

Creative Care Childcare Centers



"Where Curiosity becomes knowledge"
**PERSONNEL POLICIES AND
PROCEDURES MANUAL**

09/2014

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CREATIVE CARE CHILD CARE CENTERS
EMPLOYEE ACKNOWLEDGMENT

_____, I, _____, an employee at CREATIVE CARE CHILD CARE CENTERS, acknowledge that I have been directed to the CREATIVE CARE CHILD CARE CENTERS’s Personnel Policy Manual located on our website www.creativecarechildcare.com under the Teacher’s Lounge tab. I have been instructed to read the manual and to ask questions about the policies in the manual, if necessary. I understand that it is my responsibility to read the manual. Furthermore, I understand and agree to abide by the policies set forth in the manual.

_____ I have also been directed to the Department of Public Welfare Childcare Regulations located on our website www.creativecarechildcare.com under the Teacher’s Lounge tab. I have been instructed to review policies set forth by DPW and ask for clarification, if necessary. A copy of the DPW regulations is also located in the lobby of each individual center. I understand and agree to abide by the policies set forth in the DPW handbook.

_____ I understand that the policies described in the manual are not conditions of employment and the language does not create a contract between CREATIVE CARE CHILD CARE CENTERS and its employees. CREATIVE CARE CHILD CARE CENTERS reserves the right to alter, amend, or otherwise modify these guidelines, in its sole discretion, without prior notice.

_____ I acknowledge that I have been directed to the CREATIVE CARE CHILDCARE CENTERS Handbook. I acknowledge that I am responsible for adherence to the policies and procedures outlined therein, that it is my responsibility to read through these policies and ask questions, if necessary. I further acknowledge that I agree to abide by and enforce the policies and procedures outlined in the CREATIVE CARE CHILD CARE CENTERS Parent Handbook.

I acknowledge the “At Will” status of my employment.

DATE

EMPLOYEE’S SIGNATURE

EMPLOYEE’S NAME PRINTED

DATE

WITNESS SIGNATURE

WITNESS NAME PRINTED

POSITION

CREATIVE CARE CHILD CARE CENTERS

POLICY: INTRODUCTION

POLICY NO.: 1.0

Welcome to Creative Care Child Care Centers. This manual, while not an implied or express contract, states in general terms the policies governing your actions as an employee of Creative Care Child Care Centers and the benefits of employment with Creative Care Child Care Centers. It is the policy of Creative Care Child Care Centers that all employees are employed at the will of the agency. We place special emphasis at Creative Care Child Care Centers on our employees as individuals and recognize that no manual can cover all situations. It is our hope that everyone will be able to achieve the highest level of performance and job satisfaction possible. Neither this manual, nor any other communication, shall bind Creative Care Child Care Centers to continued employment of any individual employee, or group of employees.

The purpose of this manual is to set forth the personnel and administrative policies relative to the employees of Creative Care Child Care Centers. It also explains benefits which you may receive as an employee. You are encouraged to discuss any questions you may have with your immediate supervisor or with the owner.

This manual will be amended from time to time, as policies change or are added hereto, in accordance with Policy No. 1.2. It is your responsibility to keep your manual updated. Revisions and changes shall be supplied to you and will be available as soon as possible after adoption. New policies or amendments to existing policies will be effective immediately for all employees unless otherwise noted on the policy.

In addition to reading this Personnel Policy Manual employees of Creative Care Child Care Centers are also required to read the Creative Care Child Care Centers Parent Handbook and Department of Public Welfare Child Care Licensing Regulations. Employees will be required to comply with all state licensing requirements and follow and enforce all policies and procedures as outlined in the Creative Care Child Care Centers Parent Handbook. Creative Care Child Care Centers may from time to time require employees to read additional documents/publications which have bearing on their job performance. Employees who fail to read and comply with any and all applicable documents/publications as assigned will be subject to disciplinary action up to and including termination.

As a business in the Commonwealth of Pennsylvania the employer/employee relationship is established "At-will." The "At-will" relationship affords the employee the right to resign for any reason. Likewise, the employer may terminate the relationship at any time, with or without cause and with or without notice. It is further understood that the "At-will" employment relationship may not be altered by any written document or by verbal agreement, unless such alteration is specifically acknowledged in writing and signed by an authorized executive of Creative Care Child Care Centers.

CREATIVE CARE CHILD CARE CENTERS

POLICY: **MISSION STATEMENT**

POLICY NO.: **1.1**

Mission Statement:

We strive to assist the physical, cognitive, social and emotional development of each child. We aim to provide a safe, supportive and nurturing atmosphere where all children are able to express their creativity freely.

Creative Care’s Vision:

Creative Care Childcare provides the highest quality of care by:

- ♥ Obtaining and maintaining the highest level of Keystone STARS and NAEYC accreditation.
- ♥ Assisting the children on their journey through exploration and play by providing both child directed and teacher directed activities.
- ♥ Providing a stimulating and nurturing environment with an equal balance of social, emotional and intellectual support.
- ♥ Offering a variety of enrichment programs including: Computer Kids, Spanish Lessons, Physical Fitness Programs, Music and Movement...etc.
- ♥ Continually assessing our program and making improvements based on the results.
- ♥ Creating a stronger sense of community by collaborating with other childcare centers in the area, building relationships with local businesses and strengthening the relationships with our Stakeholders.
- ♥ Expanding and increasing the number of Creative Care centers throughout Montgomery County.

Creative Care’s Values:

♥ Cognitive Development

“I think every parent, every scientist , every early childhood educator who has looked at a young child sees that curiosity, that wonder and asks themselves, what can we do to keep this alive in a child, to foster it, to fan the flames and not dampen that curiosity” -
Dr. Andrew N. Meltzoff

♥ Caring Environment

“When we are talking about how the environment affects the young children, what we’re really talking about most importantly is the human environment; we’re talking about relationships.”
- Dr. Jack P. Shonkhoff

♥ Continuous Improvement

“Perfection does not exist - you can always do better and you can always grow. “
- Les Brown

POLICY: CLIENT RELATIONS

POLICY NO.: 1.2

Clients are our organization’s most valuable asset. Every employee represents Creative Care Child Care Centers to our clients and to the public. The manner in which we perform our jobs presents an image of our entire organization to our clients and the community at large. Clients judge all of us by how they are treated by each and every employee. Nothing is more important than being respectful, courteous, friendly, helpful, and prompt in the attention given to clients.

Our personal contact with the public, our manners on the telephone and the communications we send to clients are a reflection not only of ourselves, but also of the professionalism of Creative Care Child Care Centers. Positive client relations not only enhance the public’s perception or image of Creative Care Child Care Centers, but also pay off in increased grants and contracts.

As a requirement of your employment it is expected that all employees of Creative Care Child Care Centers will interact respectfully, courteously, and promptly with our clients.

Employees who fail to have appropriate client relations will be subject to disciplinary action, up to and including termination.

POLICY: ADOPTING AND AMENDING POLICIES

POLICY NO.: 1.3

This policy manual has been adopted by the owner of the Creative Care Child Care Centers.

The owner of Creative Care Child Care Centers reserve the right to adopt, amend and delete any policy herein in her sole discretion at any time without notice in the best interest of Creative Care Child Care Centers.

This policy manual will be reviewed at least every 2 years.

Recommendations for change to the policy manual should be directed to the Operations Manager/Director/Owner. Employees making suggestions for changes/additions to this manual are required to submit their suggestion in writing, including their name and position so the administration can discuss the suggestion as needed with the employee. Employee suggestions should be delivered to the Operations Manager/Director/Owner by written notice in the suggestion box.

POLICY: EMPLOYMENT

POLICY NO.: 2.0

Creative Care Child Care Centers strives to employ people who are the best qualified to meet the needs of the agency. Employment shall be on the basis of proven competence or potential ability as indicated by academic achievement, personal attitude, and prior work experience in accordance with the qualifications and essential job functions listed on the job description.

The employment of all persons shall be contingent upon the approval of the owner.

As an employee, "at will" with the ability by law to resign at any time, we hope to provide a work environment which will encourage you to remain with the program. Likewise, the employer may discharge an employee at will with or without cause and without notice at any time. It is further understood that this "at will" employment relationship may not be changed by any written document or by conduct unless such change is specifically acknowledged in writing and signed by an authorized executive of Creative Care Child Care Centers.

POLICY: NON-DISCRIMINATION STATEMENT

POLICY NO.:2.1

Creative Care Child Care Centers is an equal opportunity employer. All employment activities will be conducted in a manner to assure equal opportunity for all and will be based solely on the individual merit and fitness of applicants, candidates and/or employees without regard to race, color, religion, creed, gender, age, national origin, pregnancy, disability or veteran's status.

Further, Creative Care Child Care Centers is an equal opportunity service provider and will provide its services to children and/or their family without regard to the child or family's race, color, creed, religion, gender, age, national origin, pregnancy, disability or veteran's status.

Any employee who acts in a discriminatory manner towards any person will be subject to disciplinary action up to and including termination. This includes overt acts of discrimination through speech, writing or behavior as well as acts of indifference, failure to acknowledge another person and/or failure to act in a professional manner towards another person.

Employees hired for positions where the primary responsibility is direct child care must be 18 years of age in accordance with the regulations established by Department of Public Welfare.

POLICY: RECRUITMENT

POLICY NO.: 2.2

All position vacancies shall be posted in Craig's list and at local colleges for 10 business days prior to listing in the area newspapers or other advertising so current employees may have the opportunity to apply for the position. The position vacancies will also be distributed to the Directors and owners for review.

This policy is not a guarantee that a current Employee (or parent) will be promoted/transferred or hired to fill the vacant position. Creative Care Child Care Centers strives to employ persons who are the best qualified to fill the needs of the agency in accordance with the qualifications and essential job functions listed on the job descriptions.

All applicants must complete an agency application, submit proof of qualifications and complete and/or submit all other paperwork as required by Department of Public Welfare child care licensing regulations. Before any employee begins work in a center they must have their physicals, TB Test, two written references, and clearances (or proof of them being sent in).

All advertisements or postings for job vacancies must be approved by the Operations Manager/Owner prior to distribution by Operations Manager/Director/Owner.

POLICY: INTERVIEW TEAMS

POLICY NO.: 2.3

The Operations Manager/Regional Director will select Candidates for interview from the applications received for the position. Candidates will be interviewed by the immediate supervisor of the position. The supervisor will recommend the candidate to fill the position and submit her or his recommendation to the Center Director/Owner. All hiring is subject to the approval of the Operations Manager/Director/Owner.

Listed below are the interview teams for all positions in the agency. The asterisk (*) indicates the team chairperson who will be responsible for coordinating the team interview. The chairperson will be responsible for meeting with the team prior to the interview(s) in order to discuss the job description, qualifications required, and preparation of the interview script, which will be utilized for interviewing candidates.

POSITION: Teacher
INTERVIEW TEAM

Operations Manager/Regional Director*
Center Director
Working interview with classroom staff

POLICY: EMPLOYEE CLASSIFICATIONS

POLICY NO.2.4

Employees will be notified of the Employee Classifications into which their position fits on the job description and in their Letter of Appointment. For example the Center Director position may be classified as: Full-Time, Full-Year, Exempt, Administrative Employee.

Creative Care Child Care Centers reserves the right, in its sole discretion to change an employee classification at any time without prior notice.

1. **Full-Time Employee:** A person who is regularly scheduled for at least 35 hours per week.
2. **Part-Time Employee:** A person who is regularly scheduled for less than 35 hours per week.

3. **Full-Year Employee:** A person who is employed basis for 52 weeks per year.
4. **Part-Year Employee:** A person who is employed for less than 52 weeks per year.
5. **Long-Term Substitute:** A person employed for a temporary period exceeding 2 weeks and for a specific purpose. Long-Term substitutes will not be eligible for benefits.
6. **Short-Term Substitute:** A person employed for a daily and/or weekly period to fill a vacancy created by the absence of an Employee. Short-Term substitutes will not be eligible for benefits.
7. **Exempt:** Employees not eligible to receive overtime pay. Their salary covers all hours worked. Exempt employees are paid to perform a job regardless of the number of hours required to accomplish all aspects of the job as outlined in the job description.
8. **Non-Exempt:** Hourly and salaried employees eligible to receive overtime pay pursuant to Fair Labor Standards Act. Non-exempt employees are paid for the hours worked to complete their job as outlined in the job description.
9. **Classroom/Direct Care Staff:** This includes positions where the employee’s primary duties involve direct care and supervision of children. Positions include: Teacher, Assistant Teacher, Aide, Floater, Substitute, Etc.
10. **Administrative Staff:** This includes positions where the employee’s primary duties involve supervision of employees, program/curriculum, financial and managerial responsibilities. Positions include: Center Director, Finance Director, Assistant Director, Operations Manager, Owner, ETC...
11. **Facilities Staff:** This included positions where the employee’s primary duties involve maintenance of facilities, preparation of food, janitorial and/or transportation. Positions Include: Cooke/Chef, Bus Driver, Maintenance Person Etc...

POLICY: ASSIGNMENT

POLICY NO.:2.5

Employees will be assigned to a position for which they are qualified, based on the needs of the agency in an effort to provide services of the highest quality and efficiency, and to maintain compliance with Department of Public Welfare. Creative Care Child Care Centers will make Employee Assignments in its sole discretion. An employee’s assignment includes, position, pay, scheduled hours and location.

Creative Care Child Care Centers reserves the right to change an employee’s assignment at any time to continue to meet the needs of the agency and to maintain compliance with Department of Public Welfare. Employees will be required to work overtime or alternate schedules as assigned by a Supervisor, Director, Executive Director and/or Owner. Employees will be given as much notice as possible when changes to their normal work schedule are made. Employees who refuse re-assignment will be subject to disciplinary action up to and including termination

POLICY: PROVISIONAL PERIOD

POLICY NO.:2.6

Provisional Employee: An employee will be provisional for up to 90 calendar days of employment when initially hired or placed in a new position. During the Provisional Period, Creative Care Child Care Centers will evaluate the provisional employee's performance to determine if she or he meets the standards set by Creative Care Child Care Centers as outlined by the job description and the Personnel Policy Manual as well as child care licensing standards.

Provisional employees shall not be eligible to use paid sick leave, vacation, personal, or any other form of paid absence including designated holidays.

The provisional period may be extended up to additional 90 days, by approval of the center director and only where it is deemed necessary and appropriate. In all cases of requests to extend an employee's provisional period, the supervisor must submit a performance appraisal and the reason for extension and the length of extension that is recommended. Requests for extension cannot be submitted after the provisional period concludes.

Upon successful completion of the provisional period, the supervisor will recommend retention of the employee to the owner. The recommendation must be accompanied by a completed final provisional performance appraisal. Upon approval by the owner, the employee will attain regular employment status and thereby will be deemed eligible for those benefits provided to regular employees of the same classification.

Should the provisional employee not be recommended for regular status, the employee will be terminated no later than the last day of the provisional period or any extension thereof.

Employment may be terminated at any time during the provisional period with or without cause.

All employment documentation required must be provided by the employee prior to acquiring regular employment status.

POLICY: NEPOTISM

POLICY NO.:2.7

For the purpose of this policy, immediate family shall include any of the following persons:

- | | | | |
|---|---------------|-----------------|-------------|
| Husband | Mother-in-Law | Niece | Wife |
| Father-in-Law | Nephew | Mother | Son-in-Law |
| Brother-in-Law | Father | Daughter-in-Law | Grandson |
| Sister-in-Law | Sister | Step-Child | Grandmother |
| Brother | Step-Parent | Grandfather | Daughter |
| Aunt | Granddaughter | Son | Uncle |
| Any person residing in the employee's immediate household | | | |

Family members of current employees may be a valuable source of qualified applicants; however, members of the same family will not be permitted to work in the same center.

No person shall hold a position while she or he or a member of her or his immediate family serves on a board or a committee of the agency if that board or committee has authority to order personnel actions affecting her or his position.

No person shall hold a position over which a member of her or his immediate family exercises supervisory authority.

POLICY: TRANSFER

POLICY NO.: 2.8

Voluntary Transfer:

Written request from employees for transfer within their job classification or assignment may be considered by the Agency. Written requests should be submitted to owner and must include the position to which the employee would like to be transferred, the reason for the request, and perceived benefits to the agency. Creative Care Child Care Centers will evaluate the employee’s request based upon the needs of the agency. The decision to approve an employee’s transfer request is at the sole discretion of Creative Care Child Care Centers.

Employees may apply for any vacant position within Creative Care Child Care Centers for which they are qualified in accordance with Assignment and will receive the same consideration as any applicant for the position.

Involuntary Transfer:

As agency needs vary, Creative Care Child Care Centers reserves the right to change an employee's assignment in its sole discretion. Changes to an employee’s assignment may include changes to one or more of the following: position, pay, scheduled hours, and/or location.

Employees who refuse a transfer will be subject to disciplinary action up to and including termination.

POLICY: ACTING APPOINTMENT

POLICY NO.:2.9

The Agency may appoint an employee to fill a position on a temporary basis.

The employee may receive a salary adjustment during the acting appointment to compensate for additional duties and responsibilities as determined by the owner on a case by case basis.

The employee will automatically return to her or his previous position and salary when the acting appointment is completed.

Employees who refuse an acting appointment may be subject to disciplinary action up to and including termination.

POLICY: RESIGNATION

POLICY NO.:2.10

Employees are required to give two (2) weeks’ notice of the intent to terminate employment. Notice must be given in writing to center director. Employees may not be absent from work for any reason during the notice period.

Employees who give the required notice, return all agency property in their possession, are not absent from work during the notice period and participate constructively in the exit interview will be entitled to payment of accumulated vacation and personal leave time. Employees who fail to meet the above requirements will

forfeit payment of any accrued leave time and will be considered ineligible for re-hire.

Employees who are terminated are not eligible for payment of accumulated vacation and personal leave.

Employees who resign or are terminated may be responsible for re-payment of medical benefits premium.

POLICY: FORMER EMPLOYEES

POLICY NO.:2.11

Former employees are not permitted on Creative Care Child Care Centers property without prior permission from owner. Former employees who wish to visit, volunteer and/or attend an agency function must contact the center director in writing, via email or via telephone to ask permission. Granting permission is in the sole discretion of the owner and will be based upon the best interest of the agency.

Current Employees may not discuss any matters related to Creative Care Child Care Centers with a former employee. Any inquiries made by a former employee to a current employee should be directed to center director.

