

Employee Handbook

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Welcome to Precious Moments Learning Center's Team!!!!

The Management of Precious Moments Learning Center, LLC welcomes you and is proud to have you as a staff member of our team. Whether you are a new employee, or have been with us for some time, you are our most important and valued assets. We hope you feel comfortable with your work environment and with the people around you. Good Luck and best wishes for a long and satisfying career with our Center. Share your passion for children daily and your rewards will be many!

Sincerely,

Christen Blythe, Director/Owner

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Employee Handbook

Welcome to the children's center, Precious Moments Learning Center, LLC (PMLC)!

This center is a model center of quality childcare and education. As an employee of PMLC you will be expected to exemplify excellence and quality of service and care. By following the employee policy and procedures outlined in this handbook, combined with NAEYC Code of Ethics, you will be well on your way to meeting the goal of excellence and quality. This handbook is just a broad tool for conduct. You will be oriented on more specific policy and procedures through our on-going professional development to help guide decision-making and best practices. Be sure to always keep the Code of Conduct at the forefront of all decision-making concerning children.

Precious Moments Learning Center's Mission Statement

Precious Moments Learning Center's staff will strive to provide the Highest Quality Childcare and Educational Service that promotes and enhances each child's development; while assuring our parent's peace of mind in the care and service we render.

PMLC provides a safe, nurturing and developmentally appropriate program which fosters active learning, support for the whole child, and a child friendly environment.

Precious Moments Learning Center's family is committed to helping all students achieve their physical, emotional, and academic goals and be respectful, responsible, moral, and competent individuals. Through diplomacy and fairness, we will offer a secure environment where communication, creativity, achievement, and acceptance are our driving force.

- **We** foster innovation.
- **We** embrace team work.
- **We** strive for excellence.
- **We** respect and support families.
- **We** commit to service at all levels.
- **We** respect and appreciate diversity.
- **We** actively listen and seek to understand.
- **We** communicate openly and productively.
- **We** use resources creatively and responsibly.
- **We** abide by the NAEYC Code of Ethics and Statement of Commitment

PMLC vision is to be nationally recognized as an outstanding childcare center.

Preface

We have prepared this Handbook to provide you with information about our policies, rules, and present benefits. Please set aside some time to become familiar with this Handbook. It will be very helpful in answering many questions that arise. We recognize, however, that no Handbook can answer every question. If you do not find an answer to your particular question in this Handbook, or if you would like a particular policy or procedure clarified, please feel free to ask the Director or Supervisor. We will be glad to help you answer every question.

POLICIES AND PROCEDURES

AT WILL EMPLOYMENT

This handbook is prepared to provide you with information and guidelines. It is not a contract of employment between PMLC and you, as the employee. Since Arkansas is an at-will employment state, you are not under contract for employment. Thus, employment with PMLC is not for a definite term. The Center or you may terminate employment at any time, for any reason or for no reason.

STATEMENT OF POLICY

PMLC strives for each employee to be treated with respect and in a fair and just manner. In keeping with this policy, all persons will be considered for employment, promotion or training on the basis of qualifications without regard to race, age, handicapping condition, color, creed, sex, or national origin.

PMLC guarantees fair treatment of all employees. The Center strives to maintain a work environment in which all staff are free from harassment, and expressly prohibits any form of unlawful harassment of employees and co-workers on race, color, religion, creed, gender, national origin, age, marital or veteran status, sexual orientation, or the presence of handicaps or disabilities. However, all employees must be physically able to safely supervise young children.

EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at PMLC will be based on merit, qualification, and ability. PMLC does not discriminate in employment opportunities or practices on the basis of race, color, religion, gender, national origin, age, physical disability or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination and access to benefits and training. Employees with questions or concerns about any type of discrimination in the work place are encouraged to bring these issues to the attention of the Director. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful acts and/or discrimination will be subject to disciplinary action, up to and including termination

of employment.

NAEYC GUIDELINES

All teachers are expected to follow the NAEYC GUIDELINES. All staff is expected to adhere to the NAEYC code of ethics at all times. The code is attached for review. Teachers must provide warm, nurturing interactions on the child's level. Such interactions should be guidance and developmentally appropriate early education. Direct Supervision of every child is expected at all times. Failure to provide supervision will be subject to discipline up to termination. State ratios are important indicators of quality. The center strives to keep state ratios at all times. Please be sure that you always adhere to the state ratios. Make sure that you receive additional help when the number of children approaches over limit. Ratio adherence is a dual responsibility between teachers and management. Never leave your group without any emergency assistance. Call the front desk for assistance when you need to leave the group and the total number of children in attendance exceeds the state ratio.

