

Purpose:

The All About Kids programs provide quality childcare for children of working parents. We have programs for children from 6 weeks of age to age 12; which offers a fun and safe place for children. Our school age program is full time throughout the summer and then offered before and after school for children in Kindergarten through the 6th grade. The hours of operation are 6AM – 5:30PM.

Handbook Interpretation:

This handbook is intended to provide employees with a general understanding of All About Kids policies.

The policies in this handbook supersede and replace all prior published and unpublished policies. The information in this handbook should be helpful in familiarizing employees with All About Kids policies. However, this handbook cannot anticipate every situation or answer every question about employment. Neither this handbook nor any provision in this handbook, constitute a contract of employment or any other type of contract. All About Kids must demonstrate flexibility in the administration of policies and procedures when such action is deemed necessary. This handbook is therefore subject to change at the sole unilateral discretion of the owners of All About Kids. We hope the contents of these pages will help you adapt to your new surroundings and to the policies which are applicable to you. Knowledge of the policies and practices of All About Kids is very important to your work. Please acquaint yourself with the handbook and keep it handy for reference. Should you have any additional questions, please ask the Owners or Site Director. As the ideals and practices in this handbook are upheld and continued, we will work together with one interest.....CONTINUOUS QUALITY IMPROVEMENT.

Our Values:

TEAMWORK.....Everyone doing their part by putting the greater good of the whole program above personal recognition or gain. We are all part of one team. We recognize the vital importance of working successfully with others and are committed to being a trusted partner with all who join us in pursuing our vision. The team members support the self-esteem of others and take pride in others' successes. Team members hold themselves accountable for their performance. As individual team members improve and grow, we all improve and grow.

TRUST/TRUSTWORTHY....To rely on the character, ability, inner strength, and the trust of the organization and its people. To deserve trust, you must be trustworthy. Shared values and expectations are essential for developing trust. Our leadership team will take the lead in creating an environment which dissolves traditional barriers between work groups and promotes communication and cooperation, leading the systems thinking. This will diminish fear and mistrust among members of our organization.

RESPECT FOR PEOPLE....All people have value and should be treated with dignity, compassion, and respect. Employees want to be proud of their work. Leadership's responsibility is to cultivate an environment that fosters pride and leads to personal and organizational growth. The first step is to empower the employees to improve work processes. We will lean toward improving performance rather than evaluating performance. And we will encourage the employees to join leadership in focusing on long term versus short term goals. We will invest in the future by investing in people through a vigorous program of education, training, and encouraging self-improvement. We know that our greatest resources are our employees. We also understand that learning is a lifelong process.

COMMITMENT TO OUR PARENTS.....A pledge of excellence in service to our parents. We are here to serve our parents. This is the reality born of good intent, excellent skills, an understanding of our parents' needs, and a commitment to continuously improve on the part of all employees. We must listen to our parents' evaluation of how we are meeting their needs as an opportunity to improve our services to them,

rather than viewing their comments as complaints. Generosity and caring are the nutrients that help us grow. Self-serving activities only detract from our growth.

LOYALTY.....Faithful to the organization and its people. We show commitment to our Purpose, Vision, Values, and to our parents by displaying a caring attitude and an interest in all those with whom we come in contact. In order to enlist our parents' allegiance to our organization, we pledge to pursue open communication allowing continuous feedback and to treat our parents in accordance with our values. We seek a long term relationship with each other.

Staff Qualities:

- A sincere and loving attitude toward children. Patience and concern for their wellbeing is a must.
- A dedicated and loyal attitude for your work and your fellow staff members.
- The ability to handle any situation calmly and sensibly and the willingness to help others when the need arises.
- Pride in your work, exemplified by offering the children creative activities while keeping your work area clean, tidy, and attractive at all times.

There are many rewards in working with children, which include sharing their sense of wonder, curiosity, warmth, and spontaneity. Helping them grow intellectually, physically, and emotionally can be a very involving and satisfying experience. Most importantly, the love of the children you care for is the greatest job satisfaction.