Former employees should also be aware that professional codes of conduct and confidentiality still apply even after employment is terminated. Creative Care Child Care Centers will seek to hold former employees accountable for any violation of client and or staff's rights of privacy. Further, Creative Care Child Care Centers will pursue all legal remedies available for actions which slander, defame and or impugn the business reputation of the agency.

Former employees will only be eligible for re-hire if they meet the following criteria:

1. Gave appropriate notice prior to leaving employment (This may be waived in cases of emergency medical circumstances that make giving notice impossible)
2. Returned all agency property prior to leaving employment
3. Constructively participated in an Exit Interview prior to leaving employment
4. Presented no issues following separation of employment, i.e....maintained professional codes of conduct, maintained confidentiality according to agency's confidentiality policy

Former employees seeking re-hire must personally contact the Operations Manager in writing, by email and/or by telephone to inquire as to their eligibility for re-hire prior to submitting an application.

POLICY: KEYSTONE STARS

POLICY NO.:2.12

All of our centers are enrolled in the Keystone Stars program. This means that we meet all of the quality measures necessary to stay in the program. Employees must meet and maintain all necessary trainings, classroom measures and educational requirements for our centers to stay enrolled in the program. The benefit to staff is that all staff maintaining the stars requirements will get an education retention bonus and we get yearly grants to buy classroom equipment. Employees are also eligible for the tuition reimbursement voucher through Pa Keys. Your director will go over with you what your requirements and benefits are.

POLICY: PAY SCALES

POLICY NO.:2.13

Creative Care Child Care pays its employees based on their Career Lattice level assigned by Keystone Stars along with years of experience in a childcare setting.

Rate differential for CDL license/bus driving hours

POLICY: CAREER LATTICE

POLICY NO.:2.14

INTRODUCTION:

The Pennsylvania Keys to Quality Early Learning Career Lattice is a guide to the education levels required for many different positions in the Early Care and Education field. The Career Lattice encourages practitioners to attain credentials and degrees and to plan their educational pathway according to the position that they are interested in attaining.

When viewing the lattice, the education levels can be found on the left side, beginning with Level I as the entry point and ending with Level VIII as the highest category of credentials. A sampling of corresponding positions is listed to the right of these categories. Positions are separated by a line to specify the typical minimum qualifications for that position. The line, however, is broken to indicate to practitioners that their position does not limit them to the corresponding lattice level. As indicated by the double-sided arrow, the lattice can be read from lattice level to corresponding positions (left to right) or from positions to lattice level (right to left). Also, the lattice indicates positions in other sectors of the field for which a practitioner may qualify.

LEVEL I: This is an entry level and starting point for practitioners in the field such as Family Day Care Providers, Child or School Age Care Aides and Assistant Teachers, or Aides for Early Head Start and Head Start. The 15 hours Orientation Training can vary across programs. The content of the Orientation Training as well as the requirements for completion will vary from sector to sector. Regardless of educational level, all practitioners who are new to the field and have not previously worked directly with children should have the opportunity to participate in orientation training.

LEVEL II: This level lists the minimum amount of training for practitioners such as Assistant Teachers and Assistant Group Supervisors within Child or School Age Care. The 45 hours of training includes the minimum 15 hours of Orientation Training. The additional 30 hours of training may be workshop, seminar, or college credit based experiences.

LEVEL III: Practitioners who have met the minimum requirement to serve as Assistant Teachers and Assistant Group Supervisors working in Child or School Age Care and Teachers and Home Visitors within Early Head Start and Head Start may be found at this level. Acceptable certificates or diplomas can vary based on position. Some examples of the required credentials are a Child Development Associate (CDA) or

Specialized Certificates or Diplomas in Early Childhood Education or Child Development, which range from nine to eighteen credits.

LEVEL IV: Assistant Teachers or Group Supervisors in Child or School Age Care programs, as well as Assistant Teachers or Para-Professionals working in Public Schools are some of the individuals that may be found at this level. These are practitioners who have earned 30 college credits including 12 ECE specific credits* that may articulate into a degree.

LEVEL V: The practitioners who have met the minimum requirements to be a Director, Lead Teacher, or Group Supervisor for a Child or School Age Care program or Assistant Teachers in Private Academic Schools may be at this lattice level. These are individuals who have already earned an Associate's (AA) or Associate of Applied Science (AAS) degree that includes 18 ECE specific credits.*

LEVEL VI: Directors, Lead Teachers, or Group Supervisors in Child or School Age Care programs; Directors, Coordinators, and Teachers in Early Head Start or Head Start; various positions within Early Intervention; Public School Teachers; Teachers, Administrators, and Directors for Private Academic Schools; and Technical Assistance (TA), Consultants, Mentors, and Trainers may be found at this level. They are practitioners who have earned a Bachelor's (BA/BS) degree including 30 ECE specific credits.*

LEVEL VII: This level incorporates all the positions listed in VI and is also the minimum criteria established for faculty in Higher Education. This group of practitioners has achieved a Master's (MA) degree including 30 ECE specific credits.*

LEVEL VIII: This is the highest level of the lattice. Any practitioner who has chosen to obtain a Doctorate (Ph.D or Ed.D) degree has attained additional knowledge beyond the minimum requirements for positions listed in the lattice. The education achieved by these practitioners includes 30 ECE specific credits.*

POLICY: BENEFITS

POLICY NO.:2.15

Benefits are provided to employees who work a minimum of 35 hours per week after completion of 90 day provisional period.

FULL TIME EMPLOYEE BENEFITS

- ✓ Keystone Stars Retention and Merit Bonus
- ✓ 401K plus company match
- ✓ Medical Insurance Plan – Aetna is available to employees at a reduced cost. Individual and Family Plans are available. Premiums are deducted (pre-tax) through payroll.
- ✓ Dental Insurance Plan- Aetna is available to employees at a reduced cost. Individual and Family Plans are available. Premiums are deducted (pre-tax) through payroll.
- ✓ Supplemental Insurance offered through AFLAC including short-term disability, accident, sickness and disability insurance.
- ✓ Personal Time off- 10 days of paid vacation time accrued per year.
- ✓ Holiday Time- 10 annual paid holidays
- ✓ Paid Trainings including CPR and First Aid
- ✓ Two in-service days to obtain required training hours completed.

AIDE/SUBSTITUTE**Job Summary:**

To assist the Assistant Group Supervisor and Group Supervisor in planning, implementing, and maintaining a safe, nurturing, and stimulating environment in accordance with the Child Care Center's philosophy. Maintain and operate the Child Care Center in compliance with state regulations regarding the physical safety and well-being of the children who use the child care center.

Reports To: Director, Assistant Director, Group Supervisor, Assistant Group Supervisor

Must have

- Criminal Background Check, FBI Fingerprinting and History Clearance
- Current TB test or Health Screening - required
- CPR/First Aid certification – preferred
- Two written references
- High School Diploma
- Experience with children

Education: At least a high school diploma or a general educational development certification and 2 years' experience with children.

Specific Job Functions**Relationship to the Group Supervisor, Assistant Group Supervisor and Director**

- Assists with the Assistant and Group Supervisor to carry out the daily schedule.
- May help the Assistant and Group Supervisor with observations and assessments.
- Reports any unusual situation to the Group Supervisor or Director.
- Attend staff meetings and training as required for licensing.

Relationship to Children

- Greets parents and children in a friendly professional manner.
- Maintains confidentiality regarding children and their families.
- Meets the children's needs in all areas: physical, emotional, social, and intellectual.
- In coordination with the Group Supervisor, assists in planning a developmentally age appropriate program.
- Initiates and participates in children's activities.
- Keeps alert to the total group even when working with a part of the class.
- Disciplines children in a positive manner. Corporal punishment is forbidden as is threatening and shaming children.
- Provides positive, frequent adult-child interaction throughout the day.
- Understands the rules and policies of the center in order to function with children and parents.

Special Skills

- Ensures that the classroom is maintained in a clean, safe, and orderly manner.
- Builds team relationships in the classroom and throughout the center according to the center's philosophy.

- Attends staff meetings and training sessions as required of the center and state regulations.
- Reports to the Director prior to contacting parent of a sick child, speaking with parent of a behavioral or developmental concern of a child, rearrangements of work schedules and taking time off.
- May require prolonged sitting in small chairs and on the floor, bending, prolonged standing, kneeling, lifting and carrying children (up to 50 lbs.) walking, running, and moving furniture.
- Is able to distinguish colors.
- Speaks fluent English.
- Initiates and participates in children's activities.
- Provides frequent, positive adult-child interaction throughout the day.
- Keeps alert to the total group even when working with only a part of it.
- Threatening children is forbidden.
- Reports any unusual situations to the Director, Assistant Director or Group Supervisor.
- Performs other tasks assigned by the Director for the smooth operation of the child care center.

Training

All staff are required to have the following training:

- Emergency/Fire Safety Training
- Pediatric First Aid
- CPR
- New Staff Orientation Series

Other Training Includes:

- Administering Medication
- Child Abuse and Neglect
- Observations and Assessments
- Other trainings that are discussed with the Director in conjunction with a training plan.

ASSISTANT GROUP SUPERVISOR

Job Summary:

To assist the Group Supervisor in planning, implementing, and maintaining a safe, nurturing, and stimulating environment in accordance with the Child Care Center's philosophy. Maintain and operate the Child Care Center in compliance with state regulations regarding the physical safety and well-being of the children who use the child care center.

Reports To: Director, Assistant Director, or Group Supervisor

Supervises (In the Absences of the Director): Aides

Education:

- A high school diploma or general educational development certification; 30 credit hours in early childhood education, child development, special education, elementary education, or the human services field; or

- A high school diploma or a general educational development certification, 15 credit hours in early childhood education, child development, special education, elementary education, or the human services field from an accredited college or university and 1 year experience with children; or
- A high school diploma or a general educational development certification and 2 years experience with children.

Specific Job Functions

Relationship to the Group Supervisor and Director

- Works with the Group Supervisor to carry out the daily schedule.
- Helps the Group Supervisor plan the curriculum.
- Helps the Group Supervisor with observations and assessments.
- In the absence of the Group Supervisor will supervise the class.
- Reports any unusual situation to the Group Supervisor or Director.
- Attend staff meetings and training as required for licensing.

Relationship to Children

- Greets parents and children in a friendly professional manner.
- Maintains confidentiality regarding children and their families.
- Meets the children's needs in all areas: physical, emotional, social, and intellectual.
- In coordination with the Group Supervisor, assists in planning a developmentally age appropriate program.
- Ensures the daily lesson plans are carried out in a smooth, unregimented manner.
- Initiates and participates in children's activities.
- Keeps alert to the total group even when working with a part of the class.
- Disciplines children in a positive manner. Corporal punishment is forbidden as is threatening and shaming children.
- Provides positive, frequent adult-child interaction throughout the day.
- Understands the rules and policies of the center in order to function with children and parents.

Special Skills

- Ensures that the classroom is maintained in a clean, safe, and orderly manner.
- Builds team relationships in the classroom and throughout the center according to the center's philosophy.
- Attends staff meetings and training sessions as required of the center and state regulations.
- Reports to the Director prior to contacting parent of a sick child, speaking with parent of a behavioral or developmental concern of a child, rearrangements of work schedules and taking time off.
- May require prolonged sitting in small chairs and on the floor, bending, prolonged standing, kneeling, lifting and carrying children (up to 50 lbs.) walking, running, and moving furniture.
- Ensures daily lesson plans are carried out in a smooth, unregimented manner.
- Is able to distinguish colors.
- Speaks fluent English.
- Initiates and participates in children's activities.
- Provides frequent, positive adult-child interaction throughout the day.
- Keeps alert to the total group even when working with only a part of it.
- Threatening children is forbidden.
- Reports any unusual situations to the Director, Assistant Director or Group Supervisor.
- Performs other tasks assigned by the Director for the smooth operation of the child care center.

Training

All staff are required to have the following training:

- Emergency/Fire Safety Training
- Pediatric First Aid
- CPR
- New Staff Orientation Series

Other Training Includes:

- Administering Medication
- Child Abuse and Neglect
- Observations and Assessments
- Other trainings that are discussed with the Director in conjunction with a training plan.

GROUP SUPERVISOR

Job Summary:

Plans and implements the daily program activities of the child care center. Coordinates and supervises the daily activities of teachers, assistants, aides and volunteers. Maintains and operates the child care center in compliance with state regulations regarding the physical safety and well-being of the children who attend the child care center.

Reports To: Director

Supervises (In the Absence of the Director): Assistant Group Supervisors and Aides

Education:

- Completion of an undergraduate program at an accredited college or university with a bachelor's degree in Early Childhood Education, Child Development, Special Education, Elementary Education or Human Services field: or
- A bachelor's degree from an accredited college or university including 30 credit hours in Early Childhood Education, Child Development, Special Education, Elementary Education or Human Services field, and one year of experience with children: or
- An associate's degree from an accredited college or university in Early Childhood Education, Elementary Education or Human Services field, and two years' experience with children.
- An associate's degree from an accredited college or university, including 30 credit hours in Early Childhood Education, Child Development, Special Education, Elementary Education, or the Human Services field, and 3 years' experience with children.

Specific Job Functions

Relationship to the Director

- In the absence of the Director supervises all teacher, assistants, and aides for the child care center.
- Maintains (in conjunction with the Director) all reports necessary for proper administration of the child care center.

- Carries out the center's policies and procedures as developed for the proper control and operation of the Child Care Center.
- In conjunction with the Director, evaluates the child care program periodically as directed by Rebecca Holland.

Parents, Public, and Church relations

- Maintains communications between the child care center, church, community, and parents.
- Promotes center's philosophy to current and prospective parents, community, church members and with fellow staff.
- Maintains confidentiality.
- Meets with parents as necessary to communicate child care policies, special projects, activities and child's growth and development.
- Maintains and projects a positive atmosphere.
- Promotes and participates in center projects that benefit the community.

General Duties

- Assists in the planning and implementation of the daily activities under the guidance of the Director.
- Is aware of and applies current day care regulations.
- Maintains proper inventory of supplies and reports maintenance concerns.
- Provides information to prospective parents and their children.
- Supervises assistant teacher assigned to room.
- Assists the Director in providing for on-going staff development through informal interaction with staff, staff meetings; in-service training, and providing information on continuing education opportunities.

Classroom Duties

- Greet children and parents in a professional, friendly manner.
- Maintains confidentiality in regards to children and their families.
- Plans an age and developmentally appropriate program in accordance with the child care center's philosophy with the Director.
- Maintains all required reports as required by the Director.
- Reports all pertinent information regarding children, families to the Director.
- Is able to read and speak clearly the English language.
- Ensures that the classroom is maintained in a clean, safe, and orderly manner.
- Builds team relationships in the classroom and throughout the center.
- Attends staff meeting and training sessions as required of the center and state regulations.
- Reports to the Director prior to: contacting parent of a sick child, speaking with parents of a behavioral or developmental concern of a child, rearrangements of work schedules, and taking time off.
- May require prolonged sitting in small chairs and on the floor, bending, prolonged standing, kneeling, lifting and carrying children (up to 50 lbs.), walking running, and moving furniture.
- Ensures daily lesson plans are carried out in a smooth, unregimented manner.
- Is able to distinguish colors.
- Initiates and participates in children's activities.
- Provides frequent, positive adult-child interaction throughout the day.
- Keeps alert to the total group even when working with only a part of it.
- Disciplines children in a positive manner. Corporal punishment, shaming, and threatening children is

forbidden.

- Reports any unusual situations to the Director.
- Performs other tasks assigned by the Director for the smooth operation of the child care center.

Training

All staff are required to have the following training:

- Emergency/Fire Safety Training
- Pediatric First Aid
- CPR
- New Staff Orientation Series

Other Training Includes:

- Administering Medication
- Child Abuse and Neglect
- Observations and Assessments
- Other trainings that are discussed with the Director in conjunction with a training plan.

ASSISTANT DIRECTOR/GROUP SUPERVISOR

Job Summary:

Plans and implements the daily program activities of the Day Care Center. Coordinates and supervises the daily activities of teachers, assistants, aides and volunteers. Maintains and operates the Day Care Center in compliance with state regulations regarding the physical safety and well-being of the children who attend the Day Care Center.

Reports To: Director

Supervises (In the Absence of the Director): Teachers, Assistants and Aides

Education:

- Completion of an undergraduate program at an accredited college or university with a bachelor's degree in Early Childhood Education, Child Development, Special Education, Elementary Education or Human Services field: or
- A bachelor's degree from an accredited college or university including 30 credit hours in Early Childhood Education, Child Development, Special Education, Elementary Education or Human Services field, and one year of experience with children: or
- An associate degree from an accredited college or university in Early Childhood Education, Elementary Education or Human Services field, and two years' experience with children.
- An associate's degree from an accredited college or university, including 30 credit hours in Early Childhood Education, Child Development, Special Education, Elementary Education, or the Human Services field, and 3 years' experience with children.

Specific Job Functions

Relationship to the Director

- In the absence of the Director supervises all teacher, assistants, and aides for the Day Care Center.
- Maintains (in conjunction with the Director) all reports necessary for proper administration of the Day Care Center.

- Carries out the center's policies and procedures as developed for the proper control and operation of the Day Care Center.
- In conjunction with the Director, evaluates the program periodically as directed by Rebecca Holland.

Parents, Public, and relations

- Maintains communications between the Day Care Center, community, and parents.
- Communications with parents regarding children's growth and development.
- Maintains confidentiality.
- Meets with parents as necessary to communicate Day Care policies, special projects, and activities.
- Maintains and projects a positive atmosphere.

Administrative Duties

- Assists in the planning and implementation of the daily activities under the guidance of the Director.
- Is aware of and applies current Day Care regulations.
- Maintains proper inventory and orders equipment and supplies as necessary.
- Assists the Director in the collection of tuition and other fees.
- Provides information to prospective parents and their children.

General Duties

- Assists the Director in recruiting, screening, and hiring of staff to maintain adequate coverage for the Day Care Center.
- Assists orienting and training new staff.
- In conjunction with the Director and in the Director's absence, determines staffs work schedules, assignments, and delegates responsibilities.
- Assists the Director in the evaluation of the staff.
- Assists the Director in providing for on-going staff development through informal interaction with staff, staff meetings, in-service training, and providing information on continuing education opportunities.