CONFIDENTIALITY

Due to the sensitive nature of information that you will know as a teacher of young children, it is imperative that you keep sensitive information confidential. Any information about children or their families must be shared on a **"Need to Know"** basis only. Thus, be very sensitive about discussing children's developmental needs and family information in public places such as lounge or hallway. This does not exclude off premise discussions and/or conversations. Follow the Code of Ethical Conduct and questions of major concerns should be forwarded to the Director. Protection of the interests of each child and family is vital in maintaining a standard of professionalism and privacy.

Also strive to be supportive of center efforts by avoiding negative or malicious discussions about center issues. Together we can achieve great childcare and education for our parents and children. Stay positive and focus on the needs of the children in your care.

CURRICULUM

PMLC will use a state and nationally approved curriculum on a daily basis; which will provide all teachers with the instructional guidelines necessary for developing age appropriate learning activities for children.

ACCIDENTS

All accidents must be reported immediately to the Director/Assistant Director. Accident(s) reports must be written, signed by an administrator, given to parents, and copied for the child's file. Close supervision of children is the best anecdote to accidents. Use risk management to keep the environment safe and hazard free. PMLC strives to provide the best in equipment, that is kept maintained, and in overall good working conditions, so all children will be safe in the classroom or playground areas. Safety is a joint effort of all staff and employees requiring all of us to become risk managers.

STATE LICENSING RULES AND REGULATIONS

All staff is expected to be knowledgeable in The Minimum Standards for Child Care. Failure to adhere to these policies may result in disciplinary action, up to and including termination.

- Staff in our childcare center must be at least 18 years of age and have a high school diploma or its equivalent.
Note: A 16 year old that attends school can work as childcare assistant.
- Each staff member must have current training in first aid with rescue breathing and choking and CPR for infants and children.
- Each staff member must provide a statement informing the facility about any of the offenses listed in Appendix II in the Minimum Standards Handbook.
- Each staff member in our facility must execute and submit a completed background check and Child Maltreatment form.

Staff Meetings

Staff meetings are mandatory. There is not an acceptable excuse for not attending a meeting. Staff meetings are regularly scheduled on the third Thursday of every month, unless the director states otherwise. Staff meetings may be held after 6:00PM any weekday or on a Saturday, if necessary. An employee's absence could result in termination of employment.

EMPLOYEE POLICIES

SEXUAL AND OTHER UNLAWFUL HARASSMENT

*Sexual harassment **will not** be tolerated in any way, shape or form.

PMLC is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship and is strictly prohibited. Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to the Owner/Director. Employees can raise concerns and make reports without fear of reprisal.

Corporal Punishment is the inflection of physical pain on a child as a means of controlling behavior. This includes, but is not limited to, spanking, hitting, shaking, slapping, thumping, or pinching a child. (This will **NOT** be tolerated at all).

CHILD ABUSE PREVENTION POLICY

The mission of PMLC is to nurture all children entrusted to our care in a warm and loving environment. In keeping with that purpose, this policy seeks to assure that our center is continually working toward providing an environment safe from physical, sexual, and verbal abuse for those participating in receiving and providing childcare services. All employees shall seek to provide open lines of communication with parents. We will operate with an open door policy allowing parent access to programs at any time. When those who are employed at PMLC

engage in any and all kind types of child abuse, sexual exploitation, or sexual harassment, they violate the terms of their employment.

DRUG AND ALCOHOL POLICY:

At any given time the director has the right to demand drug/sobriety test. If test is refused or failed employee voluntarily terminates his/her employment.

DRUGS/ALCOHOL ARE NOT PERMITTED ON PMLC PROPERTY.

GROSS MISCONDUCT:

Some offenses are so serious that they can result in termination without previous warnings. The following examples are listed for the guidance of all. This list is not intended to be a comprehensive list of all prohibited activity. The following actions may result in immediate termination:

- Inappropriate behavior toward parents. (All staff is expected to be professional and courteous at all times. If a parent is rude to you, please allow your Director to handle the situation)
- Neglect or physical abuse of a child · Withholding of food, nap or other comfort from a child
- Failure to report to work three consecutive workdays without proper notification
- Falsification of center records (**i.e. employment application, time clock, and your records**)
- Working under the influence of alcohol or illegal drugs
- Conviction of a felony for any offense committed while employed by the center.
- Fighting, threatening violence or boisterous or disruptive activity in the work place
- Leaving a child unattended (**inside or outside**)
- Allowing a child to leave the center with an unauthorized person
- Sleeping while supervising children
- Habitual absenteeism or tardiness without notice or unauthorized absences from workstation during the workday
- Sexual or other unlawful or unwelcome harassment
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- **Insubordination** that show gross disrespect such as threatening, profanity, or yelling at the Directors.
- Unauthorized use of telephones, mail system, or other employer-owned equipment (**No cell phones allowed while working with children!**)
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the work place, while on duty, or while operating employer-owned vehicles or equipment
- Unsatisfactory performance or conduct
- Sharing confidential information about the center or any of its employees
- Promoting and sharing rumors or negative information about PMLC or other staff

There will be repercussions to any violation of the above rules. Depending on the severity of the offense and the Director's discretion, violations may be followed by a warning, a **two day** suspension with no pay, and/or termination of employment.

