



**“The World is our Stage”**

# **EMPLOYEE HANDBOOK**

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**EMPLOYEE HANDBOOK**

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## WELCOME

Welcome to the Premier Kids Academy (herein after referred to as "Center"). We hope your experience with us will be one in which you grow in your understanding of children as well as in your ability to work with children. You are of great value to the Center and key to providing the quality care our families have come to expect.

Before employment begins there are is paperwork that needs to be completed. Besides a current physical and TB (Tuberculosis) test, fingerprinting, and criminal history background checks are performed. All child care center employees hired must submit to fingerprinting and a criminal history background check. This check is completed during the initial hiring period. Due to the fact the process takes anywhere from 6-8 weeks to receive a report, the employee is usually hired and working in the center. In the event, the center is notified that an employee's fingerprint report has indicated a criminal history that involves children; the employee will be terminated immediately.

There will be opportunities provided for you to receive training. Your best learning experiences, of course, will be in the classroom. Observing other teachers will give you a model for appropriate and effective ways to work with children.

Your presence at Premier Kids Academy, LLC makes it possible for us to offer a quality program. We are glad to have you as part of our team we offer our best wishes for your future success. We hope you will be just as proud to be a member of our organization as we are to have you.

### 1.1 CENTER POLICY AND PURPOSE

- To provide the children enrolled at our center with consistently high quality care in a safe and enriching environment.
- To provide friendly and courteous service to our clients and business associates.
- To provide all our employees with equal opportunities for advancement.
- To provide you with good working conditions, to pay you a fair wage and to promote your welfare.
- To produce a profit for the Center's future growth and the owner's investment.

Premier Kids Academy, LLC is a privately owned and operated child care and early learning facility designed to meet the needs of young children by providing quality programming within a

safe and nurturing environment. When a child is enrolled with special needs, staffs are oriented in understanding that child's special needs and ways of working with the child in the group setting.

Premier Kids Academy, LLC recognizes the uniqueness of each child by providing a developmentally appropriate, child-directed learning environment in which the child can construct his/her own knowledge through teacher guided, hands-on experimentation and exploration in the areas of social, emotional, physical, and cognitive development.

Children are encouraged to be autonomous to the degree that they are able to do so. Autonomy, in this context, means the ability to govern one's self, taking into account all relevant factors. Personal autonomy is encouraged by giving children choices that are structured to their level of development. This includes making a conscious decision about the learning center that they choose to visit and the activity that they choose to engage in.

The children have the opportunity to find solutions to problems that are acceptable to everyone involved. This could include determining rules for a game that is being played, solving a social conflict between two children, deciding the best way to get their toys picked up, analyzing what type of silverware is needed for lunch, and hypothesizing and testing their presumptions for a science experiment.

The climate in the classroom is one of mutual respect with the teacher being a facilitator of learning rather than a dispenser of knowledge. Children are encouraged to respect others in the classroom, as they are themselves respected. In working toward the development of autonomy, the children are encouraged to become responsible for their own behavior and make decisions reflecting that responsibility. This guidance approach uses encouragement and natural or logical consequences. Premier Kids Academy, LLC also recognizes the importance of family and the development of each child and welcomes the involvement of parents and family members in the program.

## 1.2 PURPOSE OF THIS HANDBOOK

This handbook is for the information and use of all employees of Premier Kids Academy, LLC. It contains the policies of the Center relating to hours, wages, employee benefits and conditions of employment, and provides a reference manual that should be followed by the Center and its employees. Center policies are operating practices and procedures of the Center. These policies have been established for the benefit of the employees and management in order to provide the best working conditions possible.



THE LANGUAGE OF THIS HANDBOOK AND THE RULES AND POLICIES STATED WITHIN ARE NOT INTENDED TO CREATE, NOR DO THEY CONSTITUTE, A CONTRACT IMPLIED OR EXPRESS BETWEEN THE CENTER AND ANY OF ITS EMPLOYEES. THE POLICIES AND PROCEDURES ARE NOT UNCHANGEABLE. IF CIRCUMSTANCES ARISE THAT WARRANT CONSIDERATION OF A CHANGE IN POLICIES OR PROCEDURES, EMPLOYEES SHOULD BRING SUCH CIRCUMSTANCES TO THE ATTENTION OF MANAGEMENT. THIS HANDBOOK AND THE RULES AND POLICIES CONTAINED IN IT ARE SUBJECT TO CHANGE AT ANY TIME WITHIN THE SOLE DISCRETION OF MANAGEMENT.