Classroom Duties

- Greet children and parents in a professional, friendly manner.
- Maintains confidentiality in regards to children and their families.
- Plans an age and developmentally appropriate program in accordance with the Day Care Center's philosophy with the Director.
- Maintains all required reports as required by the Director.
- Reports all pertinent information regarding children, families to the Director.
- Is able to read and speak clearly the English language.
- Ensures that the classroom is maintained in a clean, safe, and orderly manner.
- Builds team relationships in the classroom and throughout the center.
- Attends staff meeting and training sessions as required of the center and state regulations.
- Reports to the Director prior to: contacting parent of a sick child, speaking with parents of a behavioral or developmental concern of a child, rearrangements of work schedules, and taking time off.
- May require prolong sitting in small chairs and on the floor, bending, prolong standing, kneeling, lifting and carrying children (up to 50 lbs.), walking running, and moving furniture.
- Ensures daily lesson plans are carried out in a smooth, unregimented manner.
- Is able to distinguish colors.

- Initiates and participates in children's activities.
- Provides frequent, positive adult-child interaction throughout the day.
- Keeps alert to the total group even when working with only a part of it.
- Disciplines children in a positive manner. Corporal punishment, shaming, and threatening children is forbidden.
- Reports any unusual situations to the Director.
- Performs other tasks assigned by the Director for the smooth operation of the Day Care Center.

Training

All staff is required to have the following training:

- Emergency/Fire Safety Training
- Pediatric First Aid
- CPR
- New Staff Orientation Series

Other Training Includes:

- Administering Medication
- Child Abuse and Neglect
- Observations and Assessments
- Other trainings that are discussed with the Director in conjunction with a training plan.

DIRECTOR

Job Summary:

Directs, administrates, plans, coordinates and supervises all activities and programs of the child care center. Maintains and operates the Child Care Center in compliance with state regulations regarding the physical safety and well-being of the children who use the child care center.

Reports To:

Rebecca Holland

Supervises:

Assistant Director

Teachers

Assistants

Volunteers

Education:

- ◆ Master's Degree from an accredited college or university in early childhood education, child development, special education, elementary education or human services or;
- ◆ Bachelor's Degree from an accredited college or university in early childhood education, child development, special education, elementary education or human services and one year's work experience related to the care and development of children, or;

- ◆ A bachelor's degree from an accredited college or university including 30 credit hours in early childhood education, child development, special education, elementary education or the human services field and 2 years of experience.

Specific Job Functions:

Relationship to the Board

- ◆ Serve on the board and attend all board meetings.
- ◆ Submit timely reports to the board as necessary to keep the board and the church informed on what is occurring at the child care center.
- ◆ Carry out policies and procedures as developed for the operation for the center
- ◆ Evaluate the child care center periodically as directed by Rebecca Holland.

Community Relationships

- ◆ Maintains and projects a positive atmosphere.
- ◆ Welcomes visitors to the center.
- ◆ Maintains communications between the child care center, church and community.
- ◆ Is available to community groups for public events that pertain to early childhood education and family life.
- ◆ Attends and participates in professional conferences, workshops and other educational events.
- ◆ Arranges for events sponsored by the center as a service to the community.
- ◆ Supports legislation that promotes quality child care.

Administrative Duties

- ◆ Ensures the philosophy of the center is maintained in staffing, curriculum and physical environment.
- ◆ In conjunction with the Rebecca Holland, plans an annual budget for the child care center and operates the center within the proposed budget.
- ◆ Keeps updated on current child care regulations and applies them to the center.
- ◆ Interviews and selects staff.
- ◆ Schedules and does annual performance evaluations on the staff.
- ◆ Arranges staff's work schedules in accordance with the needs of the center to maintain staff to child ratios
- ◆ Keeps staff and children's files current as specified in DPW regulations.
- ◆ Meets with prospective parents and enrolls children in the center.
- ◆ Informs parents of policies, procedures, special events, etc. by way of written notices, parents handbook and verbally.
- ◆ Collects tuition and reviews tuition records of payment.
- ◆ Orders supplies and equipment.
- ◆ Ensures all staff receives mandatory training.
- ◆ Keeps records of staff training.
- ◆ Ensure that the center conforms to health, safety and licensing regulations
- ◆ Responsible for updating personnel policies, staff and parent handbooks, job description.
- ◆ Arranges for cleaning of the center.

Parents and Children

- ◆ Projects a positive image
- ◆ Provides a safe and nurturing environment for children
- ◆ Builds a trusting relationship between center and families.
- ◆ Communicates to parents developmental and behavioral concerns in a positive manner.

Staff

- ◆ Projects a positive image.
- ◆ Recruits and hires qualified staff.
- ◆ Conducts orientation and monitors new staff through provisional period of employment.
- ◆ Conducts yearly performance evaluation.
- ◆ Supervises staff.
- ◆ Ensures staff follows the center philosophy in their curriculum.
- ◆ Reviews lesson plans.
- ◆ Conducts staff meetings to plan for activities and events in the center.
- ◆ Provides for on-going staff development through informal interaction with staff, staff meeting, in-service training and provides information on continuing education opportunities.
- ◆ Supervises record keeping for the center to comply with regulations and policies.
- ◆ Maintains proper discipline.

Analytical Skills

- ◆ Possesses an overall knowledge of state child care regulations.
- ◆ Knows personnel policies and procedures and has basic employee relations skills
- ◆ Possesses overall knowledge of early childhood development and educational principles.
- ◆ Identifies and seeks solutions to problems that arise through various problem solving techniques.

Training

All staff are required to have the following training:

- Emergency/Fire Safety Training
- Pediatric First Aid
- CPR
- New Staff Orientation Series

Other Training Includes:

- Administering Medication
- Child Abuse and Neglect
- Observations and Assessments
- Other trainings that are discussed with the Director in conjunction with a training plan.

POLICY: PERSONAL APPEARANCE/DRESS CODE

POLICY NO.:2.17

All employees are expected to present a neat and clean appearance and to dress appropriately for their position and duties. Employee’s dress should reflect the professional nature of their position as well as be functional within the expectations and responsibilities of their job. All articles of clothing must be of adequate size and should be worn in a manner that covers the employee’s midriff, chest, and back while performing all required job duties. Further, all clothing must be clean and wrinkle-free.

When a full-time employee is hired they will receive three (3) Creative Care uniforms free of charge. Staff members may also purchase additional uniforms at cost.

Employees should refrain from wearing perfumes and other fragrances as other employees and/or children may be allergic to them or may find them offensive.

Employees working directly with children are prohibited from wearing jewelry of any kind as it presents a safety risk to the employee as well as to the children.

Creative Care Child Care Centers is not responsible for damage to or loss of an employee’s articles of clothing, jewelry and/or accessories.

Violation of this policy will result in disciplinary action up to and including termination.

| Samples of Appropriate Attire | | | |
|---|---|--|---|
| Clothing | | Shoes & Accessories | Grooming |
| Jeans, pants, shorts or skirts that do not expose the skin when bending, reaching, sitting or squatting | Clothing that is clean without rips, tears, holes, stains and without logos depicting profanity, violence, tobacco, alcohol, drugs or sexual innuendo | Shoes that tie such as sneakers and secure slip-on shoes that allow you to move quickly and freely | Hair that is secured away from your line of vision and unable to be entangled in the center equipment |
| Clothing that allows you to move freely without exposing the midriff, buttock, back or chest | Skirts and shorts that are longer than 4 inches above the knee | Stud earrings and watches | Clean short fingernails |

Reasonable accommodations may be made if the situation requires exception.

Those who fail to comply with the Dress Code Policy will be required to clock out and return to work appropriately dressed and groomed. Repeat offenses will result in a written warning and additional offenses after the written warning may result in dismissal.

Revisions to the policy may be made from time to time, and staff will be notified of the changes.

Creative Care Child Care Centers is to provide a high quality child care program for the care and education of the children of Creative Care Child Care Centers and the surrounding community.

Creative Care Child Care Centers Day Care Center is part of JHA Services, Inc. Rebecca Holland provide supervisory oversight and ultimate control of Creative Care Child Care Centers. Creative Care Child Care Centers adheres to quality principles in its mission of providing a high quality child care program in a nurturing environment. Part of Creative Care Child Care Center's program includes a regular weekly lesson.

We presently follow and implement *The Creative Curriculum*[®], which translates research and theory from the field of early childhood education into a practical, easy-to-understand approach to working with children and their families. It is a comprehensive curriculum with a clear organizational structure and a particular focus on routines and experiences. It is aligned with Creative Care Child Care Center's philosophy of a high quality day care program for the care and safety of the children of Creative Care Child Care and the surrounding community. The Creative Curriculum is cross walked with the PA Early Learning Standards.

Children's Goals for Development and Learning

We focus children's interests, their developmental levels, their personalities or temperaments and their individual needs to provide important information about the experiences that should be covered, both for a class or group and individually. This understanding of each child becomes the backbone of curriculum and defines the types of activities and experiences that are presented through intentional classroom planning. Child-centered learning is focused on the child's needs, abilities, interests, and learning styles with the teacher as a facilitator of learning. This creates a concept of the child having their own role in the learning process. Our center gathers information from parents and also from observing children to help drive lesson planning and the curriculum. We use information from families, the children's observations and other experiences to develop individualized goals for children that include experiences and activities that are challenging, yet achievable. We crosswalk Creative Curriculum with the PA Early Learning Standards to accomplish our goals.

Experiences, Environment and Materials

We create a classroom environment that reflects the Key Learning Areas of the Early Learning Standards, is inviting and stimulating and keeps children involved in learning. Our center uses the philosophy from the Creative Curriculum Learning Centers to provide an environment where children can explore and learn with and without teacher facilitation. We design a classroom environment that is stimulating, yet warm and welcoming; a positive setting that will set the stage for successful learning experiences. Our environments use materials and equipment that are in good repair, are culturally, linguistically and age appropriate, and that reflect opportunities for active engagement (or hands-on learning). We follow the Environmental Rating Scales (ERS) through Keystone Stars and national accreditation standards from the National Association for the Education of Young Children (NAEYC) which offers good insight into the key elements for high quality classroom environments.

Teaching Methods, Instructional Practices and Assessment

We use Creative Curriculum and areas of assessment below. Teachers are constantly recording child observations to make careful, intentional decisions about what children should learn, using the Early Learning Standards as a guide. These resources are needed to develop activities and experiences that motivate children to explore and stay actively engaged. We assess individual children, the classroom as a group, instructional practices, and the experiences that are provided to determine how children are learning or making progress in skill development. From here, we determine adaptations or revisions that may need to occur to enhance learning. Our daily schedule reflects both routines and planned experiences to build children's growth and development and learning opportunities through a balanced and varied schedule that is flexible, yet consistent

The Creative Curriculum® for Infants, Toddlers & Twos uses research in the following areas: Creating a Responsive Environment, Know What Children are Learning, Caring and Teaching, and Partnering with Families. This is done by routines such as: Hellos and Goodbyes, Diapering and Toilet Toileting, Eating and Mealtimes, Sleeping and Naptime, and Getting Dressed. Experiences such as Playing with Toys, Imitating and Pretending, Enjoying stories and books, Connecting with Music and Movement, Creating with Art, Tasting and Preparing Food, Exploring with Sand and Water, and Going Outdoors help teachers create an environment of learning and fun!

The Creative Curriculum® for Preschool and Pre-K uses research in the following areas: How Children Develop and Learn, The Learning Environment, What Children Learn, The Teacher's Role and the Families Role in creating a curriculum to help children prepare for school. Its basis is on a center-based approach with observations and teacher facilitation to create a learning environment based on the children's needs. Some of the centers found are Blocks, Dramatic Play, Toys and Games, Art, Library, Discovery, Sand and Water, Music and Movement, Cooking, Computers and Outdoors.

Parent and Family Roles in Child's Achievement of Goals

Families' cultures and background provide valuable insight to a provider's curriculum. Every parent/guardian has hopes or aspirations for their children and their family. These goals, along with family values and customs, can influence the types of activities that are presented for children. Linguistic preferences and lifestyles are also important elements to consider. Together, they provide an important picture and element of curriculum. Again, information obtained at intake and throughout the year during surveys, updating forms and discussions with families helps us plan our curriculum appropriately. We encourage parents to have a part in program planning and decision making through board membership, surveys, a suggestion box (located with the tuition box), and follow-up procedures after 45 days of care and during conferences, and parent program evaluations. We welcome parent suggestions and comments as we both work together to provide a positive child care experience for children.

Staff Roles in Child's Achievement of Goals

Teachers are facilitators of children's skill development. In addition to understanding children and their families, teachers' personal insight into their own cultural backgrounds and experiences, personality, interests and needs provide the third element that guides programs' curriculum design. Teachers who

combine personal experiences with their knowledge of child development and their familiarity with their children and families build strong opportunities for learning and development. Teachers scaffold learning by building on children's prior knowledge to introduce new ideas and information.

When combined, children, teachers and families offer essential and valuable information that help to create the framework for curriculum. While there are basic elements that will remain the same, such as Pennsylvania's Early Learning Standards for Early Childhood, the adaptations each teacher makes to accommodate the uniqueness of that classroom's clients makes curriculum fluid and individualized.

POLICY: ASSESSMENT OF CHILDREN

POLICY NO.:2.19

Observation, assessment and conferences

We use Work Sampling, Ounces and GOLD or Teaching Strategies for our fall and spring observations. We offer conferences to every parent to go over the observations. We do observation checklist of each child 45 days after enrollment along with the fall and spring. If the parent wants a conference then we use the conference planning form. If the parent does not want a conference then we send home the observation forms for review. These forms are in the director's office.

All Staff need to compile portfolios of the children's progress in order for them to complete the observation checklists. This should comprise of pictures, art work, writing and teachers written observations. Please ask your Director how to implement this if you are not familiar.

All classroom teachers and aids are required to participate in observations, assessments and portfolios. They are to be kept up with and done accurately. Any teacher that does not do so will face disciplinary actions up to and including termination.

SUPERVISION

No child at any time will be left unattended while under the supervision of Creative Care Child Care Centers. No visitor or parent other than Creative Care Child Care Centers Staff will be interacting with the children.

STAFF-CHILD RATIO

Taken from Pennsylvania Code

§ 3270.51. **Similar age level.** When children are grouped in similar age levels, the following maximum child group sizes and ratios of staff persons apply:

| <i>Similar Age Levels</i> | <i>Staff</i> | <i>Children</i> | <i>Maximum Group Size</i> | <i>Total Number of Staff Required for the Maximum Group Size</i> |
|---------------------------|--------------|-----------------|---------------------------|--|
| Infant | 1 | 4 | 8 | 2 |
| Young toddler | 1 | 5 | 10 | 2 |
| Older toddler | 1 | 6 | 12 | 2 |
| Preschool | 1 | 10 | 20 | 2 |
| Young school-age | 1 | 12 | 24 | 2 |
| Older school-age | 1 | 15 | 30 | 2 |

§ 3270.52. **Mixed age level.** When children are grouped in mixed age levels, the following child group sizes and ratios of staff persons apply:

| <i>Mixed Age Levels</i> | <i>Staff</i> | <i>Children</i> | <i>Maximum Group Size*</i> | <i>Total Number of Staff Required for the Maximum Group Size</i> |
|-------------------------------|--------------|-----------------|----------------------------|--|
| Infant/young or older toddler | 1 | 4 | 8 | 2 |
| Infant/preschool | 1 | 4 | 8 | 2 |
| Young toddler/preschool | 1 | 5 | 10 | 2 |
| Older toddler/preschool | 1 | 6 | 12 | 2 |
| Preschool/ysa | 1 | 10 | 20 | 2 |

§ 3270.53. Children of an operator or a staff person.

(a) The related or foster children of an operator and the children or foster children of a staff person shall be counted for the purpose of satisfying the staff/child ratio requirements in § § 3270.51 and 3270.52 (relating to similar age level; and mixed age level).

(b) The related or foster children of an operator and the children or foster children of a staff person shall be counted for the purpose of satisfying the allocated space capacity requirements in § § 3270.61 and 3270.62 (relating to measurement and use of indoor child care space; and measurement and use of play space).

§ 3270.54. Minimum number of facility persons in the child care facility.

(a) At least two facility persons shall be present in the facility when two or more children are in care. At a minimum, one of the facility persons shall be a staff person.

(b) At least two facility persons shall be present when children are on an excursion away from the facility. At a minimum, one of the facility persons shall be a staff person.

(c) If the staff-child ratio warrants only one staff person, the second person may be another facility person.

§ 3270.55. Ratios while children are napping.

(a) While toddlers and preschoolers are napping, the following staff-child ratios apply:

Similar Age Level Staff Children

| | | |
|---------------|---|----|
| Young toddler | 1 | 10 |
| Older toddler | 1 | 12 |
| Preschool | 1 | 20 |

(b) Staff persons who are on duty but are not providing child care during naptime shall remain in the child care portion of the facility premises.

Primary care groups shall be used at all times to determine the children in your group. Teachers will be assigned their primary group upon arrival in the classroom through Creative Care tracking sheet and in conjunction with state mandated ratios. Each caregiver shall be able to name the children in their group at a time when asked. In addition, caregivers shall be able to name the oldest and youngest child present at any time to ensure ratios are being followed. When a staff person relieves you for a bathroom break or otherwise, they should be given your list of children or made aware who they are responsible for until your return to the classroom.

The purpose of the tracking sheets is to do name to face recognition at each transition to ensure that the children you have are in fact the children you are supervising. It is very easy to accidentally count a child twice so counting is NOT good enough. You MUST be doing name to face recognition BEFORE you leave a room AND when you arrive in your next location and do so immediately to ensure that all the of the children made it safely to the next location. We realized that the design of our buildings sometimes makes it difficult to see all areas where children are, specifically in stairwells. Teachers may need to have children stop on the landings and position themselves in between so **all children are within sight and sound at all times.**

When teachers are relieved for a bathroom or lunch break, BOTH the leaving teacher and relieving teacher must ensure that name to face recognition was completed and the tracking sheet is updated accurately. When a child is in a bathroom or any other area that is not within the teachers' sight, they must position themselves so they can see both areas children are located or intercom for assistance from the director. They may also ask another teacher who is able to supervise the children in her primary care group, as well as the child in the restroom, for assistance. It is important that we communicate with our colleagues and assist each other to ensure that all children in Creative Care are safe at all times.

Violation of the policy will result in disciplinary actions up to and including immediate termination.

POLICY: HEALTH AND SAFETY

POLICY NO.:3.0

Creative Care Child Care Centers is required under the law to maintain compliance with all local and state Department of Health regulations including but not limited to reporting communicable diseases in children and Employees, maintaining a hygienic environment, which includes diapering a child every two hours, and proper storage and service of food items. Employees can find a copy of these regulations in there center office. Employees are required to comply with all posted and expressed policies and procedures to ensure compliance with Department of Health regulations.