Note: Severe offenses may result in **immediate** termination!

REPORTING ABUSE AND NEGLECT

ALL employees must report all actual or suspected child abuse of any child attending the Center as soon as possible. Arkansas law requires caregivers to report suspected child abuse or neglect. Call the Child Abuse Hotline at **1-800-482-5964** to make confidential reports. Failure to report suspected abuse or neglect is a crime.

Note: Employers are **prohibited** from retaliating against caregivers who make reports in good faith.

REPORTING LICENSING VIOLATIONS

All employees must report all actual or suspected licensing violations to the director, Christen Blythe. They include, but are not limited to, violations relating to transportation, inappropriate behavior guidance, leaving children unattended or unsupervised, staff/child ratio violations or any other violations that could imminently affect the health and safety of children.

Behavior Guidance

Our goal is to help children learn acceptable behavior and develop self-control. Our program is designed to promote positive and enjoyable learning experiences and to build trusting, respectful relationships. A well-planned schedule, classroom arrangement, and curriculum, along with a well-trained staff, significantly reduces instances of inappropriate behavior. However, when children do make mistakes in behavior, we use the following guidance techniques.

- Tell the child what he/she CAN do
- Give choices whenever possible, but only when the child really has a choice
- Support children in learning to solve their own problems and work out conflicts
- Re-direct a child to another activity
- Help children learn how to play with friends
- Time-Out when over the age of two.

Physical punishment and threats are never used by our staff.

Yelling is considered a form of verbal abuse.

Limits of Behavior

You may not physically or verbally harm others.

You may not hurt yourself.

You may not hurt toys and equipment.

Any other behavior the Center deems as inappropriate

Action step taken

1. Warning - Re-direction

2. Warning – Re-direction
3. Time out (if over the age of 2)
4. Sent to Directors office, and director will call parent

Pattern of Inappropriate Behavior

When a pattern of inappropriate behavior emerges, parents are required to meet with our staff. The goal will be to work together to find a solution to the problem behavior and resolve the difficulty. If inappropriate behavior continues, and it is harmful to others, the parents will be asked to pick their child up immediately. If the child is not picked up within one hour of first attempt to contact we reserve the right to discharge the child and contact DHS on grounds of neglect. We reserve the right to discharge the child from the Center effective immediately for any one extreme behavior. However, in most cases (if the behavior is not deemed extreme by PMLC) we will work with the family and child to correct the behavior while implementing our three strike policy.

EMPLOYEE PRACTICES

EMPLOYEE STATUS

Full-time employees have a basic schedule between thirty-five (35) and forty (40) hours per week.

Part-time employees have a basic schedule between ten (10) and thirty-four (34) hours per week.

STAFF SCHEDULES

All staff schedules are posted on the staff bulletin board. Hours of work are subject to change by Director to meet the needs of our families and the Center. Any requests for days off must be given in writing **one week** in advance for approval. Any requests for special days for consideration at the last minute will be honored whenever possible and when coverage is available.

TIME OFF/ABSENTEES

The center cannot operate effectively or efficiently unless its employees can be depended upon to show up for work on a timely and consistent basis. PMLC depends upon each employee, and when one person is absent, a replacement must be hired for the day. Thus, absenteeism has a particularly disruptive effect on both the Center and the children. Employees, who take excessive time off are subject to discipline, up to and including discharge. Employees requesting leave related to any medical condition concerning the employee or family members **will be required to provide a physician's statement** verifying the condition, its beginning and expected ending dates, the need for the employee to be given or to provide care, and the estimated time required. This means a signed doctor's note must be brought on the day the employee returns to work.

Note: Foreseeable absences must be requested at least **7 days** in advance.

- Request for leave should be in advance for foreseeable events (at least 7days) and as soon

as possible for unforeseeable events. Requests for leave must be made in writing. Request will be evaluated based on a number of factors, including anticipated work load requirements, staffing considerations, and hardship to PMLC operations during the proposed period of absence. All requests must be approved. Requests that cannot be accommodated may be denied or deferred. Completing a request form does not guarantee time off.