EMPLOYMENT AT THE CENTER IS ON AN "AT WILL" BASIS AND MAY BE TERMINATED BY THE CENTER OR THE EMPLOYEE AT ANY TIME FOR ANY REASON. ANY CHANGE TO THIS AT-WILL EMPLOYMENT STATUS, INCLUDING EMPLOYMENT FOR A PARTICULAR REASON, MAY BE GRANTED ONLY WITH THE SPECIFIC PRIOR WRITTEN APPROVAL OF THE OWNER OF THE CENTER.

It is the duty of the management to administer fairly without discrimination these policies, and all employees are expected to abide by and follow these policies. In the event you have any questions concerning the application of any procedure or policy, you should first ask your supervisor, if possible. Any employee who feels that a policy has not been administered in accordance with this handbook should refer the problem directly to his/her supervisor or to another member of management. No employee shall be penalized or discriminated against in any way for having requested consideration of the application of these policies or questioning the application of a policy in any situation.

Management intends that justice and fair dealing be the practice as well as the policy of the Center. Every employee should feel free to discuss his or her problems and any policies contained in this handbook with members of management. We welcome suggestions from you that will aid in maintaining constructive and harmonious relationships throughout the Center. Please read this handbook carefully and review it with whomever you like - your family, your fellow employees, or your supervisor. If you have any questions, please bring them to the center director. When you have completed your review, please sign the form at the end of the handbook stating that you have reviewed the handbook, understand its contents, and agree to abide by it. Please return the form to the director's office.

## **II. CHILD CARE LICENSING STANDARDS**

All staff are expected to be knowledgeable in ODJFS Rules and Regulations for Child Care, and are expected to follow all procedures as outlined in the Rules and Regulations for care of children. A copy of the ODJFS licensing standards is available in the director's office.

Failure to follow licensing regulations may result in disciplinary action, up to and including termination.

## 2.1 TRAINING REQUIREMENTS

All staff are required to complete the mandatory trainings and continuing education hours required by ODJFS for child care center employees. These trainings include CPR, First Aid, Mandatory Child Abuse Reporter Training, and Universal Precautions. Medicaid also requires staff to have training specific to the needs of our clients. A complete list of required trainings, certifications, and continuing education hours, and timelines for completing the mandatory trainings is listed in Appendix A. Failure to complete all mandatory trainings and continuing education will make you ineligible for employment, and you will be removed from the schedule until all requirements are met.

In addition to the trainings mandated by ODJFS and Medicaid, all new staff are required to complete the New Staff Orientation self-study training modules within the first six months of employment. Each module is to be submitted to the director after completion for review and feedback. These modules will be submitted to the STEP UP TO QUALITY PROGRAM.

## III. CARE AND SUPERVISION OF CHILDREN

Your first responsibility is to read this handbook. Through it you will become familiar with policies and procedures as well as the health and safety issues that are important to the successful performance of your job. You are responsible for knowing this information. If you have any questions, please feel free to ask at any time.

This handbook is for Teaching Staff and Support Staff alike. You should be given an orientation checklist with your paperwork prior to starting your job here.

When you walk into your classroom your first day, you may feel somewhat out of place and unsure of what to do. This is a normal feeling. First days are hard for all of us. As you become familiar with the program, children and your co-workers, you will feel more at ease. These suggestions will help you get to know our children:

- When you enter the room, the classroom teacher will introduce you to the children.
- Find a place to sit near children. A low chair or the floor will position you on eye level with children.
- Children find adults who are sitting more approachable than those who are standing or walking around.
- Be open and friendly. Smile. Children are curious and will approach an adult who looks welcoming.
- When you sit near children, comment on what they are doing. Instead of asking,

“What are you doing?” describe what you see them doing. You might say, “That puzzle has a lot of pieces,” or “You used all the colors to paint your picture.”

- The first days are a time for you to become familiar not only with the children, but also with routines. You will find that, although we give children many choices of what to do at a given time, the routines remain predictable and constant.
- Teachers will warn children when an activity is going to change so it doesn't come as a surprise to them. These changes of activity are called transitions.
- Some examples of transitions include: inside to outside play, group time to mealtime and mealtime to rest time.
- All teachers are needed during transitions to help children move as smoothly as possible.