POLICY: ILLNESS

POLICY NO: 3.1

All children become ill at one time or another. A decision will be made individually according to the child’s symptoms if parents are to be called. The Director or Assistant Director must be informed and they will make a decision as to who will call the parent.

Directors will use the Model Child Care Health Policies guide located in the office to determine if a child should be sent home.

POLICY: ACCIDENTS

POLICY NO.:3.2

In order to protect your claim for compensation and/or minimize Creative Care Child Care Centers and its employees' liability, all injuries or accidents occurring during employment, no matter how minor, must be reported to center director immediately.

All employees are covered by Workers Compensation Insurance and must seek treatment for accidents and injuries as required by the plan. Employees will be required to provide information regarding the accident or injury to their immediate supervisor within.

Employees who are placed on Workers Compensation will be notified in writing of the status of the position, status of health insurance benefits, and their responsibilities while on Workers Compensation.

Accidents or injuries involving children must be reported immediately to the center director. Employees will be required to complete accident/injury reports for these incidents. Employees will be advised by center director to call the child’s parents to apprise them of the incident/accident as necessary. A parent is required to sign the accident/injury report within 48 hours following the incident/accident. A copy of the signed accident/injury report will be given to the child’s parent and a copy should be given to the center director. These documents will become a part of the child's record.

Minor accidents involving children must be documented using Creative Care’s Accident/Incident Report form. Child name, date, details regarding the incident, affected body part hurt (if applicable), number of children and staff present and teacher administering care must be noted. Parents shall be notified by pick up of the same day in which accident/incident occurred. A signed/dated copy of the report will be retained in child’s file.

Accidents involving parents or visitors must be reported immediately to the center director. Employees will be required to complete accident/injury reports for these incidents. The accident/injury report should be given to the center director. These documents will become part of the agency's record.

Any employee who fails to appropriately report, or files a false accident/injury report will be subject to disciplinary action up to and including termination.

POLICY: **BLOODBORNE PATHOGENS**

POLICY NO.: **3.3**

The Blood borne Pathogens policy covers all employees who "reasonably anticipate" coming into contact with human blood and other potential infectious materials (OPIM), which includes but is not limited to: semen, vaginal secretions, and any bodily fluid that visibly contains blood.

Employees may, in the course of her or his daily activities, come into contact with other potentially infectious materials. Those situations include, but are not limited to the following:

- ◆ Providing assistance after an accident has occurred with children, employees, parents and/or volunteers.
- ◆ Assisting children during medical procedures, i.e., first-aid, nose bleeds, times of illness, administration of medication, etc.
- ◆ Diapering children or cleaning up after a child has a toileting accident.
- ◆ Handling of contaminated items such as soiled clothing, tissues, and diapers.
- ◆ Cleaning up and handling broken glass and/or sharp objects

Employees are required to treat all children and fellow employees as though they are infected with a blood borne pathogen regardless of a known medical condition, how they look, or what is known about their lifestyle. Persons infected with Blood borne Pathogens do not look a certain way, act in a particular fashion, are a certain age or lead particular lifestyles. Persons with a blood borne pathogen disease are not required to disclose their illness to the employees or administration of Creative Care Child Care Centers; as such information is confidential and protected by law. Common Blood borne Pathogens include but are not limited to: HIV, Hepatitis, Syphilis, and Herpes. These and other Blood borne Pathogens are transmitted primarily through blood, and other potentially infected materials (OPIM) which include but are not limited to: semen, vaginal secretions any bodily fluid that visibly contains blood.

Employees are required to report any incident of exposure to Blood or OPIM to Center Director. Additionally, the employee is required to complete an **Exposure Control Incident Report**. This form can be found in the Center Director's office. The completed **Exposure Control Incident Report** must be turned in to [Center Director] within 1 hour of the exposure incident. An Exposure Incident Occurs when an employee comes in direct contact with or thinks they may have come in direct contact with another person's blood or OPIM. Should an employee wearing personal protective equipment (i.e. Gloves) get blood on the personal protective equipment, an exposure incident would only occur if the personal protective equipment were to be breached in some manner (i.e. A torn or broken glove). **Failure to report an exposure incident and/or complete and turn in the Exposure Control Incident Report as outlined above will result in disciplinary action up to and including termination.**

Creative Care Child Care Centers will make available to the employee or volunteer the following within 24 hours of an Exposure Incident at Creative Care Child Care Centers expense: laboratory tests, including testing the employee's blood, Hepatitis B Vaccination (if the employee has not been previously vaccinated against Hepatitis B) and a medical evaluation performed by a licensed medical professional. The employee has the right to decline any, or the entire above if they so choose. The employee is required to complete an **Exposure Control Consent Form** indicating the choices they have made.

All employees are required to strictly adhere to the Universal/Standard Precautions Procedures as outlined in the Universal/Standard Precautions Policy to control exposure to Blood borne Pathogens and to promote good hygiene.

Creative Care Child Care Centers provides the following personal protective equipment: vinyl/latex gloves in a variety of sizes, and CPR guards. Protective equipment can be found in the center director's office and also in classroom. Employees are required to have personal protective equipment in their immediate area at all times. When traveling outside of the classroom area, employees are required to carry the First-Aid Bag/Hip Pack on their person at all times. Employees are required to use the personal protective equipment in each and every instance warranted by this and other policies and procedures, in the manner in which the personal protective equipment is designed. Failure to appropriately use personal protective equipment at any time will result in disciplinary action up to and including termination.

Employees should be mindful of blood or OPIM on their clothing or personal items. Contaminated clothing and personal items must be cleaned and/or disposed of in a manner to ensure that further exposure does not occur. This may require that an employee's clothing be torn or cut off and/or thrown away. Creative Care Child Care Centers is not responsible for clothing or personal items ruined or destroyed as a result of contamination and/or removal as per this policy.

Employees are required to attend an annual Blood borne Pathogens and Universal/Standard Precautions Training. Creative Care Child Care Centers will provide the required blood borne pathogen training and employees will be notified in writing of the date and time of such training. Failure to attend this training will result in disciplinary action up to and including termination.

POLICY: CHILD ABUSE & CRIMINAL CLEARANCE

POLICY NO.: 3.4

FBI BACKGROUND CHECKS

State law mandates that all new employees have current (less than 3 months old) clearances from State Police, FBI Fingerprints and child abuse clearance. State law and Licensing Regulations stipulate that the clearances show the employee has no open accusations or convictions of child abuse and/or neglect. State law and Licensing Regulations further set guidelines for what convictions and arrests may and may not appear on the clearances.

When an employee is hired, she or he must provide the current clearances or copies of the completed clearance applications. Employees who provide clearance applications must submit returned clearances

immediately upon receipt if clearances are returned directly to them. Failure to immediately submit clearances to Center Director will result in disciplinary action up to and including termination. These documents will become a part of the personnel record.

All employees are required to go down to the UPS store in Norristown to get the fingerprints done for an FBI back ground check.

All of these clearances need to be filled out or done prior to the beginning of employment.

Creative Care Child Care Centers may require, in its sole discretion, employees to re-submit clearance applications at any time during their employ.

POLICY: HEALTH APPRAISAL

POLICY NO.: 3.5

Employment at Creative Care Child Care Centers is contingent upon receipt of the completed Health Appraisal Document in which a licensed health care provider indicates fitness for duty. The licensed health care provider may not be an immediate family member of the employee as defined by in the Nepotism Policy. Employees will be required to obtain a Health Appraisal upon hiring and bi-annually thereafter. A tuberculosis test is required upon employment noting the date and result of the test.

Employees may be required to submit additional Health Appraisals/Certifications as needed to reasonably accommodate an employee's disability or to determine eligibility for leave or to return to work from any medical/disability leave.

Heath Appraisals will be maintained as a part of the employee's medical information file, which is a part of her or his personnel record.

The position description with the essential job functions is a critical part of the Health Appraisal. A copy of the position description is attached to the Health Appraisal, which must be reviewed and completed by the licensed health care provider at the time of examination.

Detailed physical and mental abilities for each position will be listed on the job description. These essential job functions will be discussed with you at time of hire and from time to time during your employment. The Agency reserves the right to amend and change these essential job functions at any time based upon the needs of the agency.

Employees will be required to execute an acknowledgment of the essential job functions prior to employment and at other times during their employment.

Employees who fail to provide the required Health Appraisal as required will be subject to disciplinary action up to and including termination.

**POLICY: MANDATED REPORTING OF SUSPECTED
CHILD ABUSE AND NEGLECT**

POLICY NO.: 3.6

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities.

ALL EMPLOYEES of Creative Care Child Care Centers are considered mandated reporters, under this law.

Employees are required to discuss any suspicions of child abuse/neglect with the center director, who will make all reports of suspected child abuse/neglect on behalf Creative Care Child Care Centers to the Department of Public Welfare.

The employees of Creative Care Child Care Centers are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report, under the Act. Mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at Creative Care Child Care Centers take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

GUIDELINES ON CHILD ABUSE

The following pages contain information relating to child abuse. It is extremely important to make yourself familiar with the information, especially the parts pertaining to the characteristics of battered children and the indicators of child neglect. If you have any suspicions or concerns regarding a child, please get in touch with the director and begin to keep an anecdotal record of the child.

CHARACTERISTICS OF BATTERED CHILDREN

Abused children endure life as if they are alone in a dangerous world, with no real hope of safety. Feeling unprotected, an abused child tries to protect himself in all the ways he can.

When a child has been injured and is brought for treatment, the child usually appears to:

Have no close feelings or affect with parents or other people.

Be fearful. Be quiet.

Show no reaction to pain or expectation of being comforted.

Having had violent physical contact with adults in the past, the child is often:

Wary of physical contact initiated by an adult.

When admitted to a hospital ward, the battered child:

Seems less afraid than other children and settles in quickly.

When other children cry, the battered child:

Becomes apprehensive and watches them with curiosity.

The battered child will also become:

Apprehensive when an adult approaches the crying child.

While in a new situation, the child:

Seeks safety in sizing up the situation and being alert for danger.

Children who have been battered do not behave as typical children do.

They display many adult-like reactions.

INDICATORS OF CHILD NEGLECT

There are various characteristics that can describe child neglect in general, but for clarity, neglect can be divided into two subgroups: physical and emotional neglect. These two aspects contribute to each other and rarely occur separately. The following are characteristics that may indicate physical neglect:

1. *Malnourished*
2. *Ill-clad or dirty*
3. *Overcrowded or unhealthy sleeping arrangements*
4. *Receiving inadequate supervision*
5. *Totally unsupervised*

Many of the above mentioned characteristics are also indicative of emotional neglect, along with the following:

1. *An insecure child, seemingly withdrawn or overaggressive*
2. *Failure to attend school regularly*
3. *Constant friction in the home*
4. *Exposure to unwholesome and demoralizing circumstances*
5. *Denied normal nurturance*

REPORTING CHILD ABUSE IN PENNSYLVANIA

In Pennsylvania, the Division of Youth and Family Services (DYFS) investigate reports of suspected child abuse, and neglect. DYFS Employees are available to receive referrals at the local district office from 9 AM to 5 PM and at the Office of Child Abuse Control (OCAC) at any hour (1-800-932-0313). Calls received at OCAC during normal working hours are immediately referred to the appropriate district office. DYFS accepts all reports of suspected child abuse and neglect and other referrals in writing, by telephone and in person from all sources including identified sources, news media, anonymous sources, sources that have incomplete information, and referrals from the child or parent himself.

IMMUNITY FROM CIVIL OR CRIMINAL LIABILITY AND/OR EMPLOYMENT ACTION:

Any person who reports abuse or neglect, pursuant to the law or testifies in a child abuse hearing resulting from such a report, is immune from any criminal or civil liability as a result of such action. As mandated reporters, employees of Creative Care Child Care Centers cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith." Further, the employee is immune from discharge, retaliation, or other disciplinary action for reporting under the Child Protective Services Act unless it is proven that the report is malicious.

PENALTY FOR FAILURE TO REPORT

Any person who knowingly fails to report suspected abuse or neglect, pursuant to the law or to comply

with the provisions of the law is a disorderly person and subject to a fine of up to \$500.00 or up to six months imprisonment or both.

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- ◆ Unusual bruising, marks, or cuts on the child's body
- ◆ Severe verbal reprimands
- ◆ Improper clothing relating to size, cleanliness, season
- ◆ Transporting a child without appropriate child restraints (e.g. car seats, seat belts)
- ◆ Dropping off/Picking up a child while under the influence of illegal drugs/alcohol
- ◆ Not providing appropriate meals including a drink for the child
- ◆ Leaving a child unattended for any amount of time
- ◆ Failure to attend to the special needs of a disabled child
- ◆ Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- ◆ Children who exhibit behavior consistent with an abusive situation

EMPLOYEES ACCUSED OF CHILD ABUSE/NEGLECT:

When an employee is accused of child abuse or neglect, whether the abuse or neglect is reported to have occurred at the facility or not, they will be placed on investigatory suspension pending the outcome of Child Protective Services investigation as well as any criminal charges filed against the employee. Please refer to the Investigatory Suspension policy contained herein. If the Creative Care Child Care Centers can provide an alternate work location where children are not present during any part of the day, the employee may be assigned to that location temporarily. This will be considered on a case by case basis and determined at the discretion of Center Director.

Creative Care Child Care Centers will cooperate fully with any investigations into accusations of child abuse and/or neglect and all employees will be required to cooperate as well.

Creative Care Child Care Centers will maintain strict confidentiality regarding information involving both the accused employee and the child/children involved in the report.

Employees indicated/founded and/or convicted of any crime against a child will be immediately terminated.

Employees cleared of the accusation by Child Protective Services and/or found innocent of criminal charges will be returned to their position on the first business day following receipt of documentation proving charges/investigations are closed.

POLICY: UNIVERSAL/STANDARD PRECAUTIONS

POLICY NO.: 3.7

Employees are required to use Universal/Standard Precautions when handling blood and other potentially infectious materials (OPIM), or when it is reasonably anticipated that contact with blood or OPIM will occur. Other potentially infectious materials (OPIM) include any bodily fluids which visibly contain blood, semen, and vaginal secretions.

Universal/Standard Precaution Procedures involve the use of protective barriers (latex or vinyl gloves and CPR guard) when it is reasonably anticipated that an employee may have contact with blood or other potentially infected materials (OPIM). Examples of when Universal/Standard Precautions should be used include but are not limited to: cleaning up blood, OPIM or unknown substances or spills, cleaning broken glass and/or other sharps, giving first aide to another person, changing a diaper or assisting in toileting routines and when using a needle to administer medication or test blood sugar.

Employees who fail to use Universal/Standard Precautions EVERY TIME it is warranted will be subject to disciplinary action up to and including termination.

The following preventive measures are to be used to reduce the spread of all infectious and contagious diseases.

1. Wash hands regularly. Hand washing is the best way to protect both child and caregiver. Use the recommended hand washing technique:

- ◆ Use antibacterial liquid soap and scrub hands for 1 minute.
- ◆ Scrub tops of hands, palms, between fingers and under nails.
- ◆ Rinse under water with hands pointed down.
- ◆ Dry hands with paper towels.
- ◆ Turn off the water faucet with a towel before disposing of it.

2. Wear disposable gloves while cleaning up blood, bloody saliva, urine, feces, or vomit, especially if there is a skin rash or open cut on your hands. If skin contact is made with these substances, wash the affected areas with soap under running water and immediately report the Exposure Incident to the Center Director.
3. Follow the Diaper Changing Procedure each and every time a child's diaper is changed.
4. Change gloves after contact with each child. Throw away disposable gloves after each use. Wash hands after wearing the gloves.
5. Place disposable diapers in a plastic bag. Tie the bag securely.
6. Supervise toilet trained/training children to ensure that they wash their hands well after using the rest room.
7. Wear disposable gloves when assisting a toilet trained/training child during toileting routines.
8. Clean up blood, OPIM and unknown spills on surfaces with 1 part ordinary household bleach diluted in 10 parts water. The bleach solution should be fresh and used on the day it is made. Isopropyl alcohol, Lysol disinfectant, and hydrogen peroxide can also be used.
9. Use CPR guards to minimize direct contact during mouth-to-mouth resuscitation in an emergency.

POLICY: WORKPLACE SAFETY

POLICY NO.: 3.8

Creative Care Child Care Centers strives to provide a safe workplace for all employees. Employees will be held to the highest standards regarding following and enforcing Safety Policies and Procedures. Employees are expected to set the best possible example and to be proactive regarding safety issues.

Employees must be keenly aware of their environment and persons who have entered any facility. Anyone who is not recognized should be questioned regarding the nature of her or his visit. Strangers should be escorted to the door. If you are uncertain or feel jeopardized seek the assistance of a supervisor or a co-worker. NEVER LEAVE THE CHILDREN UNATTENDED WITH A VISITOR/STRANGER. Employees who do not question and/or escort strangers out of the building will be subject to disciplinary action up to and including termination.

Former employees are not permitted on the property of Creative Care Child Care Centers without prior permission. If a former employee returns to the property, notify a supervisor immediately. Former employees will be asked to leave the premises.

Local police will be called, if necessary, to deal with safety issues.

All employees must be familiar with and adhere to the rules for releasing children. Refer to the Custody and Release of Children Policy contained in the Creative Care Child Care Centers Parent Handbook.

Any unusual incidents should be documented and brought to the attention of your supervisor immediately.

Violation of this policy will result in disciplinary action, including termination.

POLICY: FOOD POLICY & HAND WASHING

POLICY NO.:3.9

HANDWASHING PROCEDURE

ALL STAFF AND CHILDREN SHALL WASH THEIR HANDS USING THE FOLLOWING METHOD:

- Check to see if a clean, disposable paper towel is available.
- Turn on water: no less than 60°F and no more than 110°F, to a comfortable temperature.
- Moisten hands with water and apply liquid soap to hands.
- Rub hands together vigorously until a soapy lather appears and continue for at least 10 seconds. Rub area between fingers, around nail beds, under fingernails, jewelry, and back of hands.
- Rinse hands under running water; no less than 60°F and no more than 110°F, until they are free of soap and dirt. Leave the water running while drying hands.
- Dry hands with a clean disposable towel.
- Turn off water with a disposable towel.
- Throw the disposable paper towel into a lined trash container. Use hand lotion to prevent chapping of hands, if desired.

Food Service

Our center food service will comply with the Pennsylvania Department of Health Food Service Sanitation Regulations, R392-100, and with local health department food service regulations. Children have meals and snacks at least once every three hours according to the following schedule:

Breakfast: from 7:30 to 9:30.

Lunch: from 11:00 to 12:30.

Afternoon snack: from 3:00 to 4:30.