- Absences due to illness, children's illness, or family emergencies must be called in AT LEAST two hours before employee is scheduled to work. Even sooner if at all possible!
- Car trouble is not considered an emergency. Please arrange for a ride from a friend or family member if the problem arises.
- Employees are required to call the Director, Christen Blythe at **(501)259-4619**. If the Director is **Not** available, then Naomi Watson or Lauren Goode, Site Supervisors, must be contacted: Naomi 501.628.2616 and Lauren 501.286.5590. **Please try all numbers until the phone is answered.** The following are not acceptable and could be cause for immediate termination:
 - ✓ Leaving a message on the answering machine at the Learning Center.
 - ✓ Calling or texting a co-worker.
 - ✓ Texting or leaving a message for the Director without talking to her directly on the phone. It is your responsibility to notify your Director personally **BEFORE** your starting time. State the reason for your lateness and when you expect to arrive at work. Failure to call in personally to report absence or lateness is a violation of Center rules, and the absence or lateness will be considered unauthorized. Calls from friends or relatives on your behalf will not be accepted as an authorized notice of absence or lateness; you may be required to submit evidence verifying the reason for your absence or lateness. Failure to provide the requested substantiation will result in discharge.

Please Note: All absences will be monitored. Excessive absences, or pattern of absences that begin to occur, will be addressed by the Director and could possibly be grounds for termination. It is important to understand that when we are short of staff, it is not only stressful on the other staff members, but affects the children as well.

- Without a doubt, working in a child care environment can sometimes be very stressful. Please let the Director know if a situation arises where time is needed to regroup or even a "*stress free*" day off needs to be taken. PMLC strives to be sensitive to the needs of its employees and will try to make arrangements to accommodate an over stressed staff member. Simply walking out or not returning from break leaves co-workers in a bind, but even more important, the children who are left are the ones who suffer.
- Any employee, who chooses to walk off the job or simply does not return after leaving for break and/or lunch, will be reported to Child Care Licensing for **NEGLECTFUL SUPERVISION**. This action results in the employee not being allowed to work in child care again. Also, the employee's last paycheck will be mailed to the employee on the next pay period and may not be picked up at the Learning Center office. This also applies to employees who simply do not show up for work and does not call or give notice of their decision to quit.
- If any employee plans to terminate employment with PMLC, a **two week** notice in writing is required. If this procedure is followed, the employee's paycheck can be picked up at the Learning Center office.

TIME KEEPING

Accurate recording of time worked is the responsibility of every full time and part time hourly employee. Federal and state laws require PMLC to keep accurate records of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing **assigned** duties.

Employer will determine the hourly schedule for each employee. Employees should be sure to review any schedule changes made by the director. Employees should record the beginning and ending time of all work shifts, and any split shifts or other departure from work for personal reasons.

Note: Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

OVERTIME

Overtime is paid to non-exempt employees for all hours worked in excess of **40 hours** per Monday through Friday work week. Overtime pay is one and one half times your regular hourly rate of pay and must be authorized by Director. It is the Employees responsibility to record time accurately. Any failure to do so may result in a **delay** in payment of wages due.

ORIENTATION

All new employees are oriented to the PMLC policies and procedures. Such an orientation should begin on the first day of employment and continue throughout his/her **first 30 days**. Each staff member will be assigned a mentor to make sure that all procedures are explained and demonstrated. The **90 day** review will evaluate an employee's performance of all expectations explained during orientation. Any staff member may ask the mentor or director for further explanation or clarification of policies at anytime. It is each staff member's responsibility to uphold center expectations at all time.

The orientation program covers all of the following:

- Review of Center policies.
- Training in emergency procedures, including the operation of fire extinguishers.
- First Aid procedures.
- Job responsibilities and any other duties as assigned.
- Training in the recognition of childhood illnesses and infectious disease control, including hand-washing procedures and universal precautions for handling body fluids.
- Schedule of PMLC
- Review of child abuse and neglect laws and reporting procedures.
- The procedure for ensuring that all PMLC employees know the children assigned to their care and their whereabouts at all times.
- Child management techniques.
- The integrity of children with disabilities into the program.
- Confidentiality policies.

TRAINING

- All new staff must be oriented in the requirements in the **Minimum Standards Handbook**, the facility's child care policies, the procedures to follow in handling emergencies and

exits, and the use and location of all fire extinguishers. Emergency Maps and Exits will be displayed throughout the Center.

- All staff must obtain at least **20 clock hours** of training annually, exclusive of CPR and First Aid, selected from the following areas:
 - Child Development
 - Care of Children with Special Needs
 - Adult and Child Health
 - Nutrition and Safety
 - Curriculum-Planning
 - Risk Management
 - Identification and Care of ill Children
 - Recognition of Child Abuse, Neglect and Sexual Abuse and the Responsibility of reporting any incidents
 - Cultural Diversity
 - Professional Development

Note: It is the responsibility of each employee to **pay for any costs** that may result from these trainings (full or part-time).