Equal Employment Opportunity:

All About Kids shall conduct on a nondiscriminatory and non-segregated basis. In the employment of personnel, the All About Kids Leadership will not discriminate against any employee or applicant for employment because of race, religion, color, gender, national origin, age, or handicapping condition.

Training:

As a staff member of All About Kids professional team, you provide quality care and education to the children we serve. Through an ongoing program of staff training and development, you will grow professionally. In addition to meeting the 15 hours of training each year (for Quality Approved Centers) we encourage additional hours of training for our staff. We stress individual improvement through workshops, conferences, or seminars. Any employee not acquiring the required 15 hours per year by the time of their annual evaluation will not be eligible for an increase in pay and risk continued employment with the program.

Staff Policies and Procedures:

Primary Concern: The care of the children is our first and most important concern. You are considered a professional person working with young children. The love and care you give will reflect greatly upon your school. Children should not be left unattended at any time. Children are to remain in their appropriate age groups and be engaged in appropriately planned activities. Staff may not be engaged in independent activities that do not include children. This includes activities such as card games of solitaire, computer games, gameboys, etc.

Assignment: You will be assigned to a group of children. You will be responsible for keeping your area clean at all times and helping with the picking up in other areas at the Site Director's request.

Work Hours: Your work hours are the same most of the time. You are expected to be flexible and punctual. You may be asked to come to work early or stay late as needed. You may be asked to go to another class. You will also be expected to work around holidays. Staff should use this time to work on lesson plans, get art activities ready, get carts ready, get snack ready, put together supply lists, or other duties as assigned by the Site Director. No program employee shall exceed 40 hours per week. In the event overtime is required, it must be pre-approved by the Owner. The employee must inform the Site Director when they become aware there is a possibility that they may exceed 40 hours during the week. Schedules may be adjusted to prevent overtime.

Dress Code: All employees must convey a professional image at all times; so all female employees are required to wear Scrub Tops. Fridays at this time are considered "Casual Fridays." Any violation of these standards will be cause for dismissal. Each employee is expected to wear clean, neat, and appropriate clothing at all times. Proper care and personal hygiene are also expected.

Unacceptable Attire

- Short Shorts or Daisy Dukes
- Short skirts – Halter or Tube Tops
- T-Shirts with offensive pictures or language -Professional casual attire
- Any type of excessively tight or revealing garments
- Any type of body piercing not on the ears must be removed
- Sweat pants or clothes that sag

Complaints or Grievances: All About Kids provides staff the opportunity to informally voice a complaint. Complaints are first directed to the site director. If an immediate solution is not worked out; a conference will be scheduled within 2 work days with the owner, director and employee in an attempt to work out the problem and seek a solution that will satisfy all parties involved.

If a complaint is with the Director, the employee must first speak with the Director and try to resolve the issue. If the problem is not resolved or if the employee feels that the Director has blatantly ignored the company's policies, policies of the DHS Licensing Rules or actions that might place the center or children at risk then the employee is to bring the matter to the Owner.

Parent Relations:

- Communicating-Staff greet parents warmly each day using the parent's name. Staff members refer parents with problems to the Site Director to handle a problem. Good communication is vital for a successful program.
- Involvement-Parents are encouraged to become involved in the program. Working parents have many resources available to help with special events or projects.

Discipline: Discipline will be individualized and consistent for each child. It shall be appropriate to each child's level of understanding and be directed toward teaching the child acceptable behavior and self-control.

- Physical punishment shall not be administered to children.
- Staff shall not shame, humiliate, frighten, physically or mentally harm children or label children negatively.
- Discipline shall not be associated with food, rest, or illness.
- The length of time a child is placed in time out shall not exceed one minute per year of the child's age.
- The following activities or threats of such activities are inappropriate as disciplinary measures and shall not be used for children; these include, but are not limited to:

- Restraints
- Washing mouth with soap
- Taping or obstructing a child's mouth
- Placing unpleasant or painful tasting substances in mouth, on lips, etc.
- Profane or abusive language
- Isolation without supervision
- Placing child in a dark area
- Inflicting physical pain: hitting, pinching, pulling hair, slapping, kicking, twisting arms, biting, spanking, swatting, etc.
- Forced physical activity, such as running laps, doing push-ups, etc.
- Verbal abuse or a loud voice

It is the philosophy of All About Kids to provide positive discipline to children.