Our menus and substitutions have been approved by:

- USDA Child Care Food Program
- The Federal Food Program

Food or drink brought from home for an individual child is not allowed because of our contract with the Federal Food Program. The only expectation to this is children with an allergy and a doctor's note stating that we cannot give substitute food. We also offer lactaid milk for a milk allergy. Food or treats brought in for all of the children for parties or other special occasions must be commercially prepared. Parents or caregivers cannot bring homemade food or treats to the center to share with the children.

All food will be served on:

- Paper Plates
- Napkins with Spoons/or Forks

All staff who prepares or serves food and snacks must wear gloves. Infant room teachers have to fill out a meal service sheet for each child each day showing exactly what they ate. We offer four formulas (Enfamil Premium, Similac Advance, Good Start Gentle and Good Start Soy) and an array of baby food to each parent according to the food program. Milk must be served with breakfast and lunch no matter what unless the child has a doctor's stating that they cannot have any milk. Please look at the meal serving sheet and note the quantity and components required for your classrooms children.

The director is responsible for informing all staff of children's food allergies and sensitivities. The director will post a list of children's food allergies and sensitivities in the kitchen. The director's responsible for updating this list to be sure it is current and complete. Staffs who prepare food for the whole center will not change diapers or assist in toilet training. Caregivers who care for diapered children will not prepare food for children or staff outside of the classroom used by infants and toddlers. A point of service meal count has to be done at each meal as soon as the food is served to the children. Water should be offered all day and should be brought out to the playground daily.

We respect parents' rights and judgment when it comes to providing food for their infants.

BREAST FEEDING

We will accept and work with mothers who are breastfeeding their babies. All expressed milk must be in a ready to feed sanitary containers labeled with the infant's name and date. It is to be stored in the refrigerator for no longer than 48 hours (or no more than 24 hours if the breast milk was previously frozen) or in a freezer at 0° F or below for no longer than three months.

Staff should gently mix, not shake, the milk before feeding to preserve special infection fighting and nutritional components in human milk.

If mother is available to feed her infant, a private area should be provided for her (ie in the sleeping area with a rocking chair or another private area in the building).

BOTTLE FEEDING

No feeding of cow's milk to infants younger than 12 months and only 2% to children of ages 12 months to 24 months.

Measure correct amount of formula in to bottle and fill with water; shake. Do NOT put formula in the bottle first. Formula must remain in the container until it is needed.

Bottles do not contain solid foods unless the child's health care provider supplies written instructions and a medical reason for this practice.

FOOD

Staff will not offer solid foods and fruit juices to infants younger than six months of age, unless that practice is recommended by the child's health provider. Sweeten beverages are to be avoided and only 100 % juice are to be given.

Make sure foods pieces are no larger than ¼ inch square for infants and ½ for toddlers/two's, according to each child's chewing and swallowing capability.

Teaching staff that are familiar with the infant should feed him/her whenever the infant seems hungry. Feeding is not used in lieu of other forms of comfort. Microwaves will not be used to heat foods.

POLICY: HOURS OF ATTENDANCE/WORK SCHEDULES

POLICY NO.: 4.0

Employees will be advised of their regularly scheduled hours at the time of hire. Hours of attendance have been carefully planned and employees are required to work the hours and days for which they have been scheduled.

Temporary and permanent schedule changes may be necessary to effectively meet the needs of the program. Employees who refuse a schedule change will be subject to disciplinary action up to and including termination as stated in the Assignment Policy and Transfer Policy.

If you are unable to report to work for any reason, you must notify your immediate supervisor at least 1 ½ hours prior to your scheduled starting time. Failure to notify your immediate supervisor in a timely manner will be considered unexcused absence and will be subject to disciplinary action. Employees will not be permitted to use available leave time for an unexcused absence. Employees who fail to notify their supervisor at all may be considered to have abandoned their position, which will result in termination.

Non-exempt employees must seek prior approval for completing work assignment at home. Permission will only be granted in limited circumstances as employees are afforded time during their scheduled work day to complete all tasks as assigned in their Job Description. Employees who find they cannot complete assignments during their schedule hours of work should discuss this with their immediate supervisor. Non-exempt employees who take work home without prior approval will be subject to disciplinary action up to and including termination.

As required by licensing regulations and or Creative Care Child Care Centers employees will from time to time, attend trainings, meeting and/or conferences to meet Professional Development/Training Hours. Please refer to Policy for further information and requirements.

Planning time is given to each teacher at least weekly depending on extra staff. When we have extra staff they are sent into your room to give you planning time. Be prepared to use the time wisely. You can work classroom portfolio's, lesson plans, anecdotal, copying needed materials, 45 day observations, classroom arrangement or anything you need to better your classroom. All Star sites have a planning time schedule please check with your director to see when your planning time is scheduled.

Staff Meeting at every site staff meeting are required monthly. Most of the centers do their staff meetings at night.

POLICY: OVERTIME

POLICY NO.: 4.1

Employees will be notified on their Job Description and in their Letter of Appointment at the time of hire as to whether they are classified as “exempt” or “non-exempt” as determined by the Fair Labor Standards Act. This policy addresses payment for overtime for non-exempt employees. Definitions of Exempt and Non-Exempt Employees can be found in the Employee Classification Policy.

The nature of the duties and responsibilities of some non-exempt employees may require overtime work from time to time. Overtime work should be considered an exceptional situation.

All overtime must be approved by the employee's immediate supervisor prior to working the overtime hours. In cases when obtaining prior approval is not possible, such as situations involving late pick of children, the employee must inform their immediate supervisor of the situation as soon as possible following the overtime hours. Employees who do not seek prior approval for working overtime will be subject to disciplinary action up to and including termination.

As per Policy 40, Hours of Attendance/Work Schedules, non-exempt employees are specifically prohibited from doing work at home without prior approval. Approval will only be granted in limited circumstances with specific regard to whether the work will create an overtime pay situation.

A supervisor may inform an employee of the need to work overtime with little or no notice. Employees who refuse overtime assignments may be subject to disciplinary action up to and including termination.

If a non-exempt employee is required to work overtime hours, the employee will receive monetary compensation for the additional hours worked as prescribed by wage and hour laws.

POLICY: CALLING OUT

POLICY NO.:4.2

1. Call your Director FIRST!
2. If he/she doesn't answer the phone you must leave a message stating the reason you are calling out. Make sure to leave a phone number for where you can be reached.
3. Know that if you do not hear back from your director you MUST STILL GO INTO WORK.
4. Your Director WILL send you home as long as staffing is okay.
5. Letting your Director know at least One and a half (1 ½) before or the night before that you will more than likely not be able to make it to work gives him/her more time to find a replacement, and potentially allows you to not have to come in to work the next day.

Failure to follow these steps will result in disciplinary actions up to and including termination.

POLICY: WORK RELATED TRAVEL

POLICY NO.:4.3

In accordance with Policy 24 regarding Professional Development/Training Hours, any employee may be required to travel to and from alternate work sites to complete required training hours, for professional interaction and/or to complete work assignments. Should the employee not attend the training/conference/meeting or complete work assignments which are the purpose of travel, the employee will be subject to disciplinary action, up to and including termination. Further, Creative Care Child Care Centers will seek repayment of any funds paid out in relation to such travel including but not limited to, transportation, meals, lodging, registration fees, and/or activities fees.

Center Director/Operations Manager/Owner will book all overnight travel arrangements as necessary for attendance at out of area functions. Employees will be informed prior to booking of the dates and times of travel to avoid a potential conflict. However, the traveling employee will not be able to dictate the time or mode of travel.

Center Director/Operations Manager/Owner will attempt to work with the employee so as not to create a burden. However, the Center Director/Operations Manager/Owner will make the final determination related to all travel arrangements. Any employee who refuses to travel as assigned will be subject to disciplinary action up to and including termination.

Non-exempt employees who are traveling on approved agency business will be compensated for the time spent traveling provided the travel occurs during normal working hours. If travel occurs at times other than normal working hours the employee must receive prior approval for the travel in order to receive payment.

Employees will not be compensated for time spent commuting to and from work.

In any emergency the safety and security of the children and employees is of the utmost concern. Creative Care Child Care Centers requires that all employees act in a professional and calm manner in the face of any emergency. Further, it is expected that all employees will attend to the safety and security of the children throughout an emergency scenario.

Due to severe weather conditions or other emergency situations, there may be times when the Creative Care Child Care Centers facilities may be closed. Emergency closing is at the discretion of the owner.

Severe Weather Conditions: In the event of severe weather conditions, Creative Care Child Care Centers will generally follow the School District in determining whether or not to close the centers. Employees are instructed to check Creative Care Child Care Centers Facebook page, listen to local radio and television station NBC 10 for emergency closing information in these circumstances.

Employees are also instructed to contact Center Directors for further instructions. There may be times when employees will be assigned to different facilities during weather emergencies.

Other Emergencies:

Other situations, including but not limited to, electrical power failure, lack of water, lack of heat or air conditioning, hazardous road conditions, or other situations which may endanger the safety or health of children and employees, may result in Creative Care Child Care Centers facilities being closed at the discretion of the Owner. Employees will be advised of their obligations in these situations.

In the event of emergency closing in the middle of the day, employees will be instructed by supervisory staff as to their responsibilities during the emergency. Employees will be required to remain at the agency as long as there are children present. This may require employees to remain after normal closing hours. Employees must be mindful that compliance with Licensing Regulations must be maintained even in emergency situations. Employees will be informed by supervisory staff as to when they are able to go home. Employees may be required to go to another center to assist during an emergency closing. Employees who refuse to cooperate during an emergency situation will be subject to disciplinary action up to and including termination.

Employee Pay during Emergency Closings

Exempt and Non-Exempt employees will not be paid for days when Creative Care Child Care Centers is closed due to inclement weather or other emergency situation. Employees may choose to use accrued paid leave time if they wish to be paid. Employees must complete a paid leave request form on or before the last day of the pay period in which the emergency closing occurs and submit it to the Center Director.

When the agency closes after opening for the day, non-exempt employees will be paid only for the hours they actually work. Non-exempt employees may choose to use accrued paid leave time for the balance of the regular work schedule when sent home due to inclement weather or other emergency situation. Exempt

employees who report to work and are sent home due to inclement weather or other emergency will be compensated for the entire day.

If an employee does not have accrued paid leave time, the employee will not be eligible for pay during inclement weather or other emergency closings as indicated in the above paragraphs.

Alternate Safe Location

Creative Care Child Care Centers has designated Marshall Street Elementary, Ursinus College, Holy Rosary Church, Marlboro Elementary as its alternate safe locations. This location will be used to house the employees and children in cases where the physical site is uninhabitable. Such scenarios include but are not limited to: fire, flood, toxic spill, and/or fumes. The Center Director will make the determination to evacuate the center and proceed to the alternate safe location and will advise the employees as such. Employees are required in all emergency situations to have the sign in/out sheet and/or attendance record and emergency contact forms for their classroom when exiting the center.

POLICY: VEHICLES/TRANSPORTING CHILDREN

POLICY NO.:4.5

At our center we:

- Transport to and from school
- Transport to and from off-site activities
- Transport only in an emergency, etc.

Our center policies apply to the transportation of children to and from school, and to and from off-site activities.

All vehicles used for transporting children to and from our center will be currently registered and maintained in a clean and safe condition. **No child will be permitted to remain unattended in the vehicle.** Children will remain seated while the vehicle is in motion. Keys will be removed from the vehicle at all times when the driver is not in the driver’s seat. Smoking is prohibited in the vehicle when children are present.

Each vehicle used will:

- Be driven by an adult with a current state driver’s license that authorizes the driver to operate the type of vehicle driven.
- Contain a first aid and bodily fluid clean up kit
- Be able to maintain temperatures between 60-90 degrees Fahrenheit
- Be equipped with individual, size-appropriate safety restraints (such as car seats and seat-belts) appropriate for the vehicle and installed and used correctly
- Be enclosed
- Be locked during transport

The following vehicles are used at our center for transporting children:

20-48 passenger bus, 9 passenger van, 5 passenger mini-van

ONLY CDL licensed driver can drive the bus.

For each enrolled child a transportation release form signed by the parent or guardian will be on-site at our center.

When children are being transported, at least one person accompanying the children in the vehicle will have current CPR and First Aid course completion.

Our center policy for transporting children to and from school is as follows:

All driver must obey speed limits and driving laws.

Personal business may not be conducted while transporting children to and from school or on excursions

For each school:

Children will be dropped off at all schools on bus list no more than 15 minutes before school starts and wait no more than 10 minutes when school dismisses.

If a child fails to meet the vehicle/caregiver, center personnel will take the following steps:

Send the bus attendant on the bus into the office or if you are in the van with other children call back to the center and have the director call the school. Never leave children in the vehicle alone.

If there are delays or problems with transportation, parents or legal guardians will be notified within 30 minutes by:

- A phone call to the parent or guardian

For off-site activities all transportation policies apply. In addition, our center does the following:

A transportation log will be used each time children are boarded on and off any vehicle.

The teacher responsible for the group of children will generate the initial log/tracking sheet. The bus driver will collect the log/tracking sheet and use them to take attendance before leaving to and from field trips.

After children exit the bus, the bus driver will walk to the back of the bus while checking each seat to ensure the bus is empty. Driver will push "safety check button" installed at the back of the bus and return to the driver seat to remove the key. If the keys are removed before the bus is checked, an alarm will sound preventing the bus driver from leaving without completely checking the bus.

Our center transportation policy will be posted or distributed to parents. Each school age staff member should have their first aid back along with emergency phone numbers for each child on the field trip.

No Cell Phone usage while driving the company vehicle including talking and texting!!!!

Buses may not go over 55mph hours.

POLICY: PAYROLL

POLICY NO.: 5.0

The Agency work week begins Sunday 12:00 midnight and ends on Saturday at 11:59 p.m.

Employees will be paid bi-weekly on Friday.

Non-Exempt Employees must complete a bi-weekly timesheet and submit it to the Operations Manager. Employees who falsify the Payroll Record will be subject to disciplinary action up to and including termination. Employee who fail to complete the Payroll Record or submit it in a timely manner may have their paycheck delayed and may be subject to disciplinary action up to and including termination.

Exempt Employees are required to complete a Productivity Report indicating work performed and any leave days used. Exempt Employees responsible for the direct care of children are required to indicate their arrival time so as to determine if ratio requirements are being met. Exempt employees are not required to account for actual hours worked.

When a payday falls on a holiday, paychecks will be issued on the day before the holiday.

Pay checks will be available to employees from Center Director.

POLICY: CHILD CARE DEDUCTIONS

POLICY NO.: 5.1

Childcare payroll deductions

Employee's childcare tuition must be paid with a payroll deduction. In specific circumstances, per approval, an employee may pay their tuition using a recurring credit card transaction.

Regardless of the employees method of payment their account must be kept current. Employees are not permitted to carry outstanding balances. This means after you've made a payment your account must either show a zero balance or be paid in advance.

If your employment with Creative Care ends and your account has a balance, that balance will be deducted in full from your last paycheck.

POLICY: WORK RELATED EXPENSE REIMBURSEMENT

POLICY NO.: 5.2

When requesting reimbursement for purchases and/or travel, employees will be required to submit an Expense/Travel Reimbursement Form and submit it to FINANCE DIRECTOR within 5 business days following the purchase/travel. Employees must attach original receipts to the Expense/Travel Reimbursement Form. Failure to submit an Expense/Travel Reimbursement Form and/or Original Receipts in a timely manner may result in denial of reimbursement.

Employees who fail to complete or falsify the Expense/Travel Reimbursement Form may be subject to disciplinary action up to and including termination and possible criminal penalties.

Failure to attach original receipts will result in a delay and/or denial of reimbursement of expenses.

CENTER/CLASSROOM MATERIAL RELATED EXPENSES:

Prior to purchasing items to be used in the center/classroom employees must get prior approval from Center Director. If the employee does not secure prior approval for purchase of specific items, the employee will not be reimbursed and the items will be considered a donation to the program.

Each classroom will be assigned a monthly amount of discretionary funds to use for the purchase of classroom supplies and materials. Employees will be required to complete an Expense/Travel Reimbursement Form monthly. Failure to attach the original receipts to the Expense/Travel Reimbursement Form will result in a delay or denial of reimbursement and the items will be considered a donation to the program.

TRAVEL RELATED EXPENSES:

Local

Employees who are on approved agency business or attending conferences, workshops, and meetings will be reimbursed for travel including mileage, tolls, and parking. Mileage will be paid from the employee's usual work site to the designated site. Employees must receive prior approval from their immediate supervisor in order to receive payment for these expenses.

Mileage will be reimbursed according to the current federal reimbursement rate as determined by the Internal Revenue Service. Mileage will be calculated by inputting the origination address and the destination address in to MAPQUEST/YAHOO MAPS/GOOGLE and using the distance stated.

Outside Local Area

Employees who receive advance approval from or who are assigned by the Operations Manager to travel outside of the local area will be reimbursed for travel expenses, overnight accommodations, meals, tips and other costs necessitated by travel.

Employees traveling overnight will be reimbursed for meals up to a maximum of 150.00 per day INCLUDING tips.

In some circumstances employees may be able to receive advance payment of these expenses. The rate of reimbursement will be based upon ACTUAL EXPENSE OR FEDERAL PER DIEM RATES, ETC.

POLICY: EMPLOYEE BENEFITS

POLICY NO.: 6.0

Creative Care Child Care Centers will offer benefits to employees based upon available funding. Each employee will be advised at the time of hire of the benefits for which they are eligible or may become eligible at the completion of the Provisional Period. Employees will be notified of additional benefits and their eligibility during the course of employment.

Benefits may include, health care, vision, dental, free/reduced child care for employees' children, retirement/pension plan contributions, paid leave etc.

Creative Care Child Care Centers does not guarantee any benefits to any employee. Creative Care Child Care Centers reserves the right to change, cancel and/or deny benefits in its sole discretion to maintain the fiscal soundness of the agency or as other agency needs arise.

POLICY: CARE OF EMPLOYEE’S CHILDREN

POLICY NO.: 6.1

Creative Care Child Care Centers allows employees to enroll their children in the program. Under most circumstances, an employee who has a child enrolled in the center where she or he is employed will be prohibited from providing direct care to her or his child.

Creative Care Child Care Centers will attempt to provide free/reduced child care services to employees’ children as the budget may allow. Employees seeking to enroll a child(ren) in the program must discuss placement and possible tuition benefits with the Operations Manager. Creative Care Child Care Centers reserves the right to limit the number of employee’s children receiving free/reduced child care at the center at any time.