INTRODUCTORY PERIOD

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. PMLC uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or PMLC may end the employment relationship at will and at any time during or after the introductory period with just cause to be documented and explained in a **written notice** to be signed by both parties.

All new and rehired employees work on an introductory basis for the first ninety (**90**) calendar days after their date of hire. Any significant absence will automatically give PMLC grounds for immediate termination. Significant absence is defined by PMLC as 3 days within the 90 day introductory period. This excludes time off requested before first day of employment.

If PMLC determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a special period.

Upon satisfactory completion of the introductory period, employees enter the established employment classification for their position. At this time, employee must become CPR/First Aid certified at his/her expense. This expense will be reimbursed at employee's one year performance review.

EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within any organization and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Absence without a leave authorized by the Director of PMLC.

- Absences exceeding 10 days in a six month period (January – June and July – December)
- Failure to report to work or from lunch breaks.
- Failure to return from an approved leave without notifying the Director will be considered a resignation without notice.

Note: Such resignation will result in immediate termination, and will render the employee **ineligible** for rehire by PMLC.

- Not following the policies and procedures stated in the employee handbook

Note: After an employee receives three written warnings he/she will be terminated.

OUTSIDE EMPLOYMENT

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with PMLC. **ALL** employees will be judged by the same performance standards and will be subject to PMLC scheduling demands, regardless of any existing outside work requirements.

If PMLC determines that an employee's outside work interferes with performance or the ability to meet the requirements of the center, as they are modified from time to time; the employee may be asked to terminate the outside employment if he or she wishes to remain with PMLC.

Note: Further more you cannot be employed by a competitor, as this will cause a conflict of Interest in your employment at PMLC.

COACHING AND/OR PROGRESSIVE DISCIPLINARY ACTION

You are expected to follow all policies and procedures for smooth operation and safety of the children in your care. However, everyone occasionally make mistakes or needs guidance for optimal performance of teaching duties. When an employee needs guidance, progressive discipline procedures will be followed. Those procedures may include, but may not be restricted to the following:

- Oral coaching or warning, written warning, written improvement plan, administrative leave with or without pay, up to termination. (Nothing in this policy or in the handbook is intended to limit in any way the center's right to terminate at any time, with or without cause and with or without advance notice.)

PERSONAL APPEARANCE

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the image PMLC presents to parents and their children, visitors and guests. Our philosophy is to provide a culture that allows staff to dress in a style which presents a neat, business-like appearance and that promotes confidence and professionalism to the public. We expect you to accept the responsibility of dressing appropriately for your position or situation. With that in mind, the following dress code will be implemented and enforced at all times.

All employees should wear appropriate tops, blue jeans, and comfortable shoes, such as: tennis shoes. **Jewelry** should be conservative. Long chain necklaces or pendants should not be worn as they can present a safety hazard to small children. Earrings should also be small, conservative,

and secure, to prevent children from grabbing and pulling loose. **Shoes** must be neat and in good repair at all times. Tennis shoes or flats are best. Since you are expected to engage the children in activities on the playground the shoes should be appropriate for the situation. Open toe or open heel shoes are not recommended for safety reasons. **Clothing** should be clean and in good repair at all times. You are hired to work with children and being down on the floor frequently is part of the job responsibility. Clothing must be appropriate to engage children in all types of activities throughout the day. Jeans, shorts, or Capri's are allowed: however, they must fit loosely with no holes or lavish accessories. Use a conservative outlook when deciding upon apparel.

Note: Employees who report for work inappropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstances, employees will not be compensated for the time away from work. Consult your Director if you have questions as to what constitutes appropriate dress.

PROFESSIONAL DEMEANOR

Demeanor involves your manner and your non-verbal tone and gestures. At PMLC every teacher must be conscious of their emotional undertone that they are exuding.

Four Characteristics to Maintaining Professional Demeanor:

Pleasant Smile

Gentle Approach

Friendly Greeting/Conversation

Maintaining Professionalism

All employees at PMLC will greet every parent and family with a smile; to let them know that you are truly happy to care for their child.

PERFORMANCE EVALUATION DAILY SUPPORT

Employees are strongly encouraged to discuss job performance and goals with the Director on an informational, day-to-day basis.

COACHING MEETINGS

PMLC will also support all employees with on-going and regular coaching meetings to address any employment issues at which performance concerns may be addressed (on an as needed basis). These may also come in the form of staff meetings after regular work hours have ended. All employees are required to attend all staff meetings when announced.

SIX MONTH REVIEWS

Six month reviews are to be performed **twice a year** to measure individual performance of established objectives and personal growth goals for the coming six months.

INTRODUCTORY PERIOD EVALUATIONS

A formal performance evaluation will be conducted at the end of employee's initial period of hire, known as the introductory period **(90 Days)**.