- Redirection: Suggest appropriate behavior.
- A quiet, private talk: Show respect for the child's feelings. Get down to the child's level and give the child our complete attention. Be direct and brief.
- Direct praise: Praise the child that is behaving appropriately. Catch the child being good and comment on that to the child. Avoid always catching the child engaging in inappropriate behavior.
- Indirect praise: Praise a child who is behaving the way you want the rest of the group to behave.
- Role Model: The staff should always be a role model for children. You should role model behavior such as using a whisper voice when you want them to be quieter.
- Logical Consequences: The outcome is a natural consequence of the misbehavior.
- Arrange Contingencies: For acts of physical aggression or other serious offenses, a "time-out" or supervised separation from the group is appropriate. Give forewarning, then follow through in a firm, fair, and friendly manner with the action announced. When the child is calm enough to listen, explain the reason for the time out, what he/she felt, why he/she did it, and how it made the teacher feel. Learn to react positively and consistently to maintain an enjoyable and relaxed learning environment.
- The "Stop and Think" method will be taught to all children. Learning to express emotions verbally and honestly is a normal part of childhood. We can help by modeling appropriate behavior and by teaching an acceptable vocabulary to express anger, annoyance, sadness, etc. We must keep our eyes and ears open to possible discipline problems that can be avoided and we must always listen to what children have to say.

Child Abuse: It is your responsibility to notify the Site Director/Owner if you suspect child abuse with one of your students. You should be aware of constant bruises and marks on a child. You are a mandated reporter for child abuse and you must report suspected child abuse or neglect. There is a criminal penalty for violation of this report law. The Child Abuse hot line number is 1-800-.

Employment of Family Members: Members of the same family will be limited. Special circumstances may be approved by the Owner.

Telephone: We have a strict No Cell Phone Policy that will be enforced. Cell Phones will be allowed for certain circumstances by must be approved with the director PRIOR to use. Numerous personal phone calls will not be permitted. Persons calling will be asked to leave a message. Please remember this is a business phone. Friends and relatives of staff should be asked not to call during working hours unless there

is an emergency. The person answering the phone is to be courteous and polite. You should ask for the name and telephone number and post it on a phone log so that the Site Director or Owner may return calls. Absolutely no cell phones or pagers should be brought into the building during working hours.

Child Custody: Each group must have a current enrollment sheet for each student. It is your responsibility to be familiar with the application of each child. Staff should note who is authorized to pick up each child and the family status. In the event someone who is not authorized to pick up the child comes, the Site Director or Owner will call the parent. You should be aware if there is a custody situation. This and other information about the family is confidential and should not be discussed with others. You are responsible for verifying the identification of a parent or authorized pick up with a state photo ID card or license.

Licensing: All About Kids is licensed by the State of Tennessee and abides by all rules and regulations outlined by the state agencies. Staff members are to follow these rules as dictated by the Director. A copy of the Minimum Licensing Requirements is on file. You will also be trained in these rules and regulations.

Maintenance and Care of Facilities: All employees help with general cleaning tasks. The Site Director will assign specific duties based on need. These may include:

- Bathroom: flushing toilets at the end of the day and pick up any trash
- Vinyl floors: sweep and mop
- Carpeted floors: vacuum
- Cots: clean and disinfect
- Cubbies: clean and organize
- Furniture and walls: keep free of dust, food, glue, sticky-tac, and crayon/marker/pencil marks
- Trash: pick up trash from floors; put trash in dumpster; replace trash can liner
- Disinfect: toys and equipment

Staff is also required to turn off lights and shut the door of the classroom when you leave the room. You are responsible for cleaning up after your group at all times. The areas you use should be left in better condition than what you found them.

Health: Children should not attend All About Kids if they are ill. However, children that become ill and have a temperature of 101 degrees will have a parent called to pick them up. If they do have a temperature, the child should be isolated from the group in an area that can be supervised and provided a cot to rest on. The cot must be sanitized when the child leaves. The Site Director will be in charge of ill or injured children and the dispensing of medication. When dealing with a child vomiting or bleeding from an injury, staff must wear rubber gloves.