Payment for the employee's child care services will be deducted directly from the employee's pay check. This is deducted PRE TAX. Employees will be required to complete a form authorizing Creative Care Child Care Centers to deduct the cost of their child care from their paycheck.

Creative Care Child Care Centers further reserves the right to dis-enroll an employee’s child(ren) if the employee’s performance is affected by having their child(ren) at the center. Employees must remember they are employed to perform a specific job description and must not allow themselves to be distracted by having their child(ren) enrolled in the program. The employee must not interfere with the supervision or authority of their child(ren)’s classroom teacher.

Creative Care Child Care Centers will not provide continued care to the children of Terminated Employees. Employees who resign under favorable circumstances and are eligible for consideration for re-hire must discuss the continued enrollment of their child with Center Director. Creative Care Child Care Centers will determine in its sole discretion whether continued enrollment of an employee who has resigned is permitted on a case by case basis.

Non-enrolled children of employees are PROHIBITED from entering upon agency property except with the prior approval of the Operations Manager or when the employee’s family is invited to participate in agency activities.

POLICY: CAREER/PROFESSIONAL DEVELOPMENT

POLICY NO.: 6.2

Creative Care Child Care Centers requires all Employees to participate in career/professional development opportunities and will provide opportunities for employees to participate through supervision, in-service training, employee meetings, and attendance at special training programs, conferences, and workshops.

All Employees attending training are required to complete a Training Report Form. The report will include travel time from the assigned worksite to the event site, time of the meetings, workshops, etc. (which are to be verified by the facilitator's signature) and travel time from the event to the assigned worksite. If a session/training/workshop is not verified by the facilitator’s signature the employee may not receive

compensation since their attendance is not verified and will be subject to disciplinary action up to and including termination. Whenever an employee attends a training event she or he will be required to submit a written summary of the training within 5 business days of attendance. The written summary will be placed in the employee's personnel record.

Non-exempt employees who travel for training events will be compensated for the actual travel time associated with the event provided they have received prior approval to attend the event. Non-exempt employees will be required to record their time on their Payroll Record and designate the time as Training. Compensation for Non-exempt employees will be based upon actual work and travel hours. No compensation will be given for free time, meal time, overnight time, or periods between sessions at the event.

Exempt employees do not receive additional compensation for attendance at a training event.

Any employee who does not receive the required number of training/professional development hours as stated on their job description will be subject to disciplinary action up to and including termination.

POLICY: COBRA

POLICY NO.: 6.3

Under a federal law called the Comprehensive Omnibus Budget Reconciliation Act of 1986 (COBRA), most employers sponsoring group health plans must offer an extension of health coverage (called "continuation coverage") to their employees at group rates under certain circumstances when coverage would otherwise end. We at Creative Care Child Care Centers abide by the requirements of COBRA. The circumstances which qualify for an extension of coverage are called "qualifying events." Below is a list of qualifying events for yourself, your spouse, and your dependent children.

Qualifying Events For Yourself:

- ◆ A reduction in hours worked makes you ineligible for coverage.
- ◆ Termination of employment for reasons other than gross misconduct on your part

Qualifying Events For Your Spouse:

- ◆ Death of employee (yourself).
- ◆ Termination of your employment for reasons other than gross misconduct.
- ◆ A reduction in employee's hours worked.
- ◆ Divorce or legal separation.
- ◆ Employee becomes eligible for Medicare.

Qualifying Events For A Dependent Child:

- ◆ Death of employee-parent.
- ◆ Termination of parent's employment for reasons other than gross misconduct.
- ◆ A reduction in parent's hours worked.
- ◆ Parent's divorce or legal separation.
- ◆ The dependent ceases to be a dependent child under the health plan.

You or a member of your family must inform the Human Resources Department of a divorce, legal

separation, or a child losing dependent status within 60 days of the event. Creative Care Child Care Centers has the responsibility for notifying you or your family of continuation options within 14 days of your death, termination of employment, reduction in hours, or Medicare entitlement. If you do elect continuation coverage, AETNA is required to give you coverage which, as of the time coverage is being provided, is identical to the coverage provided under the plan to similarly situated employees or family members for whom a qualifying event has not occurred.

COBRA requires coverage be continued for a maximum of 18 months if you lose group coverage due to termination of employment or a reduction in hours. A second qualifying event, such as divorce or a dependent child losing dependent status may occur to your dependents while coverage is already being continued. If so, the continued dependents will be eligible for additional months of continued coverage, up to a maximum of 36 months from the date group coverage was first terminated. If group coverage is terminated because of death of the employee, divorce, legal separation, the employee's entitlement to Medicare, or dependent child losing dependent status, coverage may be continued for 36 months.

Your continuation coverage may be cut short for any of the following 3 reasons:

1. Creative Care Child Care Centers no longer provides group health coverage to any of its employees.
2. The premiums for your continuation coverage are not paid.
3. You become covered under Medicare or another group health plan.

For additional information about continuation coverage, please contact Operations Manager.

POLICY: HOLIDAYS

POLICY NO.: 6.4

Creative Care Child Care Centers will be closed in observation of the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- 4th in July
- Labor Day
- Thanksgiving
- Black Friday
- Christmas Eve (4 hours)
- Christmas Day
- New Year's Eve (4 hours)
- *Employee Birthday

Generally, when one of the above listed holidays fall on a Sunday, it will be observed the following Monday. Likewise, if the holiday falls on a Saturday, it will be observed the preceding Friday.

Employees will be paid for their regularly scheduled hours for the day on which Creative Care Child Care Centers is closed for a holiday as Holiday Pay provided that the employee works their regularly scheduled hours the business day before and after the designated holiday. Employees who are not regularly scheduled to work on a holiday will not be paid for the holiday. If an employee calls out the day before or the day after a holiday they will NOT get paid for the holiday.

Hours paid as Holiday Pay are not considered hours worked and therefore are not counted when determining overtime pay for non-exempt employees.

*Effective July 1, 2014, eligible employees will be paid Holiday pay for their Birthday. Employee must be scheduled off for his/her birthday. If a Birthday falls on a Sunday, it will be observed the following Monday. Likewise, if the Birthday falls on a Saturday, it will be observed the preceding Friday. Additionally, if the Birthday falls on an already scheduled Holiday (such as New Year's Day), the employee will be scheduled off the following day. If an employee calls out the day before or the day after a paid Birthday Holiday, they will NOT get paid for the holiday. Any conflicts regarding the Birthday Holiday must be put in writing and approved by Operations Manager. However, no request will be honored outside of 5 days before or after the actual birth date.

**Creative Care will close at 2:30pm on Christmas Eve and New Year's Eve. Employees will be paid 4 hours of Holiday Pay for each day. Employees who work longer than a four hour shift on either of these days will still be entitled to their 4 hours of Holiday pay, noting that it will not be paid as overtime. Employees should be scheduled for 4 hour shifts on at least one of these days in order to afford everyone the opportunity to have time off on these days. Employees who have annual paid time off will receive first preference for approved time off based on anticipated enrollment. Employees who do not have paid time off will be required to work a 4 hour shift on at least one of these days unless enrollment is so minimal that additional staff is not needed.

In addition to the Holidays listed above the agency will close on the following days/dates for Employee In-service training:

PRESIDENTS DAY AND ELECTION DAY

Employees are required to attend ALL In-service days. Employees may not be absent for any reason unless the employee is out on approved FMLA Leave, or is out related to a workplace injury. ANNUAL Leave will not be granted if the requested days coincide with an In-service Training. Employees who fail to attend a scheduled In-service Training will be subject to disciplinary action up to and including termination.

POLICY: BEREAVEMENT LEAVES

POLICY NO.: 6.5

When the death of a member of an employee's family, as listed below, necessitates her or his absence from work, up to 2 days WITH USING ANNUAL LEAVE TIME OR WITHOUT IF YOU HAVE NONE AVAILABLE pay may be granted by the CENTER DIRECTOR/DIRECTOR, OWNER:

- | | | | | |
|-------------|---------------|-------------|----------|----------|
| Husband | Mother | Grandmother | Wife | Father |
| Grandfather | Son | Brother | Grandson | Daughter |
| Sister | Granddaughter | | | |
- Anyone who permanently resides in the employee's household

When the death of a member of an employee's family listed below necessitates her or his absence from work, up to 1 days USING ANNUAL LEAVE TIME OR WITHOUT IF YOU HAVE NONE AVAILABLE pay may be granted by the SUPERVISOR, EXECUTIVE DIRECTOR/DIRECTOR, OWNER:

| | | | |
|---------------|----------------|------------|---------------|
| Mother-in-Law | *Step-parent | Nephew | Father-in-Law |
| *Step-child | Brother-in-Law | Son-in-Law | Aunt |
| Sister-in-Law | Daughter-in-L | Uncle | Niece |

* Step-parent/step-child will be entitled to 2 days if step-child was primarily raised by the employee or the employee was primarily raised by the step-parent.

Employees must request Bereavement Leave as soon as possible in advance of the leave.

Employees may be required to provide proof of the relationship between themselves and the deceased individual and a copy of either the obituary or some other evidence of when burial/funeral services are to be held.

POLICY: FAMILY AND MEDICAL LEAVE

POLICY NO.:6.5- 1

The following family and medical leave policy is designed to comply with the provisions of the federal Family and Medical Leave Act Of 1993 (FMLA).

Employees who have been employed for at least 1 year and for at least 1,250 hours during the preceding 12-month period are eligible for family and medical leave. For employees not eligible for family and medical leave, Creative Care Child Care Centers will review business considerations and the individual circumstances involved.

Upon return from Family Medical Leave employees will return to the same or to an equivalent position.

Employees designated as "highly compensated employees" (defined as the top 10% wage earners of the agency) are eligible for Family Medical Leave but are not eligible to return to the same or equivalent position at the expiration of FLMA leave.

Family or medical leave will be unpaid leave. Employees must use all of her or his accrued paid sick, vacation, and personal leave in concert with Family or Medical Leave. The remainder of the leave will then consist of unpaid leave.

REASONS FOR LEAVE:

All employees who meet the applicable time of service requirements may be granted a total of 12 weeks of unpaid family leave and paid sick, vacation, and personal leave combined (during any 12-month period) for the following reasons:

- (1) The birth of the employee's child and in order to care for the child
- (2) The placement of a child with the employee for adoption or foster care
- (3) To care for a spouse, child, or parent who has a serious health condition
- (4) A serious health condition that renders the employee incapable of performing the functions of her/his job.

The entitlement to leave for a child's birth or for placement of a child for adoption or foster care will expire 12 months from the date of the birth or placement.

APPLICATION FOR LEAVE

In all cases, an employee requesting leave must complete an Application for Family and Medical Leave and return it to the Operations Manager. The completed application must state the reasons for the leave, the duration of the leave, and the starting and ending dates of the leave.

NOTICE OF LEAVE

An employee intending to take family or medical leave because of an expected birth or placement, or because of a planned medical treatment, must submit an application for leave at least 30 days before the leave is to begin. If leave is to begin within 30 days, an employee must give notice to the Operations Manager as soon as the necessity for the leave arises.

MEDICAL CERTIFICATION OF LEAVE

An application for leave based on the serious health condition of the employee or the employee's spouse, child, or parent must be accompanied by a "Medical Certification Statement" completed by the applicable health care provider. The certification must state the date on which the health condition commenced, the probable duration of the condition, and the appropriate medical facts regarding the condition.

If the employee is needed to care for a spouse, child, or parent, the certification must so state along with an estimate of the amount of time the employee will be needed. If the employee has a serious health condition, the certification must state that the employee cannot perform the functions of her or his job.

BENEFITS COVERAGE DURING LEAVE

During a period of family or medical leave, an employee will be retained on Creative Care Child Care Centers health plan under the same conditions that applied before the leave commenced. An employee is not entitled to the accrual of any seniority or employment benefits that would have accrued if not for the taking of leave. An employee who takes family or medical leave will not lose any seniority or employment benefits that had accrued before the date leave began.

RESTORATION TO EMPLOYMENT

An employee eligible for family and medical leave (with the exception of those employees designated as "highly compensated employees") will be restored to her or his old position or to a position with equivalent pay, benefits, and other terms and conditions of employment. Creative Care Child Care Centers cannot guarantee that an employee will be returned to her or his original job. A determination as to whether a position is an "equivalent position" will be made by Creative Care Child Care Centers.

RETURN FROM LEAVE

An employee must complete a "Notice of Intention to Return from Family or Medical Leave" before she or he can be returned to active status. If an employee wishes to return to work prior to the expiration of a family or medical leave of absence, the employee must notify her or his supervisor at least 5 working days prior to the employee's return.

FAILURE TO RETURN FROM LEAVE

The failure of an employee to return to work upon the expiration of a family or medical leave of absence will subject the employee to immediate termination unless an extension is granted. An employee, who requests an extension of family leave or medical leave due to the condition, recurrence, or onset of her or his own serious health condition, or of the serious health condition of the employee's spouse, child, or parent, must submit a request for an extension, in writing, to the employee's supervisor. This written request must be made as soon as the employee realizes that she or he will not be able to return at the expiration of the leave period.

POLICY: JURY AND WITNESS DUTY

POLICY NO.:6.5- 2

Jury Duty:

When a leave of absence must be taken for jury duty, the Creative Care Child Care Centers will recognize this leave with or without annual leave pay.

Proof of jury duty must be submitted to the Center Director by the end of the pay period in which the employee serves.

Employees must notify their immediate supervisor as soon as possible after they receive notice they are called for Jury Duty. A copy of the official request to serve should be provided to Center Director upon notification.

Witness Duty:

When a leave of absence must be taken to answer a subpoena in court, the Creative Care Child Care Centers will recognize this leave without or with annual leave if you have it. Pay will be given **only when the employee is not financially involved in the outcome of the case.** Proof of the subpoena must be submitted to Center Director as soon as possible following service upon the employee.

POLICY: LEAVE WITHOUT PAY

POLICY NO.:6.5- 3

Work schedules have been established giving consideration to the student/teacher ratio, workloads, and coverage requirements. Employee absences have a detrimental effect on these conditions. While absence for illness and emergency situations may happen from time to time, employees will **not** be granted leave beyond their accrued vacation, sick, and personal leave as a standard practice. Emergency circumstances will be considered on a case by case basis. Leave without pay will only be granted in extenuating circumstances. Leave without pay **must** be approved in advance of the requested start date of the leave by your immediate supervisor. Requests must be submitted in writing. Employees will receive notice of the approval/denial for leave of absence in writing.

Leave without pay which has not been approved by your supervisor will be considered a voluntary termination.

POLICY: MILITARY SERVICE LEAVE

POLICY NO.:6.5- 4

In accordance with the Uniformed Services Employment and Re-employment Right Act (USERRA), Creative Care Child Care Centers will not discriminate against any person in any employment action based upon military service, application for military service and/or other military obligation.

Employees requiring leave under this policy must notify Creative Care Child Care Centers immediately upon receiving military orders that a Military Service Leave will be needed.

Employees returning from Military Service Leave must report for duty within 5 days of discharge.

Employee returning from Military Service Leave will be returned to their former or comparable position. The returning employees status, pay and benefits will be the same upon return as they would have been had the employee not been called to active duty.

If qualifications for the former position have changed during the Military Service Leave, Creative Care Child Care Centers will make a reasonable attempt at re-training the returning employee so they may become qualified for the position.

Under Military Service Leave, an employee may at the employees discretion, use any/all available paid leave time in conjunction with the Military Service Leave.

If an employee is dishonorably discharged from military service they are no longer protected under USERRA and any and all rights guaranteed there under are forfeited.

POLICY: OTHER LEAVES OF ABSENCES

POLICY NO.:6.5- 5

Absences not covered by these policies shall be referred to the Operations Manager.

Employees will accrue annual leave time as outlined below. Employees are not eligible to use annual leave time until they have completed 90 days of employment. Annual leave days must be used during the year they are granted. Any annual leave time accrued at the time of termination (voluntary or non-voluntary) will be paid at the discretion of the Director. Note: Job abandonment is not eligible for annual leave time payments.

Scheduling of annual leave time requires prior approval for absences of two or more consecutive business days. Written requests for annual leave time are to be submitted to the site Director at least 2 weeks in advance of requested time off. A change to approved annual leave time requires prior approval by the site Director.

Creative Care Childcare Center has the right to deny an employee's Annual Leave request for any reason including but not limited to: annual leave time accrual is less than requested leave time, other employees have requested leave at the same time, employee's performance is not satisfactory and time off would disrupt corrective action efforts, special agency events or activities which would necessitate employees presence. Employees are discouraged from paying for or scheduling activities for the Leave Time, until they have received approval.

Employees will be disciplined, up to and including termination for absences, which occur during the same time period as an Annual Leave request which was denied.

Annual leave time will be used to cover all absences, which arise **with or without notice**, such as time off for illness. Employees are required to notify their supervisor at least 1 ½ hours prior to the start of their scheduled shift of their absence. Employees who are absent for 2 or more days without prior approval, must present medical certification prior to their return to work. Absences above the annual leave time available will be considered excessive absenteeism and employees will be disciplined, up to and including termination.

Employees are required to use annual leave for full day absences. If an employee is approved to come in late or leave early due to outside commitment/appointment, the employee can choose whether to take the hours lost unpaid or as annual leave. If an employee

ANNUAL LEAVE ALLOTMENT:

All full time employees are eligible to accrue 10 days or 3.08 hours per bi-weekly pay period of annual leave time per calendar year prorated based on their hire date.

Once an employee reaches 5 years of service with the company they will accrue 15 days of annual leave time or 4.62 hours per bi-weekly pay period.

Annual leave time may be borrowed after the 90 day probation period at an excess of 10 hours in order to cover a planned vacation. Employees may not borrow annual leave time for absences without notice (call

offs). Borrowing annual leave time will only occur once in a six month period and must be approved prior to the actual absence. Any negative annual leave time balance will be deducted from an employee's last pay.

POLICY: COMPENSATION PLANS

POLICY NO.: 7.0

The Agency recognizes four parts to an employee's compensation package: base wage, increases for merit, cost of living raises, and employee benefits. It is the intent of Creative Care Child Care Centers to pay wages and provide for merit and/or cost of living increases as well as maintain the various employee benefits; however, the ability to do so will depend entirely on what funds Creative Care Child Care Centers receives. These amounts are often not known until well into any fiscal year or are fixed at the previous year's level of funding.