FORMAL PERFORMANCE EVALUATIONS

Additional formal performance evaluations may be conducted to provide the Directors as well as the employee the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. The Directors will be responsible for coordinating evaluations.

VISITORS

A variety of visitors enter our building each day. All visitors must sign in at the front office. It is important for all employees to present a warm, welcoming, and professional impression at all times.

Staff Guests

ALL personal visitors should be scheduled during the employee's break time and restricted to the cafeteria area until staff member is available. If an employee's child (who is enrolled in another classroom in the Center) wishes to visit the parent, the needs of the parent's classroom take precedent.

PAY ROLL

PAYCHECKS

The pay period is a two week period, Monday through Friday. Paychecks are one week behind each pay period.

Direct deposits are posted the next Friday after the end of the pay period. Paper checks are distributed the following week. We strongly urge all employees to use direct deposit.

*** (Pay dates may be subject to change depending on needs of Daycare) ***

PAY DEDUCTIONS

The law requires that PMLC make certain deductions from every employee's compensation. Among these are applicable federal taxes. PMLC also must deduct Social Security taxes on each employee's earning up to a specified limit that is called the Social Security "Wage Base."

How Does This Works? PMLC matches the amount of Social Security taxes paid by each employee. (If you have questions concerning why deductions were made from your paycheck or how they were calculated, your Director can assist in getting these concerns answered.)

ADMINISTRATIVE PAY CORRECTIONS

PMLC takes all reasonable steps to ensure that employees receive the correct amount of pay in

each paycheck and that employees are paid promptly on the scheduled payday by the end of each individual employee's work day. In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Director so that corrections can be made as quickly as possible.

EMPLOYEE CHECK LOSS POLICY

If an employee loses his/her paycheck, PMLC will put a **stop payment** on that check and will rewrite another check for the same amount minus a **\$25** deduction (to compensate for the \$25 stop payment fee that the bank charges this facility.) It is the employee's responsibility to keep track of his/her paycheck and deposit within a reasonable amount of time.

BENEFITS

CHILDCARE BENEFITS

Full time hourly/salary employees are **eligible** for a **10% discount** off the regular tuition for their first child (which is considered the youngest child) and a 50% discount off the regular tuition for any additional children. Please note that this discount applies only to the employees personal children. Enrollment will be offered as space allows within state ratio and group size.

Note: All staff parents must adhere to the same enrollment and attendance policies that regular customers observe, and the child or children must be the natural/adopted child or children of the employee, or must have legal guardianship to qualify.

FMLA

See Director (Family Medical Leave Act)

PAID TIME OFF

Vacation pay/sick leave is combined and considered paid time off (PTO). PTO is earned after a year of service. Vacations are paid to employees who work a minimum of **35 hours** per week (considered full time) and have a title of lead teacher. After the **first** anniversary date of hire, you earn **1 week (the equivalent of the amount of hours currently scheduled for)**. All vacations must be requested on a leave authorization form and approved by administration. If you choose to use PTO for a scheduled Holiday, you are still required to complete a leave authorization to record your PTO hours used for the year. Paid vacation is lost if not taken by the employee's next anniversary date of hire. Paid vacation is also lost when the employee is terminated or chooses to no longer work for PMLC.

One week (the equivalent of the amount of hours employee is scheduled to work in one week) PTO is paid to management staff after the 90 probationary period and a satisfactory 90 review is completed by the Director. Management will receive an additional week (the equivalent of the amount of hours employee is scheduled to work in one week) PTO on his/her second anniversary date. The same guidelines apply for management that applies staff/hourly employees, see paragraph above.

PAID HOLIDAYS

PMLC grants paid holiday time off to all management employees after the 90 day probationary period for the following holidays: New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday after, Christmas Eve, and Christmas Day.

Note: These Holidays are paid **only** to management employees in management positions.

JURY DUTY

Jury Duty is considered part of your civic duty. PMLC will not be able to pay the difference between your regular pay and jury duty pay due to the Center providing payment to a substitute.

GENERAL POLICIES

USE OF TELEPHONE AND MAIL SYSTEM

Calls for or by you should be conducted either before or after a shift, or on a lunch break. Cell phones are not to be used in the classroom or on the playground. They should only be used on breaks when off the clock. In emergency situations, please advise the Director, and she will be happy to make other arrangements.

Note: This includes **NO** texting/playing games on the cell phone while in the classroom or while children are in your care. Being on a phone while supervising children is considered neglect and can be reported to DHS.

Personal use of telephone for long-distance and toll free calls is **Not** permitted. There will be no personal phone calls while on duty at the Center. PMLC phone is for **business purpose only**. Our children should have your full attention at all times.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

The use of postage paid by PMLC for personal correspondence is **Not** permitted.

