to HR or a supervisor. Investigations are confidential. Drug & Alcohol Policy Use of illegal substances or being under the influence at work is forbidden. Violations may lead to termination and legal reporting. Open-Door Policy Employees are encouraged to raise concerns freely with supervisors or management. Images:
Technical Notes	
Apple buttons will reveal the definition of each term.	

Slide 1.4 | Workplace Policy Dress Code

Audio Narration	Screen Text and Graphics
1:54 All right, let's take a peek at our dress code. 1:58 Dress code at Learnwell is business casual attire. 2:01 A few examples of acceptable attire include khakis or work slacks, appropriate skirts and dresses, as well as polos, sweaters, items with our Learnwell logo, Blazers, sport coats, and closed toed shoes, flats, or boating or deck shoes. 2:21 Unacceptable attire includes leggings and sweatpants, T-shirts or sweatshirts, beachwear, exercise wear, any blouses that are sleeveless, crop top or with spaghetti straps, and open toed shoes or sandals. 2:36 Your facility may also have a dress code of its own. 2:40 Please consult the facility for their dress code as well as your management team if you have any questions.	On-Screen Text: DRESS CODE <u>Chart:</u> Pants - Acceptable; Khakis or corduroys, Work slacks, skirts and dresses, skorts and capris. Unacceptable; sweatpants or exercise wear, leggings, jeans of any kind, shorts Shirts - Acceptable; Polo, knit or golf shirts, oxford or button-down shirts, short sleeved blouses or shirts, learnwell logo wear, blazers or sport coats, jackets or sweaters. Unacceptable; shirts with writing on them (other than company logo), t-shirts, sweatshirts, beachwear, exercise wear, sleeveless blouses, crop tops, clothing showing midriff, spaghetti straps Footwear - Acceptable; boating or deck shoes, close-toed heels, flats, mules and clogs. Unacceptable; open-toed shoes or sandals *Please also consult with the dress code of your specific facility as they may have additional rules and guidelines. Images:
Technical Notes	
Drag and drop activity with clothing options.	

Slide 1.5 | Workplace Policy Virtual Culture

Audio Narration	Screen Text and Graphics

2:48
We also have a virtual culture here at Learnwell because we are spread out across the country.

2:53
Learnwell expects all employees to be attentive and professional during video meetings, remaining muted unless speaking.

3:00
Trying your best to avoid distractions and refrain from eating during our video meetings.

3:06
Cameras should be on for all internal and external meetings unless prior approval is given.

3:12
Professional dress and neutral backgrounds are required for meetings.

3:16
Team members are encouraged to use the premade backgrounds found on the virtual platform.

On-Screen Text:

LearnWell expects all employees to be attentive and professional during video meetings - remaining muted unless speaking, avoiding distractions, and refrain from eating.

Cameras should be on for all internal and external meetings unless prior approval is given.

Professional dress and neutral backgrounds are required for meetings.

Team members are encouraged to use the pre-made backgrounds found on the virtual platform.

Technical Notes

Slide 1.6 | Workplace Policy Professional Boundaries

Audio Narration	Screen Text and Graphics
5:12 Let's talk a little bit about workplace safety. 5:15 Here you will find a list of prohibited items. 5:18 Please note every site is different. 5:21 Every site will have its own list of prohibited or contraband items as some sites call them. 5:28 These are a few examples that you may see as items that are not allowed in your Learn well classroom. 5:34 Sharp objects, erasers, full size pencils or markers, paper clips, rubber bands, string, computer cords, glass objects, spiral notebooks, candy, food, weapons, or personal items. 5:49 Personal items of any kind, IE keys, cell phone, purse or wallet should be left in your office and not in your classroom space.	On-Screen Text: • Share first name only; avoid full names and personal details. • Do not discuss personal opinions on sensitive topics (race, religion, politics, mental health). • Avoid discussing your own experiences with mental health or addiction. • Never comment on a students' physical appearance. • Keep personal items (photos, memorabilia) out of view. • Do not take pictures of students or their work showing full names. • Avoid acknowledging prior admissions in front of others. • No physical contact; air high-fives are acceptable. • Maintain appropriate distance during interactions. • Never be alone with a student in a closed space. • Maintain confidentiality if encountering students or families in public. • In public do not initiate greetings or conversations unless the student/family does first. • Never discuss a student or their treatment in public. • Do not visit former students in new LearnWell settings. • Never share student-related content or discussions on personal social media. • Do not connect with current or former students online. • Follow the organization's broader social media policy. • While at work employees are expected to exercise discretion in using personal cellular phones. • Personal calls should be made during breaks to reduce distractions.

Technical Notes

Slide 1.7 | Workplace Policy: Safety & Prohibited Items

Audio Narration

5:12
Let's talk a little bit about workplace safety.
5:15
Here you will find a list of prohibited items.
5:18
Please note every site is different.
5:21
Every site will have its own list of prohibited or contraband items as some sites call them.
5:28
These are a few examples that you may see as items that are not allowed in your Learn well classroom.
5:34
Sharp objects, erasers, full size pencils or markers, paper clips, rubber bands, string, computer cords, glass objects, spiral notebooks, candy, food, weapons, or personal items.
5:49
Personal items of any kind, IE keys, cell phone, purse or wallet should be left in your office and not in your classroom space.