Each day you will become more aware of what comes next in the routine and what you need to do to help children through their day. Always feel free to ask questions. There is a lot to learn and it will take time. We are committed to making this a good experience for all staff.

### 3.1 SUPERVISION AND STAFF RATIOS

Constant supervision by staff is essential to ensure the safety of the children. Staff should avoid engaging in personal conversations or other distractions while supervising groups of children. In the classroom and on the playground, staff should be spaced around the room or play area to ensure all children are visible and well supervised. If one staff member is engaged in an activity with a child or a group of children, other staff should be supervising any children that are not participating in the activity. When only one staff member is supervising a group of children, that staff member is responsible to provide continuous supervision of all of the children in the group, and should plan activities accordingly.

If a staff member must leave the classroom or playground, such as to take a child to the restroom, there must be adequate staff available in the classroom or on the playground to maintain required staff ratios. If relief staff is not available, then the staff member must take enough children with them to maintain adequate staff ratios in the classroom or on the playground.

ODJFS staff ratios and staffing requirements are listed in Appendix B.

## 3.2 DISCIPLINE

Corporal punishment of any kind is not allowed in the child care setting. Staff should never spank, push, pull arms or legs, shake or threaten children. Children should not be punished for toileting accidents or not sleeping or eating. Staff must provide continual supervision and observation to identify and, whenever possible, prevent problems before they occur. Redirection to an appropriate activity should be used whenever possible.

When necessary, discipline consists of time out in a chair or sitting on the floor, away from the other children. Time out is not used for children below the age of two. The time out is one minute per year of age. If a child is unwilling or unable to sit in time out, he/she may be assisted by sitting on a teacher's lap. If the child is unable to remain safely in the classroom, the child may be taken to the director's office until they are calm and able to resume classroom activities.

Time out does not begin until the child is calm. The child will be told in a developmentally appropriate way why he/she is in time out, and will be redirected to another activity and/or will be assisted in resolving the problem that resulted in his/her behavior. Older children may also have an activity or privilege taken away for a period of time.

Note that discipline practice should promote positive guidance, not negative reinforcement. Therefore, interventions such as placing soap, vinegar or other substances in children's mouths should not be used. As children mimic the behaviors of adults, it is important that staff not use physical interventions or abusive language with the children or between themselves.

Corporal punishment is expressly forbidden in child care centers, regardless of the practices of the parents at home. Be aware of the developmental impact of physical intervention on children, the legal implications (including allegations of abuse), and the liability issues that can arise from physical discipline. Staff should seek their own "time-outs" if they feel themselves becoming too impatient or starting to lose control. Staff should use conversational voice tones when addressing children. If a child's behavior warrants an intervention, the staff person should go to the child and speak quietly with the child about the problem. Children should not be yelled at in close proximity or across a room, or grabbed or shoved. Using derogatory language when addressing a child is prohibited.

Appropriate alternatives to corporal punishment for young children include:

- Very brief expressions of disapproval for infants and toddlers.
- A quiet, non-threatening verbal response including redirection to another activity.
- "Time-outs" for preschoolers.
- Limits on activity (such as not being able to play with the building blocks for five minutes if the child throws a block).

A general rule of thumb is one minute of time-out for the age of the child. Young children do not have a concept of large spans of time and do not benefit from long periods of exclusion. Any “time-out” intervention for any age of child should be brief, infrequent in use, and still provide for constant observation of the child. For school-aged children, denial of privileges may be an effective alternative.

The use of “body wraps” on a child during time-out can be used to calm a child that refuses to sit independently in time-out. A “body wrap” is done when staff person sits with the child on their lap and wraps the child in their arms until the child calms down. If this type of intervention is used, staff should be mindful that the intervention must be done on the floor and away from furniture. Staff should not attempt to hold a child while in a chair or on another piece of furniture, due to the safety needs of the child.

The goal of our discipline is not to punish the child, but to help the child with his/her impulse control, promote the development of social, communication and problem-solving skills, and to ensure the safety of all of the children.

ODJFS discipline rules are listed in Appendix C, and recommendations for positive guidance techniques are listed in Appendix D.