Emergency First Aide will be given. If the accident is serious, the Owners, Directors, parents, and doctor should be notified at once. Care should be taken in deciding to move an injured child. For accidents or incidents, a form must be filled out to be signed by the parent. Children who must receive medicine during the hours of All About Kids must have a signed medical form from the parent along with the prescription. This medicine must remain in a locked area at all times. When medication is given to a child, the date, time, dosage, and the staff members' signature are recorded on the medication form. All medication remains in the original container indicating the child's name, type and date of prescribed medication, amount and times of dosage. Over the counter medication may not be given unless it is brought in an unopened container.

Safety:

Emergency Safety of the children and staff is of the utmost importance. Staff members should always be alert for dangerous objects or situations that may arise. Staff members are responsible for the safety of the

children, as well as, themselves while on duty. Staff should be prepared for any emergency, including remaining calm, sensible, and objective during a crisis situation. We will evacuate the building during a fire, bomb scare, or other threat using proper escape routes. We will also be prepared for a tornado or lock-down following the proper procedures. Staff is instructed in the use of fire extinguishers in the event it is necessary to use them.

The procedure for a fire is:

- Children are taken out of the building and far enough away from the building to allow safe access by the fire equipment.
- Staff members take their attendance sheets with them when exiting the building and account for all children.
- Fire drill procedures are practiced once monthly.
- Exit route diagrams and procedures are posted in the classroom. Other emergency procedures are posted also and you should familiarize yourself with them.

Field Trip Safety is of vital importance to the success of All About Kids for any field trip. Staff members must explain safety rules to students, including the need for quiet voices, and loading and unloading procedures. Students must have a permission slip to attend each field trip. The following rules apply when walking or driving for a field trip:

- Attendance is taken by counting children and calling them by name. This is done as children leave or go to get on the van, while on the field trip, and when leaving or loading the van to return to center.
- Staff should post themselves in the front, middle, and back of line in order to view all children.
- Staff should have children who may have potential behavior problems sit next to them or hold their hand if walking.
- Staff should monitor children at all times.
- Students should never be left on a van unattended.
- Staff should check the van before getting off to make sure all children are off the van.
- Staff is responsible for loading and unloading the bus with lunches, water jugs, or coolers or equipment needed for the field trip.
- Staff is to be friendly and courteous to all drivers.

Playground Safety is increased with proper supervision. A playground can be a potentially hazardous place, but with proper supervision, it can be a fun place for children and staff and the chance of injury can be greatly reduced. The following rules are observed by all staff:

- Staff members must know how many children are in their care at all times.
 - Children are counted before going outside. Take out roll sheet.
 - Children are counted while they are outside.
 - Children are counted as they come inside.
- Staff must be posted around the playground area staying alert to what is going on around them.
- Children use equipment as it was meant to be used.
- Children are never sent outside a fence to retrieve a ball, etc.
- Children are not allowed to engage in hazardous play at any time.
- Staff are actively involved with children and supervising any dangerous areas closely, not sitting.
- Children should always be within the sight of staff.
- The number of children and age variation is limited to avoid overcrowding and dangerous situations.
- Children are never left unattended. If a child is injured or sick, the staff member does one of the following:
 - Call for another staff member to assist.

- Send another staff member to get the Director.
- Children may leave with their parents after they have been signed out.
- Staff members give their full attention to the children in their care.

Food: While on duty, or within view of children, teachers are not to eat or drink in front of children except as part of a meal or regular snack activity.

Smoking: Smoking is not permitted in the building or around the children or in their view. All cigarette butt must be disposed of properly.

Reasons for Termination: The safety and well being of the children in our care is our primary responsibility. In order to fulfill these responsibilities, it is necessary for employees to exhibit certain standards of conduct.