Creative Care Child Care Centers funds come from several sources, tuition, grants, federal block grants to state, subsidies. Based upon the expected availability of funds and the service needs of Creative Care Child Care Centers in each program (as funds from one funding stream cannot be transferred to another), the OWNER will develop a compensation plan for each program. The implementation of this plan is based upon actual receipt of funds. Employees will be notified of the compensation plan and time frame for implementation.

The positions at Creative Care Child Care Centers require the employment of individuals with varied skills, background, education and experience. Compensation Plans from one Center are not applicable to another Center. Violation of this policy will result in immediate termination.

POLICY: CONFLICT RESOLUTION

POLICY NO.: 8.0

The following procedures have been established to ensure that all parties to any conflict receive fair and equal hearing by those responsible for resolving conflicts.

1. The employee/petitioner must submit a written statement to her or his supervisor within 5 working days of the employee's knowledge of the event, which caused the conflict.
2. The supervisor shall attempt to resolve the conflict within 2 working days following receipt of the statement and issue a decision.
3. If the employee/petitioner is not satisfied, or if, indeed the conflict is with the supervisor, the employee/petitioner may appeal the supervisor's decision within 2 working days to the Creative Care Child Care Centers Owner.
4. The Owner will summarize in writing the party's issues and the conflict resolution plan. This summary will be filed in the employee's personnel record and a copy will be provided to the parties.

Terminated/Former Employees are not eligible to participate in the Conflict Resolution process.

POLICY: CHAIN OF COMMAND

POLICY NO.:8.1

All employees are expected to follow the below chain of command. Any problems or concerns need to be addressed with your immediate supervisor first. If then problem persists you may then go to the next level. Failure to follow the chain of command and have proper documentation (e-mails, meeting minutes, etc.) that you did so will result in disciplinary action up to and including termination.

| |
|---|
| Owner |
| Administration(Operations & Regional Director) |
| Center Director |
| Assistant Director (If applicable) |
| Group Supervisor(s) |
| Assistant Group Supervisor(s) |
| Aide(s) |

POLICY: PERFORMANCE APPRAISAL

POLICY NO.: 9.0

The Performance Appraisal should be a positive growth experience for the employee and supervisor. Performance Appraisals will be used to evaluate the entire period of employment since the employee’s last appraisal.

Performance Appraisals will be based strictly upon job performance. Job descriptions will be utilized as the basis for the appraisal. All employees will be given an opportunity at orientation to discuss their job descriptions to ensure that each employee understands her or his responsibilities and tasks. All employees will be given a copy of the Performance Appraisal form at this time.

Performance Appraisals will be used as a foundation to establish goals for the employee. Employees will be encouraged to develop short and long-term goals for themselves and to discuss their goals with their supervisor. Supervisors will monitor the employee’s progress toward attaining the goals by scheduling performance review meetings with the employee from time to time between formal Performance Appraisals. Supervisors will also present to employees the goals of the agency and their role in the successful attainment of these goals. Supervisors will keep employees informed of the agency's progress and any changes in the agency goals.

Supervisors will also solicit input from other employees who work closely with the employee being appraised.

Performance Appraisals will be conducted for Provisional Employees at least once prior to the end of the Provisional Period using the Agency's Provisional Employee Appraisal Form.

Following the Provisional Period, Performance Appraisals will be conducted at least once annually for each employee.

Before the Performance Appraisal is presented to the employee, it will be reviewed and approved by the evaluating supervisor's superior.

Employees must acknowledge receipt of the Performance Appraisal by signing the instrument indicating that they have received a copy.

When an employee refuses to sign acknowledging receipt of the Performance Appraisal, another employee will witness the refusal by signing a statement verifying the employee's refusal to sign the Appraisal form.

Any employee who refuses to sign acknowledging receipt of the Performance Appraisal will be subject to disciplinary action up to and including termination.

Performance Appraisals will be forwarded to the owner for review. All employees will receive a copy of their Performance Appraisal. Performance Appraisals will be placed in the employee's personnel record.

In addition to an annual appraisal staffs are also given to observation feedbacks a year from their center director. The director will come into the classroom and observe you interacting with the children and then give you written feedback.

POLICY: EMPLOYEE CODE OF CONDUCT

POLICY NO.: 10.0

The Owner believes that the purpose of the Employee Conduct Policy is to improve employee performance and customer service. As such, the Policy shall serve as a guide for supervisors and employees and shall be used to correct employee behavior and performance that does not meet standards.

As the basic standard of fairness in the Agency, employees are to be informed of the types of behavior expected of them and the rules, regulations, policies, procedures, and practices by which they must abide. Corrective actions result from failure to abide by the standards. It is the policy of the Center Directors that the standards of conduct for employees be equitably enforced.

Each employee is expected to conduct her/himself in a manner befitting her or his status as an employee of Creative Care Child Care Centers. She or he shall refrain from actions or public announcements, which reflect adversely upon the Agency. Employees shall exercise prudence and discretion in regard to all official business of the Agency.

CORRECTIVE ACTIONS:

A corrective action may include a reprimand, written warning, suspension, or termination as deemed appropriate by Creative Care Child Care Centers.

POLICY: BUSINESS ETHICS AND CONDUCT

POLICY NO.: 10.1

The successful business operation and reputation of Creative Care Child Care Centers is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of applicable laws and regulations, as well as a scrupulous regard for the highest professional standards of conduct and personal integrity.

The continued success of Creative Care Child Care Centers is dependent upon our clients' trust and we are dedicated to preserving that trust. Employees owe a duty to Creative Care Child Care Centers, and its clients, to act in a way that will merit their continued trust and confidence.

Creative Care Child Care Centers will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws, statutes, ordinances, and regulations and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide employees with respect to acceptable conduct. When a situation arises where it is difficult to determine the proper course of action, the employee should discuss the matter with his or her immediate supervisor, and if necessary, with the Executive Director for advice and consultation.

Compliance with this policy of Business Ethics and Conduct is the responsibility of every Creative Care Child Care Centers employee. Disregarding or failing to meet this standard of business ethics and conduct will result in disciplinary action up to and including termination.

POLICY: ACCEPTANCE OF GIFTS & GRATUITIES

POLICY NO.: 10.2

Employees of Creative Care Child Care Centers are prohibited from accepting gifts, money, services, or gratuities from clients, vendors, contractors, and all other persons doing business with Creative Care Child Care Centers. The only exception is holiday gifts from families.

Violation of this policy will result in disciplinary action up to and including immediate termination.

POLICY: CONFIDENTIALITY

POLICY NO.: 10.3

This Confidentiality Policy has been adopted to ensure confidentiality and protection of individual rights of privacy for children, families, and employees of Creative Care Child Care Centers. The individual dignity of children, families, and employees shall be respected and protected at all times in accordance with all applicable laws.

Information about children, families, or employees must not be divulged to anyone other than persons who are authorized to receive such information. This policy extends to both internal and external disclosure of information.

An employee's responsibility to maintain confidentiality regarding information learned about, children, their parents/guardians, families and other employees extends 24 hours per day, 7 days per week regardless of how or where the information was attained. Employees must be diligent in their efforts to maintain confidentiality, and should be aware that there are job related consequences for violations of confidentiality and rights of privacy, and that there is also the potential for civil liability against the individual employee and

the agency.

Confidentiality of Children's and Families' Information:

- a. All children's records must be locked in a secure file.
- b. Access to children's records is limited to employees with a "need to know".
- c. Children's records must not be removed from the center.
- d. Children's records must never be left out on desks, tables, etc. where other people may have access to them.
- e. Children's or families' private information must never be discussed among employees except on the "need to know" basis. Employees must be particularly aware of their surroundings when discussing this information. Special caution must be taken to be sure other children, families, or employees do not overhear information, that is confidential.
- f. Discussion of children's or families' information with volunteers, other families, friends, or community members is prohibited.
- g. Information and documents considered confidential include, but are not limited to medical records, educational records, special needs records, family records, financial records, and any other private information about the children or their families.
- h. All requests for release of information shall be directed to the Center Director.
- i. Information will only be released to persons outside of Creative Care Child Care Centers with the express written consent of the child's parent or legal guardian.

Confidentiality of Employee's Information

- a. All employee records must be locked in a secure file.
- b. Access to an employee's records is limited to appropriate supervisory employees.
- c. An Employee's records must not be removed from the center.
- d. An Employee's records must never be left out on desks, tables, etc. where other people may have access to them.
- e. An Employee's private information must never be discussed among employees except on a "need to know" basis. Employees must be particularly aware of their surroundings when discussing this information. Special caution must be taken to be sure other children, families, or employees do not overhear information, that is confidential.
- f. Discussion of an employee's information with volunteers, families, friends, or community members is prohibited.
- g. Information and documents, which are considered to be confidential include, but are not limited to medical records, educational records, employment records, financial or pay records, and any other private information about the employee.
- h. All requests for release of information to persons outside of Creative Care Child Care Centers shall be directed to the Center Director.
- i. Information will only be released to persons outside Creative Care Child Care Centers with the express written consent of the employee.

Confidentiality Related to Proprietary Information

Creative Care Child Care Centers has developed unique techniques, curriculum, and tools for evaluation, which make our program more competitive in the industry and are not to be revealed to sources outside of the company. Anything, which the company designs, produces, implements, and markets is treated as

Proprietary Information, also called trade secrets. This includes, but shall not be limited to, the agency's client list, employee list, curriculum, philosophy, mission statement, personnel policies, and parent handbook.

No employee should discuss proprietary information with other employees in any public place where it is possible they could be over heard. Employees must understand that it is not only their duty to protect Creative Care Childcare Centers proprietary information during their term of employment, but the legal obligation continues even after separation from employment. Employees are required to return any and all documentation that contains proprietary information at the time of separation.

It is very important to keep all information overheard, seen or told quiet. If something is read that was left out, it does not mean it is information for everyone to know.

Creative Care Child Care Centers is ready and willing to enforce this obligation through all available legal remedies, as necessary.

Violation of Confidentiality Policy

Any employee/volunteer who violates the Confidentiality Policy will be subject to disciplinary action up to and including termination. In addition to job related consequences, the employee/volunteer may face possible civil liability for their actions.

POLICY: CONFLICT OF INTEREST

POLICY NO.: 10.4

A conflict of interest with regard to Creative Care Child Care Centers is defined as an activity or interest which is inconsistent with or opposed to the legitimate best interest of Creative Care Child Care Centers. It is the policy of Creative Care Child Care Centers that all directors, officers, Policy Council members, contractors/consultants, and employees will avoid personal transactions or situations in which their personal interest will or will appear to conflict with those of Creative Care Child Care Centers. For the purpose of this policy a member of an immediate family shall include any of the following persons:

- | | | |
|----------|-----------------|----------------|
| Husband | Mother-in-Law | Niece |
| Wife | Father-in-Law | Nephew |
| Mother | Son-in-Law | Brother-in-Law |
| Father | Daughter-in-Law | Sister-in-Law |
| Sister | Step-Child | Grandmother |
| Brother | Step-Parent | Grandfather |
| Daughter | Aunt | Granddaughter |
| Son | Uncle | Grandson |
- Any person residing in the employee's immediate household

A conflict of interest occurs whenever an employee permits the prospect of direct or indirect personal gain to influence her or his judgment or action when acting on behalf of Creative Care Child Care Centers. The following examples are representative but not inclusive of potential conflicts of interest:

- a. No employee shall do business with a member of her or his immediate family on behalf of Creative Care Child Care Centers, unless the circumstances of the proposed relationship have been clearly reviewed by the Operations Manager/Owner and has been deemed to have no potential or inherent conflict of interest qualities.
- b. All employees must deal with suppliers, contractors, customers, and all other persons doing business with Creative Care Child Care Centers in the best interest of Creative Care Child Care Centers without favor or preference based on personal consideration.
- c. No employee shall misuse privileged information or reveal confidential data to outsiders for the purpose of personal gain or for any reason other than agency purposes.
- d. No employee shall deal with Creative Care Child Care Centers or with one of Creative Care Child Care Centers clients or suppliers as a representative of another firm or for her or his own account.
- e. No employee shall participate in the selection, award or administration of a contract where to her or his knowledge she or he or her or his immediate family has a financial interest.
- f. No employee shall solicit, accept or offer gratuities, favors, or anything of monetary value from other employees or persons receiving benefits or services or from contractors or potential contractors for personal gain or inherent conflict of interest.

POLICY: CORRECTIVE ACTION: Verbal Warning

POLICY NO.:10.5- 1

A verbal warning may be given to any employee when a minor violation of agency policies or procedures has occurred. A verbal warning may be given by any supervisor and need not be preceded by any other disciplinary action.

Employees are required to sign for receipt of a verbal warning on a Corrective Action Form. Signature of receipt does not indicate that the employee agrees with the verbal warning, it simply indicates that they have received a copy of the document. Failure or refusal to sign the verbal warning will be considered insubordination and will result in disciplinary action up to and including termination.

POLICY: CORRECTIVE ACTION: Written Warning

POLICY NO.:10.5- 2

Employees may be given a written warning for violations of agency policies and procedures with a Corrective Action Form. The written warning will clearly describe the deficiency in the performance or conduct and will site the policy, licensing regulation or procedure violated. The written warning will contain a corrective action plan, which will outline the necessary action to correct the deficiency (ies) and a time table under which the corrective action must occur.

Employees are required to sign for receipt of a Corrective Action. Signature of receipt does not indicate that the employee agrees with the written warning, it simply indicates that they have received a copy of the document. Failure or refusal to sign the written warning will be considered insubordination and will result in disciplinary action up to and including termination.

Copies of all documentation regarding corrective action plans will be sent to the Center Director.

POLICY: CORRECTIVE ACTION: Investigatory Suspensions

POLICY NO.:10.5- 3

The Center Director/Operations Manager/Owner may suspend an employee for Investigatory purposes. The Investigatory Suspension can be with or without pay as determined by Center Director/Operations Manager/Owner and will result in either full reinstatement with back pay, if appropriate, or further disciplinary action, including termination.

Examples of situations which would warrant use of Investigatory suspension include, but are not limited to:

1. Charges of driving while intoxicated.
2. Report of child abuse or neglect.
3. Accusations of theft.
4. Violation of Substance Abuse Policy.
5. Other similar situations.

Investigatory suspension may not exceed 2 days without the approval of the Owner.

Employees are required to sign for receipt of an Investigatory Suspension. Signature of receipt does not indicate that the employee agrees with the Investigatory Suspension, it simply indicates that they have received a copy of the document. Failure or refusal to sign the Investigatory Suspension will be considered insubordination and will result in disciplinary action up to and including termination.

POLICY: CORRECTIVE ACTION: Suspension

POLICY NO.:10.5- 4

Suspension of an employee may occur at the discretion of the employee's immediate supervisor for infractions of the Personnel Policies. Suspension of an employee will not require prior verbal or written disciplinary action.

Suspension will be without pay. The employee will be notified in writing of the policy violations and the length of the suspension and any corrective action required upon return to work. The employee is required to sign a copy of the suspension notification acknowledging receipt. Failure to sign for receipt of the suspension notification will be considered insubordination and will result in further disciplinary action including termination.

When circumstances permit, an employee will be suspended upon receipt of the notification. However, an employee may be suspended verbally if immediate suspension is in the best interest of Creative Care Child Care Centers. Written notification in these circumstances will promptly follow via certified mail. Suspension by verbal notice may be taken by the immediate supervisor followed immediately by written approval of the Owner.

POLIC: CORRECTIVE ACTION: Termination

POLICY NO.:10.5- 5

Termination shall not require prior verbal or written disciplinary action. Creative Care Child Care Centers is an “at-will” employer and may terminate the employment relationship at any time with or without cause and

without notice. This policy is to be used as a guide for employee's, but is not inclusive of the reasons or causes of termination from employment.

Termination is an action approved by the owner. Notification of Termination may be written or verbal.

Causes for involuntary termination include, but are not limited to, the following:

- ◆ Unsatisfactory provisional period
- ◆ Falsifying or misusing records, including application
- ◆ Violation of confidentiality rules
- ◆ Theft or misuse of Agency funds, equipment, or property
- ◆ Absence from work without notification and/or approval as per related policies
- ◆ Discourteous treatment of the public, clients, co-workers
- ◆ Inappropriate behavior, including use of vulgar language in the presence of children, families or employees.
- ◆ Non-performance of duties resulting in injury to the Agency, children, families, sub-contractors, vendors, or employees.
- ◆ Being abusive (verbally or physically) or neglectful to children, parents, or employees
- ◆ Violation of the Substance Abuse Control Policy
- ◆ Failure to submit required documentation within mandated time frame
- ◆ Neglect of duty or refusal to comply with directives of supervisor
- ◆ Misuse of leave policies
- ◆ Insubordination
- ◆ Receipt of 2 suspensions for the same infraction during any 12 month period.
- ◆ Failure to implement job specifics
- ◆ Receipt of 3 warnings for any violations during any 12 month period; the date of the third warning will be the employee's last day of employment
- ◆ Failure to return to work following a leave of absence
- ◆ Failure to meet deadlines as presented by supervisor
- ◆ Failure to maintain compliance with child care licensing regulations and/or other applicable federal, state or local statutes or Professional Development Organization Standards.

POLICY: E-MAIL AND INTERNET

POLICY NO.: 10.6

Employees are not permitted to send or receive personal e-mail on Creative Care Child Care Centers computers or e-mail accounts.

Employees are not permitted to utilize agency computers or internet access for personal reasons.

Employees are required to provide Internet access passwords, user names and PINs to Creative Care Child Care Centers for any account/website accessed on an agency computer.

When communicating with fellow employees, professional colleagues, parents, vendors, and/or independent contractors, employees are required to be professional, courteous and respectful at all times. E-mail messages must be composed using proper grammar, complete sentences, and appropriate punctuation and must avoid the use of slang. E-mail correspondence should be dated and signed with the employee's full name, position and Creative Care Child Care Centers.

All correspondence should be archived on the computer and/or printed for inclusion in the appropriate agency file. Employees who fail to create an archived record or hardcopy of any correspondence under this policy will be subject to disciplinary action up to and including termination.

Creative Care Child Care Centers has installed a ghost program on ALL agency computers and routinely monitors employee's activity.

Employees engaged in activities on agency computers which are not related to some legitimate work purpose will be subject to disciplinary action up to and including termination.

POLICY: SOCIAL MEDIA

POLICY NO.: 10.7

Employees are strictly prohibited from posting any information and/or photographs related to Creative Care Child Care Centers, its employees and/or the children/families served by Creative Care Child Care Centers on any internet website and/or blog including but not limited to websites like MySpace, Twitter, Linked In and Facebook.