### 3.3 BITING

Even in the best child care center, periodic outbreaks of biting occur among infants, toddlers and sometimes preschoolers and occasionally older children. This is an unavoidable consequence of grouping young children together. When it happens, it can be scary and very frustrating for children, parents and teachers. Understanding the reason for biting is the first step to changing a child’s behavior. Children bite for a variety of reasons: teething, simple sensory exploration, cause and effect, imitation, crowding, seeking attention, frustration and stress. Childcare group situations are difficult: dealing with others constantly around, sharing attention and toys, and too much or too little stimulation are all very difficult for children. Biting is not something to blame on children, their parents or their teachers. When biting breaks out, a high quality childcare program immediately takes action, not to blame the biters but to change the environment and help children change their behavior. Our biting Policy and Procedure is located in Appendix E.

### 3.4 CHILD ABUSE

Physical and sexual abuse in the child care setting is a serious concern. You as an employee need to protect yourself from accusations of abuse, and you need to protect the children at the center from potential abuse. It is better to ask for assistance or to be relieved from the classroom before a potentially abusive situation occurs. Staff must report suspicious or inappropriate behavior to the center director immediately. As a mandatory reporter, you are required to report any suspected abuse to the center director and to ODJFS within 24 hours, and contact law enforcement if a child is in eminent danger. You are also responsible to complete the follow-up written reports that are required by ODJFS. Appendix F has the procedure for reporting child abuse to ODJFS.

### 3.5 COMMUNICATING WITH PARENTS/GUARDIANS

Because of the need for continuity of care and to assist providers and parents in anticipating and providing for the needs of children under age two, good communication between center staff and parents is essential. Daily recording of information is important because an infant may have several caretakers during the day and they may not all discuss the child's activities with the parent at the end of the day.

Changes in bodily functions may have an impact on the child's well-being. Any changes in eating habits, sleep patterns, disposition, or elimination can be early indications of illness. Parents should be encouraged to share similar information at arrival time.

Staff should record information as it occurs and not rely on memory at the end of the day in composing a record of events. Center staff need to remember that not all parents can read. Therefore, sharing information verbally to a parent is essential to ensuring parents receive the necessary information, even if a written copy of the information is provided.

It is your responsibility to greet the children and parents as they arrive. This provides opportunity to assess for signs of illness, injury, or unusual behavior. Observations of illness, injuries or other concerns need to be documented. Be prepared to assist parents with separation if necessary and to report any information given by parents in the classroom staff notebook so that all classroom staff have access to that information.

It is also your responsibility to give a verbal and/or written report to the parents about their child(ren)'s care when they pick up their child(ren). At this time, signatures need to be obtained for incident reports or other forms requiring a parent or guardian signature. Please remind parents to check their child's classroom folder daily for papers to take home or sign.

For each child under two years of age, the classroom staff shall make a daily written record. This record ensures good staff communication and consistency of care between staff shifts. A verbal report is to be given to the staff assuming the child's care before you leave the building. At the end of the child's day at the center, the daily written record shall be provided verbally or in writing to the parent or the person who removes the child from the center. The record shall contain information on each of these areas:

- a. The time periods in which the child has slept.
- b. The amount of food consumed and the times at which the child has eaten.
- c. The time of and any irregularities in the child's elimination patterns.
- d. The general disposition of the child.
- e. A general summary of the activities in which the child participated.

### 3.6 PRIVACY & CONFIDENTIALITY

It is the policy of Premier Kids Academy, LLC to protect the privacy of the families in our care. All center employees and volunteers are required to abide by state and federal privacy laws, and can face severe civil and legal penalties for violating these laws. In addition to the legal penalties, employees that violate our privacy practices will face disciplinary action, up to and including immediate termination. It is important that you read and understand our privacy policy and the applicable privacy laws and penalties included in Appendix H.

Do not speak about or disclose protected information about children in our care to anyone except their parents or guardians unless a signed release has been obtained. When a release of information has been obtained, only relevant information necessary for the care of the child should be disclosed. Protected health care information may not be displayed where visitors and clients will be able to see it.

Children in our care, employees, clients, visitors, center property, or property belonging to employees or clients may not be photographed, digitally reproduced or copied without written permission from the director and every subject, or the parent or guardian of the subject, in the photograph, digital reproduction or copy. Photos, digital reproductions, or copies may not be distributed or posted outside of the center, including via the internet, without written permission from the director, and every subject, or the parent or guardian of the subject, in the photo, digital reproduction or copy. This permission must include specific declarations for where and how the media will be displayed or distributed. As per our privacy policy, pictures of children, children's names, and children's art work may be displayed in the child care center building or property.