Reasons for immediate termination or suspension of employment include, but are not limited to:

- Abuse (physical, sexual, or emotional) or neglect of a child.
- Neglect of duty or inefficiency. Failure to fulfill job description.
- Inappropriately disciplining a child.
- Permitting a child to leave the program with an unauthorized person or anyone under the age of 18.
- Being under the influence or in the possession of illegal drugs or alcohol during working hours.
- Conviction of felonies.
- Engaging in activities that create a public scandal or damages the reputation of Adventure Club or Building Bridges.
- Possession of firearms of any type or knives on school premises.
- Use of the Adventure Club phone to make personal long distance phone calls.
- Insubordination—refusing to accept a job assignment.
- Use of profane language in the presence of children.
- Having knowledge of infractions of Program Policy and not reporting violations to the Site Director, Program Coordinator, or Director.
- Misappropriation, mismanagement, or theft of money/property from Adventure Club/Building Bridges, its employees, or parents. Also, damage to property.
- Unauthorized use of program property.
- Providing false or incomplete information on employment applications or other program forms. Also, falsely reporting sickness.
- Failure to report to work or to notify Site Director or Program Coordinator of absence.
- Continued tardiness or absenteeism.
- Improper or disloyal statements which create dissension among staff members.
- Violation of smoking rule.
- Receipt of third official warning. First-Verbal Warning, Second and Third-Written.
- Any other conduct which, in the opinion of the Director of Early Childhood and its Supervisors, fails to promote the best interests of Adventure Club/Building Bridges and the parents and students it serves.
- Failure to accurately document actual work time utilizing the time clock system on the phone.
- Clocking in/out for another staff member or having someone clock in/out for you.

Adventure Club/Building Bridges values all employees and will do everything possible to ensure their success. The Director will discharge any employee who does not fulfill the duties and obligations of Adventure Club/Building Bridges. This is to ensure that all staff are competent and qualified.

Suspension/Termination: The Director/Owner may terminate an employee at any time provided that notice is given in writing, personally delivered or by letter posted by registered or certified mail to the employee's

residence address and reflected in the employee's personnel file. The written notice shall contain a statement of the reasons for the termination.

Payroll Policies:

Employee Records: All employees have a complete file at the main office. This file complies with the State Regulations and includes:

- Current health certificate. (TB Skin Test--required by the state and renewed annually if transporting or every three years otherwise.)
- Application for employment.
- At least 3 reference checks.
- Background checks for criminal record (every 5 years) and child abuse (every 2 years).
- FBI fingerprint results
- Record of previous of employment information.
- Employee Handbook acknowledgment.
- Training verification.
- Any other forms required by the state.
- Copy of Driver's License and Social Security Card.

Probationary Period: New staff members or employees who accept a different position are on a probationary status for the first 90 days. During this probationary period, attendance and performance is monitored. If, at any time during this period, performance does not meet standards, employment may be terminated. The Director also has the option to extend the probationary period if necessary, depending on the quality of work. After 90 days, an employee may be transferred from probationary to permanent status, which entitles them to sick leave, paid holidays, and insurance benefits. **During the probationary period, staff members are not eligible for any benefits until its completion.**

Phone "Time Clock" System: Federal Wage and Hour law requires staff members who are paid an hourly wage to clock in and out each day as they come and leave work. It is the sole responsibility of the employee to clock in at their scheduled arrival time, during their lunch break and at their scheduled departure from the center. Falsification of time worked can result in immediate termination. Under no circumstances is an employee to be working at the facility off the clock. Employees may not work or be on the clock before or after regular working hours, or on the weekends without approval from your program coordinator.

Snow Days: Employees are expected to report for work on snow days when school is out. We require all staff to come to work unless it is impossible for you to drive in from your home. It is your responsibility to call your Program Coordinator the morning of the snow day to see what your schedule will be. Sick leave cannot be used to cover snow days.

Pay Period and Payroll Checks: Employees are paid on a weekly basis and one check is held. (You get paid on Fridays after 2PM for what you worked the prior week.) Staff members should review their checks upon receipt and notify the Director immediately of any errors. No checks will be given to anyone other than the actual employee unless prior arrangements have been made with the Director in writing. If an employee is terminated or quits their final check will be mailed.

Salary: The salary received for work depends on your qualifications, length of time employed, and your quality of work. Your salary is confidential. In the interest of professionalism, it should not be discussed.