Once information is released into cyberspace it is GONE FOREVER and CAN NEVER BE RETRIEVED. It can be copied and passed to hundreds of people in a fraction of a second. You may think social media posts are private but they NEVER are.

As your employer, we reserve the right to review sites to ensure adherence to this policy. Any violation of this policy will result in disciplinary action up to and including termination. Further, Creative Care Child Care Centers will pursue all legal remedies available for actions in violation of this policy.

Creative Care Child Care Centers is not responsible for an employee's personal items brought to any Creative Care Child Care Centers facility or to any work-related field trip or training session.

Employees are discouraged from bringing personal items to the workplace. Work space is provided for the employee to successfully complete the requirements of her or his position. It is not intended to be treated as a display area for an employee's personal possessions.

According to Department of Public Welfare licensing regulation all prescription and/or over the counter medication must be kept in the agency's designated medication location out of reach of children. Employees are strictly prohibited from carrying any prescription and/or over the counter medication on their person, in their purse or any work bag and/or keeping prescription and/or over the counter medication in their classrooms. Employees requiring medication during the work day must secure their medication in the designated medication location. The only exception would be for rescue inhalers. Employees must inform Center Director that they are carrying a rescue inhaler throughout the facility. If any other medical condition requires an employee to keep emergency medication on their person at all times, the employee **MUST** present the Center Director with medical certification detailing the need for medication to be immediately available. Creative Care Child Care Centers will evaluate these circumstances on a case by case basis. Creative Care Child Care Centers will dialogue with the employee and their certified health care provider to see if a reasonable accommodation can be reached so as not to violate the above referenced licensing regulation while maintaining the employee's and children's health and safety.

INSPECTION AND SEARCHES

The Creative Care Child Care Centers program has the right to require employees, while on duty or on Creative Care Child Care Centers premises including parking lots, to agree to inspections of personal property, vehicles, as well as the offices, desks, and file cabinets assigned to them. If an employee withholds consent to such an inspection, the employee will be immediately terminated.

Creative Care Child Care Centers reserves the right to remove an employee's personal possession(s), which it deems inappropriate for the workplace.

An employee who is terminated will not be given an opportunity to "clean out her or his desk." Any personal property which may be in the work space will be packed and shipped to the employee at the employee's expense.

Employee may bring personal items related to a legitimate work purpose into the program. These items include but are not limited to: resource books, curriculum supplement materials, and/or classroom decorations. Any personal items brought onto agency property must be properly registered with the Center Director. Employees must complete a sign in sheet detailing the items brought into the agency. The items must be clearly labeled with the employee's name when they are initially brought into the agency.

Should an employee fail to register personal items with the Center Director the items will be considered a donation to Creative Care Child Care Centers.

POLICY: NON-FRATERNIZATION

POLICY NO.: 10.9

Employees of Creative Care Child Care Centers are strictly prohibited from fraternizing with any client or employee of Creative Care Child Care Centers.

Clients of Creative Care Child Care Centers shall be provided with the best possible quality service. Employees shall treat clients, vendors, co-workers and the public with courtesy, appropriate distance, and respect.

Attending a "social event" or a "private gathering" with a client of the Creative Care Child Care Centers shall occur only when approved by the owner.

Employees should abstain from any intimate physical contact and/or involvement with clients. Employees should also avoid any unwelcome advances and intimate acts made by clients. Employees are required to report to their immediate supervisor any unwelcome advances or attempts at intimate acts made by clients or co-workers.

Employees should abstain from any intimate physical contact or involvement with other employees. This shall include dating other employees.

Employees should immediately report any action by a client or employee that would be considered a violation of this policy to his or her immediate supervisor.

Employees who violate this policy will be subject to disciplinary action up to and including termination.

POLICY: NON-SOLICITATION

POLICY NO.:10.10

Employees of Creative Care Child Care Centers are strictly prohibited from solicitation of any kind while on any Creative Care Child Care Centers property.

Employees who violate this policy will be subject to disciplinary action up to and including termination.

POLICY: OUTSIDE EMPLOYMENT

POLICY NO.:10.11

Employees of Creative Care Child Care Centers are prohibited from accepting any employment from any client of Creative Care Child Care Centers.

Employees are specifically prohibited from accepting employment as a baby-sitter from any client of Creative Care Child Care Centers.

Violation of this policy will result in disciplinary action up to and including termination.

POLICY: POLITICAL ACTIVITIES

POLICY NO.:10.12

During hours of employment, or while on agency property, or with the use of agency funds, employees of Creative Care Child Care Centers are prohibited from the following:

- ◆ Participation in any partisan or non-partisan political activity or any other political activity associated with a candidate, or contending faction or group, for an election for public or party office.
- ◆ Participation in any activity to provide voters or prospective voters with transportation to the polls or similar assistance in connection with any such election.
- ◆ Participation in any voter registration activity.

Violation of this policy will result in immediate termination.

POLICY: SEXUAL HARASSMENT

POLICY NO.:10.13

Creative Care Child Care Centers provides a workplace free of discrimination. Actions, words, jokes, or comments based on an individual's sex, race, age, ethnicity, religion, or any legally protected characteristic are not tolerated. Overt and subtle harassment creates an offensive, hostile, and uncomfortable work environment and is strictly prohibited.

Harassment by any employee or by a client to an employee requires investigation. If harassment is found, the harasser will be subject to disciplinary action including possible termination.

Creative Care Child Care Centers prohibits sexual harassment. Creative Care Child Care Centers employees, volunteers, clients, and applicants have a right to work in a discrimination free environment, including freedom from sexual harassment.

Sexual harassment is strictly prohibited and will not be tolerated. Sexual harassment may be defined as, but not limited to:

- ◆ Suggesting to an employee that submitting to sexual favors enhances employment opportunities and/or advancement.
- ◆ Threatening or insinuating that refusal to submit to sexual advance will adversely affect employment appraisal, wages, advancement, assigned duties, shifts, or any other condition of employment or career development.
- ◆ Offering unwelcome sexual advancement or flirtation.
- ◆ Using sexually degrading words.
- ◆ Offering sexually suggestive or erotic comments regarding a person's body or mannerisms.
- ◆ Displaying graphically sexual pictures and/or objects in the workplace.

Supervisors shall maintain a workplace free of sexual harassment. Sexual harassment policies shall be discussed with employees assuring that insulting and/or degrading sexual harassment shall not be tolerated.

Sexual Harassment Complaint Procedure:

Sexual and impermissible harassment complaints should be reported immediately to an employee's supervisor. If it is inappropriate to notify the supervisor, contact the Center Director. Sexual harassment complaints will be investigated promptly and all information will be kept confidential. Investigation results require the Center Directors action and resolution.

Sexual Harassment Complaint Action:

Sexual harassment investigations confirming allegations require swift and prompt corrective action and disciplinary action or possible termination against the offending party.

POLICY: SMOKE-FREE WORKPLACE

POLICY NO.:10.14

All facilities, grounds, and vehicles of the Creative Care Child Care Centers are **Smoke-Free Environments**. Smoking is prohibited in any of these areas.

In addition, employees are prohibited from becoming nuisances to Creative Care Child Care Centers neighbors by loitering on their property while smoking. Violation of this policy will result in disciplinary action.

POLICY: SUBSTANCE ABUSE CONTROL

POLICY NO.:10.15

Creative Care Child Care Centers management shall take necessary measures to assure that the use of alcohol or unauthorized substances by employees does not endanger the health, safety, and security of our children, employees, volunteers, Creative Care Child Care Centers sites and the entire Creative Care Child Care Centers operation.

The unlawful manufacture, distribution, dispensation, possession, concealment, transportation, sale or use of unauthorized substances on Creative Care Child Care Centers premises, vehicles, or while conducting program business off site are absolutely prohibited. The presence of an unauthorized substance(s) in an employee's system while on Creative Care Child Care Centers premises, vehicles, or while conducting Creative Care Child Care Centers business off premises is strictly prohibited. Unauthorized substances include illegal drugs, unauthorized drugs and drug paraphernalia. The abuse or misuse of alcohol, prescription drugs or over-the-counter drugs which have been legally obtained is also strictly prohibited on Creative Care Child Care Centers premises, vehicles, or while conducting Creative Care Child Care Centers business off premises.

The use of alcohol on or in Creative Care Child Care Centers property or vehicles is also prohibited.

Violation of this policy will lead to termination of employment.

PRE-EMPLOYMENT REQUIREMENT

Creative Care Child Care Centers will require an applicant to provide information about all felony and misdemeanor convictions and information about all pending criminal charges, including deferred adjudication. If the applicant refuses to provide information, the interview process will be terminated. The references and employment history of the applicants will be checked before Creative Care Child Care Centers offers employment. If there is evidence or reasonable suspicion of substance abuse or misuse, the applicant will be disqualified from consideration for employment.

EMPLOYMENT REQUIREMENTS

Creative Care Child Care Centers will check with the police to obtain information about all pending criminal charges, including deferred adjudication of all current Creative Care Child Care Centers employees. Creative Care Child Care Centers management will advise all new employees of the program's policy to check with the police for evidence of a criminal history.

EMPLOYEE TESTING

If there is a reasonable suspicion of substance abuse or misuse, because the employee's behavior or health appears to endanger the health, safety, or well-being of the children, Creative Care Child Care Centers will require testing of the employee. Confirmed positive tests of urine, blood or expired air, or refusal to submit to testing or refusal of permission to release substance testing information to appropriate management, will be basis for termination of employment. Substance testing is not a part of Creative Care Child Care Centers ongoing evaluation program. Substance testing may be required (1) where reasonable suspicion exists to warrant such testing; or (2) where necessary to comply with federal, state, or local regulations.

Refusal to comply with a request for testing is considered a violation of this policy and will result in disciplinary action up to and including termination.

Selection of quality controlled laboratories, standards and procedures for testing, chain of custody, verification of test results, retention of specimen where applicable are the responsibilities of the Creative Care Child Care Centers Center Director. The Creative Care Child Care Centers Center Director will be assisted by a Medical Specialist in the selection of appropriate laboratories for substance abuse testing.

INSPECTION AND SEARCHES

The Creative Care Child Care Centers program has the right to require employees, while on duty or on Creative Care Child Care Centers premises including parking lots, to agree to inspections of Creative Care Child Care Centers property, vehicles, as well as the offices, desks, and file cabinets assigned to them. If an employee withholds consent to such an inspection, the employee will be immediately terminated.

REHABILITATION

A referral to a rehabilitation program will be offered to the employee who is found in violation of this policy. Such a referral or participation in a rehabilitation program will not prevent termination of employment.

Former employees who have participated in a counseling program and other related services and have demonstrated a successful recovery from dependency of drugs and/or alcohol will be considered eligible for re-hire.

NOTIFICATION OF AN INDICTMENT OR COMPLAINT

Employees are required to notify the Creative Care Child Care Centers program of any criminal drug statute indictment no later than 24 hours after such an indictment. The center director of a program site must notify the Center Director if an employee at her or his worksite has been indicted or if there is a complaint within 8 hours after receiving such notice. Further, the Center Director must notify the State Department of Human Services licensing division of an employee incident or complaint within 24 hours or on the next work day. The Operations Manager/Regional Director/Center Director will notify the employee of termination of employment due to violation of the Creative Care Child Care Centers program's Substance Abuse Policy, the Pennsylvania Minimum Standards, the Pennsylvania Controlled Substance Act, and the Federal Drug-Free Workplace Act of 1988.

IMPLEMENTATION

It is the responsibility of the various site directors to implement the Creative Care Child Care Centers Substance Abuse Policy. Each program site should address alcohol and drug abuse by (1) Teaching the facts about drugs and alcohol, (2) Explaining the Creative Care Child Care Centers Abuse Policy, (3) Addressing drug problems in employees meetings, (4) Raising the employees' awareness to the drug problem in the workplace, (5) Presenting a unified and visible commitment toward a drug-free workplace, and (6) Promoting a drug-free lifestyle.

INDICTMENT OR OFFICIAL COMPLAINT

The center must ensure that a person who is indicted, or the subject of an official criminal complaint accepted by a county or district attorney alleging she or he committed a felony violation of any law intended to control the possession or distribution of any substance included as a controlled substance in the PENNSYLVANIA Controlled Substance Act, must not be at the center while children are present and must not have contact with the children until the charges are resolved.

PERSONNEL RECORDS

The center must maintain personnel records for all employees and ensure that each employee's record includes a statement from the employee providing information about all felony and misdemeanor convictions, and all pending criminal charges, including deferred adjudication.

CONVICTION OF A FELONY VIOLATION

No one may serve as a center director or employee of a Creative Care Child Care Centers center who has been convicted of a felony violation of any law intended to control the possession or distribution of any substance included as a controlled substance in the Pennsylvania Controlled Substance Act.

CONTACT WITH CHILDREN

A person convicted of a felony violation of any law intended to control the possession or distribution of any substance included as a controlled substance in the Pennsylvania Controlled Substance Act must not be at the Creative Care Child Care Centers center while children are present and must not serve in any capacity where there is contact with children.

People whose behavior or health appears to endanger the health, safety, or well-being of children must not be at the Creative Care Child Care Centers center.

People must not smoke in the children's presence or consume alcohol when children are at the center.

People who appear to be under the influence of alcohol or other drugs must not be in the center when children are present.

PERSONNEL ACTION

Violation and conviction of any law intended to control the possession or distribution of a controlled substance will lead to termination of employment as consistent with state licensing requirements for child care facilities.

POLICY: TELEPHONE AND MAIL USAGE

POLICY NO.:10.16

Employees are not permitted to make outgoing personal telephone calls during work hours unless authorized to do so by the Center Director.

Employees are not permitted to receive personal telephone calls during work hours except in the case of emergency. Cell phone usage is not permitted in the classroom at all!!

The Creative Care Child Care Centers mail and telephone facilities are intended for Creative Care Child Care Centers business and are not intended for personal use. Personal telephone calls should be made only in emergencies. Should you need to place a phone or long-distance personal phone call or use the mail service, you must seek prior approval and you will be required to pay the toll charges and postage as they apply.

Every time you make or receive a business telephone call, you are representing not only yourself, as a professional, but Creative Care Child Care Centers. Good telephone manners are required and include the following:

- ◆ Answer promptly and courteously.
- ◆ Identify yourself.
- ◆ Keep your conversation business-like and brief, avoiding prolonged chats.
- ◆ Transfer incoming calls to the appropriate party courteously and quickly.
- ◆ Have someone take your calls when you are away from your desk.
- ◆ Take messages accurately and relay them to the person as soon as possible.
- ◆ Answer questions thoroughly to ensure that the caller has received the information requested.
- ◆ Be available to respond to clients' calls to ensure good client service and to minimize the cost of return calls.
- ◆ Close your conversation with a pleasant "Good-bye."
- ◆ Be effective but efficient, keeping in mind that the use of our telephones is very important to our client service but is also an expensive overhead item

POLICY: CELL PHONE USAGE

POLICY NO.: 10.17

Children require constant supervision. Thus, cell phones are not to be used for personal use in the center. You may use your cell phone on your break, outside of the classrooms. You may use your cell phone to make work-related calls to you Director only. If there is an emergency in the classroom and the only phone accessible is your cell, by all means, use it to contact your Director or to call 911. During work hours your phone should be placed on silent ringer or turned off. Anyone caught using a cell phone (texting, checking emails, surfing online, posting on Facebook, listening to music, playing games, etc.) will be asked to relinquish their phone until the end of their shift. Written documentation will occur and disciplinary actions up to and including termination will occur.

POLICY: PERSONNEL RECORDS

POLICY NO.: 11.0

A confidential file will be maintained on each employee containing all employment related documents such as the employment application, resume, job and salary history, performance appraisals, disciplinary action, general correspondence and other documents that pertain to employment with Creative Care Child Care Centers. To comply with the Americans with Disabilities Act, Creative Care Child Care Centers keeps all medically related information in a separate confidential file.

Any false statements made by employees on their employment applications or personnel records will result in disciplinary action, up to and including termination.

An employee may have supervised access to her or his file during normal business hours upon request to the Center Director. Personnel files may not be removed from the center. Employees are prohibited from removing any documents from their personnel file. Employees may only add documentation to their personnel file with the permission of the Center Director.

Employee requests for copies of the documents contained in the personnel file must be made in writing to the Center Director. Employees will be charged \$1.00 per page for photocopying. Copies of Personnel Records will only be released to the Employee and/or their Attorney at Law. Attorneys at Law must present a Letter of Representation in order to receive a Personnel Record.

POLICY: EMPLOYMENT REFERENCES

POLICY NO.: 11.1

Requests for references should be directed to the Administrative Office at our Jeffersonville location.

Creative Care Child Care Centers will release information regarding position(s) held and length of employment for reference purposes. In order to release any additional information regarding employment, the employee must provide a signed release. Confidential information will only be provided with the employee's express written permission. All requests for references must be in writing. Creative Care Child Care Centers will not provide information by telephone.

Unless specifically authorized by the owner, employees are strictly prohibited from providing references for any employee under any circumstance including a personal reference. Any employee who provides reference will be subject disciplinary action including termination.

POLICY: EMPLOYMENT VERIFICATION

POLICY NO.: 11.2

From time to time employees may request Creative Care Child Care Centers to verify employment, position held, salary, address, and other information for credit and other purposes. These requests must be made to the Administrative Office at our Jeffersonville location.

Requests for employment verification sent to any other employee may create a delay in releasing the information. Unauthorized employees are strictly prohibited from responding to any request for employment verification. All requests will be answered by the Operations Manager.

All requests must be made in writing. Creative Care Child Care Centers will not verify employment by telephone. The request must include the employee's written authorization to release or verify any information.

Occasionally Creative Care Child Care Centers receives subpoenas for employee information. Creative Care Child Care Centers is required by law to release the information requested in the subpoena and will comply with any subpoena it receives.

POLICY: EMPLOYEE'S PERSONAL REPRESENTATIVE

POLICY NO.: 11.3

Creative Care Child Care Centers will only discuss details of an employee's employment status with the subject employee. This includes but is not limited to: job assignment, salary, PTO, attendance, performance, promotion, demotion and pay. Creative Care Child Care Centers will not at any time entertain inquiries made by the parents, spouses and/or other acquaintances of an employee. Creative Care Child Care Centers follows this policy because to do otherwise would be unprofessional and possibly a violation of the employee's rights of privacy.

Creative Care Child Care Centers will, at the employee's request, discuss employment related information with the employee's retained Attorney at Law.

In the case of a personal or medical emergency, Creative Care Child Care Centers will contact a designated emergency contact person on the employee's behalf. Employees will be required to list an emergency contact person as part of their employment documentation.