Screen Text and Graphics

On-Screen Text:

Prohibited Items

- Sharp objects of any kind
- Erasers
- Sharpie markers, pens, mechanical pencils, full size pencils
- Paperclips-metal or plastic
- Rubberbands
- String over 6 inches long
- Wires/cords (i.e. computer/phone chargers)
- Glass objects of any kind
- Spiral notebooks or folders with metal inserts
- Candy or food
- Weapons
- Personal items (i.e. keys, cell phone, purse, wallet)

Technical Notes

Slide 1.8 | Workplace Policy Incident Reports

Audio Narration

Screen Text and Graphics

5:57 Let's talk about incident reports. 5:59 In the event of an accident, an employee must notify their supervisor immediately and supervisors are going to report this to HR and they will trigger an incident report. 6:09 They will have you complete a form similar to the one that you see on the right hand side of your screen. 6:14 These reports must be completed for every injury, regardless of how minor it may be perceived. 6:20 This includes injuries such as falling or slipping on your way into the site, on a patch of ice in the parking lot, as well as if a student were to scratch, bite, or spit on you. 6:31 Physical discomfort caused by repetitive tasks must also be reported.	On-Screen Text: In the event of an accident, employees must notify a supervisor immediately and supervisors are to report such accidents to Human Resources via an Incident Report. These reports must be made for every injury, regardless of how minor it may be perceived. Physical discomfort caused by repetitive tasks must also be reported. Images: Incident report
Technical Notes	

Slide 1.9 | Workplace Policy Attendance Policy & Accruals

Audio Narration	Screen Text and Graphics
-----------------	--------------------------

6:37

Learnwell has a clearly outlined attendance and accrual policy in the handbook, but let's take a peek at a couple of the highlights.

6:44

Our offices maintain normal working hours of eight to 5:00 PM Eastern Standard Time.

6:49

A teacher's work hours will vary based on their work location and job responsibilities, but they are always clearly outlined in your offer letter.

6:57

If you have any questions about your working hours, please speak with your manager.

7:01

Learnwell does not tolerate absenteeism without excuse.

7:05

Employees who will be late or absent to work should notify a supervisor in advance for as soon as possible in the event of an emergency.

7:13

Employees who need to leave work early for illness or otherwise should inform their supervisor before departure as well.

7:21

Here's a little bit more on accrued time.

7:23

Sick time is for use when the employee for their child, spouse, parent or spouse's parent are sick or injured or have routine medical appointments.

7:34

Employees are allowed to roll over their sick time from one fiscal year to another, however, sick time is capped at 40 hours in a fiscal year.

7:43

Paid time off or PTO is for all benefit eligible teaching staff and they will accrue 4 paid days throughout the year.

7:51

PTO is for vacation and personal use.

7:55

PTO days must be used in the same school calendar year as they are accrued and they cannot be rolled over to the next calendar year.

8:02

Your PTO expires on August 1st.

8:06

Employees are to enroll in Paycom and enter their hours daily.

8:10

We will take a look at that in the next section of training.

On-Screen Text:

LearnWell offices maintain normal working hours of 8am-5pm EST. A teacher's work hours are as specified in their offer letter. Hours may vary depending on work location and job responsibilities.

LearnWell does not tolerate absenteeism without excuse. Employees who will be late to or absent from work should notify a supervisor in advance, or as soon as practicable in the even of an emergency.

Employees who need to leave early, for illness or otherwise, should inform a supervisor before departure.

Images:

8:13

In the Paycom tutorial section, employees are responsible for entering their hours and making sure their time cards are correct.

8:21

Any discrepancies will need to be reported to your supervisor and Human Resources.

8:28

Now unfortunately, we all get sick.

8:30

So let's talk about the call out procedure for planned absences.

8:34

Please let your supervisor know as soon as possible.

8:38

This can be far in advance and that is OK.

8:41

After you speak with your supervisor, you can input your time off into Paycom for an unplanned absence.

8:48

In the case that maybe you wake up sick 1 morning, you must call and speak with a Learn Well Leadership team member.

8:56

First, call your direct supervisor.

8:58

If they do not answer, leave a message.

9:01

Next, call another manager within your region or your regional director.

9:05

You are required to get verbal confirmation from the team of your absence before you enter into Paycom.

9:12

A manager will call you back after your voicemail, so please answer your phone when they call back and speak with them regarding your absence.

9:21

Once it is confirmed, you can enter your time into Paycom.

9:25

A manager will then let the site know and organize coverage for the day that you will be out.

Technical Notes

Scene 2 | Quiz

Slide 2.1 | Question 1

Audio Narration	Screen Text and Graphics
	On-Screen Text: When should you lock your computer screen? ☐ Only at the end of the workday ☒ Every time you step away from your desk, no matter how briefly ☐ When you leave for lunch or meetings lasting more than one hour Slide Layers: Correct: Correct That’s right! You selected the correct response. Button: Continue Incorrect: Incorrect

	You did not select the correct response. Button: Continue Images: Illustration of a computer screen
Technical Notes	
Single Choice Question Slide. Once "Submit" is clicked, the appropriate feedback layer (Correct or Incorrect) is displayed based on the selection. Both feedback layers include a "Continue" button, which advances the learner to the next slide.	

9:32

Let's make a connection to the Teacher Scorecard.

9:34

It's very important that we look at our careers that learn well with the core values of compassion, resilience, accountability, collaboration, and integrity.

9:45

Many of the items that we went over earlier in this section are related to behavioral competencies like attitude, self-awareness and feedback, adaptability, communication, excellence, being a team player, showing independence, and providing a first impression of professionals.



Text/Background - Light 1	#FFFFFF
Text/Background - Dark 1	#000000
Text/Background - Light 2	#EDEDED
Text/Background - Dark 2	#808080
Accent 1	#c43e32
Accent 2	#75bd43
Accent 3	#fcb71c
Accent 4	#14b4e8

Accent 5	#52575b
Accent 6	#e5e5e5
Hyperlink	
Control 1	
Quiz - Correct	
Quiz - Incorrect	
Custom 1	
Custom 2	

Heading

Subheading

Body
Montserrat ExtraBold

Montserrat Bold (SL: Regular - bolded)

Montserrat Regular