Evaluation: Each employee will receive an informal evaluation after 30 days of employment. At 90 days and yearly, employees will receive a formal written job evaluation of performance of duties based on their job description. If there is a position change, there will be a 90 day probationary period evaluation. These

evaluations will be explained and discussed confidentially. Evaluations provide insight to strengths and areas for improvement, and help to ensure qualified and competent staff.

Pay Raises: Raises will be based on job performance.

Severance Pay: No severance pay will be received by an employee who resigns or is terminated.

Full -Time Employee: An employee working 20 hours or more is considered a full-time employee. An employee working less than 20 hours is considered a part-time employee.

Resignation: An employee who resigns is required to give a dated and signed written resignation. It should give the reason for leaving and date effective. It should be given to the Director two weeks in advance of the effective date. Your final paycheck will be issued on the next regularly scheduled payday by mail. **No sick or personal time will be paid upon the receipt of a written or verbal resignation.**

Benefits:

Paid Holidays: Paid Holidays include New Year's Day, Good Friday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. Only full-time employees are eligible for holiday pay after their probationary period has ended. We will be closed to observe these holidays. You will not be paid for the days the program is closed unless you have personal days or vacation time that you are eligible to use.. You may not use sick time for the days that we are closed. In the event that a holiday falls on a Saturday, we will close the Friday before, and if it falls on a Sunday, we will close the Monday after. You will receive holiday pay (if you are eligible) when we close on Friday or Monday due to a holiday falling on a weekend. **In order to receive holiday pay you are required to work the day before and the day after a holiday unless a request for time off has been approved by your Program Coordinator.** Your holiday pay will be at the discretion of your supervisor if you call in sick the day before or the day after a holiday.

Paid Vacation: Upon being hired, employees will begin accumulating vacation time based on the number of hours you work per week. Depending on whether you work 20, 30 or 40 hours a week determines what your **average monthly vacation** will be. Working 20 hours a week will earn .5 hour per pay period, 30 hours a week will earn .75 hours a pay period and 40 hours per week will earn 1 hour per pay period of vacation time.

Reporting Absence: Young children need a secure and familiar environment in order to learn and feel safe, and staff attendance is a crucial element of classroom consistency. Therefore, we must provide the children with caregivers who strive to be present every day. Staff members will be written up for excessive absences or improper absences. In order to take time off the staff member must:

1. Have the vacation/sick/personal time, as applicable, to cover the absence or prior written approval from the program coordinator.
2. Follow the correct procedure for promptly notifying supervisors of illness or emergency.
3. Give adequate notification and follow the correct procedure for requesting time off for vacation and personal days. Absence must be reported at least 2 hours prior to your scheduled shift by contacting the director. Vacation time must be requested in writing 1 month prior to date used and personal time must be submitted in writing 1 week prior to date off.
4. Complete the appropriate form and submit it for approval.
5. Provide a note of absence from a healthcare provider, if requested, in the event of injury or illness.

If time off is taken without meeting the above mentioned obligations the staff member is at risk for a formal disciplinary write up.

Any absences that violate the criteria listed above will be cause for a verbal warning followed by 2 written warnings; three documented write-ups will result in termination. In the case of extreme hardship or emergency, the written warning can be appealed. The reasons for the appeal are to be submitted in writing to the program coordinator who will present it to an administrative panel. The panel's decision regarding the appeal will be final, and will be based on the following:

1. Nature of the hardship/emergency.
2. Staff member's past history of absence.
3. Degree of effort made by the staff member to properly notify supervisors of the situation and minimize the effects of the absence on the classroom environment.

It is the responsibility of each employee to report absence at least 2 hours prior to your scheduled shift. In the event you know prior to the absence, it is your responsibility to give as much advance notice as possible.

It is our hope that this employee handbook is informative and useful. You should keep it handy for quick reference. We welcome you to the staff All About Kids. We are happy you were selected to join our professional team of dedicated people, working to provide a quality childcare program for the children in the Tri-cities Area. For those of you working with the school age children, we are sure you'll find working here to be a truly rewarding experience; a real '*adventure*' in the lives of children. For those working with the Birth to 5, we are sure you'll find working here to be a truly rewarding experience because we're "building bridges" to a brighter future for the children in our care.