Computer and Technology Use, Cell Phones

Information Technology Policy

Employees are provided with Internet access and electronic communications services (which may include, but are not limited to, computers, e-mail, cell phones, iPhones, iPads, PDAs, personal computers and the like) as required for the performance and fulfillment of job responsibilities. All employees are obligated to make effective, safe and responsible use of this technology. This policy applies to all employees, including regular full-time, permanent part-time, temporary, and seasonal employees who are provided access to the technology systems.

Electronic equipment and communications systems provided are considered to be PMLC property and to be used for valid business purposes only. All communications and/or information created, stored, received, sent or otherwise transmitted on or through provided technology, including without limitation the Internet, intranet, email, servers, personal computers, iPads, associated hardware and software, online services and other electronic communications services, are considered PMLC property.

Internet Access, Email, Public Records etc.

Restrictions may apply to access, of all users, to certain unapproved Internet sites and capabilities (ex: YouTube and instant messenger capabilities).

Emails are public records under State Law and are subject to public records requests. Emails must be maintained and may be deleted only according to the public records policy.

Permitted Use

The Internet and electronic communications services are intended for the purposes of conducting PMIC business. Valid business purposes include, but are not limited to:

- Locating, retrieving, collecting and/or disseminating information in connection with business;
- Communicating with other departments and employees, as well as with outside contractors, businesses, individuals or organizations currently or potentially doing business with or assisting with the business of PMLC;
- Conducting research to obtain information and material related to PMLC issues.

Prohibited Use

Internet and electronic communications services should not be used for any prohibited purpose. Prohibited usage may result in the cancellation or loss of privileges. Any non-work related use is defined as a prohibited use. Prohibited usage includes, but is not limited to:

- Conducting personal business activities or seeking personal financial gain.
- Playing games during working hours.
- Bringing actual or potential embarrassment or harm to PMLC.
- Conducting illegal activities or otherwise violating federal, state, or local laws.
- Receiving, transmitting, downloading, viewing, or printing offensive materials of any kind, including any obscene or pornographic materials.

- Receiving, transmitting, downloading, viewing, or printing any materials of a derogatory, inflammatory, discriminatory, harassing, sexually explicit, obscene, offensive, defamatory, violent or threatening in nature, or other material which is inappropriate, including any content regarding an individual's or group's race, national origin, gender, age, marital status, sexual orientation, religion or disability.
- Downloading and/or installing software, games or any files or programs which could potentially change system configuration without the consent of authorized Information Technology personnel.
- Removing and/or copying software, shared files or programs without the consent of authorized Information Technology personnel.
- Any social media use that is unrelated to an employee's duties and responsibilities.
- Use of any streaming or websites that impair system operations.
- Downloading, distributing or printing copyrighted materials, which include articles, software or intellectual property, in violation of the copyright laws.
- Copying programs from PMLC owned systems for personal use or non-PMLC use.
- Spamming email accounts or forwarding chain letters.
- Disclosing confidential information or otherwise violating the privacy rights of PMLC or its employees, citizens or business associates.
- Using the Internet or electronic communications systems of another employee without authorization.
- Vandalizing data of another user, including uploading or creating of computer viruses.
- Purchasing goods, materials, or services via the Internet using a PMLC credit card or other credit means without having proper authorization.
- Violating any state or federal law.
- Other uses as determined by PMLC.

Violations

If it is determined that a user has violated any of the above policy guidelines, the user will be considered to have misused PMLC property and will be subject to disciplinary action, up to and including termination, as well as the loss of electronic communications privileges. If necessary, PMLC will advise appropriate legal authorities of any illegal activities.

Social Media

Child care employees have responsibilities, higher standard of conduct, and image in the public to follow and maintain.

There are many tools available today that enable people to publish and share content on the public Internet. These include social media and networking sites such as Facebook, Twitter, Yelp, YouTube, and foursquare, subscription services such as Angie's List, as well as blogs, blog comments, forum posts, wikis, and other similar sites.

Employees may participate in any of these forms of communication using personal equipment during their personal non-work time. PMLC does not discriminate against employees who use these media for personal interests and affiliations or for other lawful purposes.

However, employees should keep in mind that their postings can affect how the general public perceives PMLC. PMLC has the right to make sure that nobody has made unauthorized use of or discloses confidential information (e.g., personal and protected information about employees and/or families). Employees are cautioned that they should have no expectation of privacy while using the public Internet, even on their own personal time, and even when using their own personal equipment. Employees' public postings on social media and other Internet sites can be viewed by anyone, including PMLC's management.