## 3.7 HEALTH AND SAFETY

### HANDWASHING

It is a licensing standard that all staff members and volunteers wash their hands as soon as they arrive in the classroom and that each child washes their hands when they arrive at the center. Please remind parents to take their child(ren) to the restroom to wash their hands before entering the classroom. If there is a hand washing sink in the classroom, the children may wash their hands at that sink. Based on the children's age and capability, they may need to be supervised when washing hands to ensure that they follow the appropriate steps, are not playing in the water, and to provide assistance, if needed.

It is necessary to keep the children from touching items before sitting down to enjoy their meals. If a child does touch something staff must have them return to wash their hands. Hopefully this will help the children learn that they cannot touch anything prior to enjoying their meal. You can have the children play a game on the way back to the table to keep their hands busy. Examples...fly like an airplane, let's be a train, wave your hands in the air.

### HEALTH CHECKS

Staff will perform a daily health check on each child when they are dropped off. The daily check will examine whether or not the child has: Fever or elevated body temperature of 100°, or skin rashes or unusual spots. Staff will also document any signs of injury so that the parents and our staff are aware of any injuries that were present when the child arrived, and that the injuries did not occur at daycare. The parent dropping off the child needs to sign the illness/injury report, and this report needs to be submitted to the director. Our policy for admission and exclusion from child care due to illness is located in Appendix J.

### CLASSROOM SAFETY

All staff are expected to conduct a safety check of their assigned classroom or work area at the beginning of their shift and continuously monitor for safety hazards throughout their shift. This check needs to include a child's eye-level assessment of all child occupied areas, including play areas, diaper-changing stations, near cribs, bathrooms, outdoor play areas, etc.

Safety hazards should be corrected or removed from the classroom immediately. Broken items should be removed from the classroom and given to the director for repair, replacement or disposal. Other hazards that should be corrected or removed include, but are not limited to:



missing or non-functioning safety equipment, frayed or damaged electrical cords, dangling cords, purses and back packs in child reach, large containers of liquid in child reach, hot objects in child reach, objects near edges that can be pulled off by children, unsecured bookshelves and heavy objects that can be pulled over, sharp or breakable objects, uncovered or non-childproof outlets, uncovered plugs, unlatched doors that can be pushed open, open child locks, broken or recalled toys and equipment, and small objects that can cause choking.

Examples of objects that can cause choking or suffocation, especially in small children, include:

**Foods**

- Big chunks of meat
- Whole olives
- Whole grapes and raisins
- Peanuts, nuts
- Gum
- Popcorn
- Hard candy and cough drops
- Raw vegetables (carrots, etc.)
- Hot dogs and sausages cut in rounds

- Watermelon seeds
- Spoonfuls of peanut butter
- Lollipops
- Dried fruit
- Gum

**Toys**

- Balloons
- Plastic bags
- Game pieces
- Play jewelry
- Game tokens
- Small objects
- Jacks

- Small toys (less than 1 1/2")
- Marbles
- Toy chests with no air holes

**Objects**

- Pins and nails
- Staples and paper clips
- Toothpicks
- Coins
- Pencils and pens
- Jewelry
- Crayons

When opening and closing doors and cabinets always check for children nearby that can be hit by the door or get fingers pinched in the door. After closing the door or cabinet, ensure it is securely latched so that it cannot be pushed or pulled open by a child.

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**EMERGENCY DRILLS**

Emergency drills are conducted monthly, and an emergency plan is posted by the daycare exits. All staff on center property are required to participate in these drills, even if they are on break. In the event we must evacuate the building, the children will be taken to the playground to ensure their safety from emergency vehicles. If possible, have one staff member grab jackets as the other staff member evacuates the children. Evacuation should not be delayed to put on jackets and shoes.

In the event we must evacuate the building, the children will be taken to the play yard at the rear of the building to ensure their safety. All attempts will be made to protect the children from the elements. If we must evacuate away from the daycare property, the children will be taken to the Cleveland Clinic (NEXT DOOR) until we can safely return to the daycare or authorized adults

can pick up the children. If the Cleveland Clinic is also affected by a catastrophic event, the children will be taken to the Lyndhurst Heights Fire Dept., on Mayfield Road. If the fire department is also affected by a catastrophic event, the children will be taken to the nearest Red Cross Emergency Shelter. In an emergency, it might not be possible to bring emergency medications and medical equipment with us when we evacuate, but a reasonable attempt will be made to bring emergency medications and medical equipment.