The following guidelines apply to all use of social media or the public Internet by employees, even when on their own personal time and on their own personal equipment:

- Employees are free to identify themselves as a PMLC employee if they wish. However, they should state that their views are their own, and do not reflect those of PMLC administration.
- Only employees who are specifically authorized by PMLC are permitted to prepare and modify content for PMLC's website, any official blogs, and any of PMLC's official social sites. If an employee is uncertain about whether or not he or she is permitted to post certain content, he or she must discuss the proposed content with his or her supervisor prior to posting.
- If an employee sees a posting on the Internet from a member of the public that speaks adversely about any PMLC operation or service, they should forward the post to their supervisor instead of responding directly to the poster.
- Employees may not claim to speak on behalf of PMLC in an official capacity on the public Internet or in any social networking service unless they have been specifically authorized to do so.
- Employees may not discuss or disclose on the public Internet or in any social networking service any confidential information they obtained through their employment with PMLC.

- Employees may not post or view any content on social media sites or to the public Internet during working time, except as part of the employee's official assigned job duties.
- Employees may not post any threats of violence or any unlawfully harassing or discriminatory content about any of their co-workers, or any person.
- Any employee found to be violating this Policy is subject to immediate disciplinary action, including discharge.
- Be cautious about what you are posting on social media. If you are friends with PMLC parents, your posts are a reflection of PMLC.

Cellular Phone, Electronic Device

This policy outlines the use of personal cell phones/electronic devices at work, the personal use of PMLC cell phones/electronic devices and the safe use of cell phones/electronic devices by employees while driving.

Personal Cellular Phones/Electronic Devices

While working with children employees are expected to refrain from any cell phone/electronic device use.

Excessive personal calls/electronic device use during the work day, regardless of the phone/device used, interfere with employee productivity and distract others. Employees must limit personal calls and electronic device use to non-working time (i.e., authorized breaks and lunch periods) and ensure that friends and family members are aware of PMLC's policy. Flexibility will be provided in circumstances demanding immediate attention or for emergencies.

Where an employee's duties require immediate access to an employee PMLC may issue a pager, cellular phone or a hand-held radio (i.e., a "walkie-talkie") to an employee for work-related communications.

Employees in possession of PMLC equipment are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or any time upon request, the employee may be asked to produce the equipment for return or inspection. Employees unable to present the equipment in good working condition within the time period requested (i.e. 24 hours) may be expected to bear the cost of a replacement.

USE OF EQUIPMENT AND VEHICLE

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance and follow all operating instructions, safety standards and guidelines.

NO SOLICITATION/ NO DISRTRIBUTION

In order to avoid annoyance to our employees and interference with our operations, no employee is permitted to distribute literature or solicit other employees for any purpose on Center premises during working time. The Center premises include all areas where employees perform their assigned work tasks. Working time includes the time during which you are actually scheduled to work, and does not include scheduled rest periods, meal breaks and other specified times when you are not expected to be working.

Non-employees may not solicit for any purpose, or engage in the distribution of literature of any kind while on Center premises.

EMPLOYEE CHILDREN (NOT ENROLLED)

ALL employees should make appropriate advance arrangements for their child(ren) care during their scheduled work hours. Children over age 12, may **Not** stay in any classroom or remain unsupervised at the Center. On planned school vacations, school age children (up to 12 years old) may attend PMLC after school program, for a nominal fee, provided space is available and arrangements have been made with the Director.

MEALS

We do not serve breakfast or snack to employees.

Your own meals are to be eaten in the lounge or in other areas where no children are present. You are to sign out for your lunch break unless otherwise authorized by the manager to work through the break. When the center is serving family style meals, staff is expected to participate by eating with the class during mealtime in order to model appropriate behavior, nutritional choices and manners. You are expected to only eat center food that is offered to all children in your care while in the presence of children. If you bring food from home or order out, please consume such food on your break away from the children. You would not want someone to eat something that smells delicious in your presence and not offer to share the food with you. Always avoid drinking hot beverages around the children to avoid possible burns. Any beverages other than those being offered to children must be consumed from a closed container that you cannot see through and kept away from the children. (Please remember to keep respect for all of the children in your care.)

EMPLOYEE ACKNOWLEDGMENT FORM (Revised March 2016)

I have received and read the PMLC Employee Policy and Procedures Handbook. I expect to be guided by the rules and policies contained therein. I further understand and agree that my employment with PMLC is at will and may be terminated by the Director of the PMLC at any time for any reason or without reason. I understand that nothing in the Personnel Policies and Procedures handbook or in any oral statement or representation by any employee or representative of PMLC shall be deemed to create a contract of employment or any other modification of the at-will employment relationship. I also understand that any or all of the provisions contained in the Employee Policy and Procedures Handbook may be modified, amended, or eliminated by PMLC at any time with or without notice.

Employee Signature

Date

Employee Social Security Number

Center Director Signature

Date