All staff are required to attend the annual emergency preparedness training, and each staff member must sign a record acknowledging that they have reviewed the center emergency plan procedures. All staff must know these procedures and be able to recite them to inspectors and clients.

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## CLEANING AND SANITATION

Child care centers need to provide a clean and safe environment for the health and safety of the children. To limit the spread of illness and ensure a safe environment, regular cleaning of all toys, furniture, equipment, fixtures and floors is essential. All staff members are responsible for the routine cleaning of their assigned classroom or workspace according to the cleaning and sanitation policy in Addendum K.

The lead teacher in each classroom is responsible for ensuring all routine cleaning is completed and for assigning specific cleaning duties to the staff in their classroom, including to staff in the room temporarily. The kitchen staff is responsible for the cleaning and sanitation of all food preparation and food storage areas and equipment. Float staff and classroom assistants are responsible for assisting with cleaning in their assigned classrooms, and may be assigned cleaning duties in the common areas of the building, including restrooms, when they are not needed to meet classroom ratios. Cleaning duties may be completed while supervising children so long as you maintain visual and auditory monitoring of the children and so long as the children are not directly exposed to cleaning products. Our preferred cleaning product is soap and water, and we use a 1:10 bleach-water solution for sanitation.

## 3.8 MEDICATIONS

Procedures have been developed for the dispensing, storage, authorization, and recording of all prescription and nonprescription medications administered. All medications shall be stored in their original containers, with the prescribing physician's or pharmacist's directions and label intact. Medications shall be stored so they are inaccessible to children and the public. Nonprescription medications shall be labeled with the child's name. In the case of medications that are administered on an ongoing, long-term basis, authorization shall be obtained for a period not to exceed the duration of the prescription. We only store medications for schoolagers and they administer them themselves with our supervision.

### 3.9 FEEDING

ODJFS regulations state the following:

The center shall serve each child a full, nutritionally balanced meal or snack as defined by the USDA Child and Adult Care Food Program (CACFP) guidelines and shall ensure that staff provide supervision at the table during snacks and meals. Children remaining at the center two hours or longer shall be offered food at intervals of not less than two hours or more than three hours apart unless the child is asleep.

If appropriate to the age of the children served, staff are encouraged to sit at the table with the children in a family-style fashion and eat the same foods. Doing so not only provides for more prompt responses in the event of a choking emergency but also allows staff to prevent unsafe eating practices, such as children overstuffing their mouths, feeding each other, fighting over food, etc. In addition, meal times offer an opportunity to discuss exploration of new foods, engage children in social conversation, teach serving and eating techniques, and model appropriate table manners.

Employees may not consume personal snacks or beverages in the child care areas while children are present. Water is available at all times in the classrooms and outdoor play area. Employees are expected to sit and eat a small amount with children during meals and snacks to demonstrate good table manners and to encourage the children to sit during meals and try new foods.

Classroom meal and snack times should be used for positive conversation and to enhance learning, not for other classroom duties or conversations with adults. Continuous supervision of children during meals is necessary to prevent choking and to ensure safety. Children should be encouraged to participate with meal and snack time set-up and clean up and to serve their own food and feed themselves when developmentally appropriate.

Premier Kids Academy, LLC is a fish, peanut and tree-nut free facility. Please do not bring items that contain nuts into the center, and check foods that children bring from home to see if they contain nuts.

Direct care and dietary staff need to check for food allergies and feeding precautions before serving each meal. Information about special dietary needs should be located in the kitchen and each classroom where it is easily accessible to classroom staff, but is not visible to visitors. Visible prompts and reminders of dietary needs or other special needs should not identify what children have special needs or single out any children.

All staff need to know what procedure to follow if ingestion of an allergen occurs. In addition to knowing ahead of time what procedures to follow, staff must know their designated roles during an emergency. The center emergency plan contains general procedures for medical emergencies. The child's emergency action plan includes specific procedures for that child's allergy.

Child care centers have an opportunity to serve as a model and teach young children sound nutritional practices that will have a positive impact on their development and lifestyles as adults. As such, we do not allow the use of candy or high-sugar foods as rewards. Instead, use other more nutritional food items or non-edible items -- such as stickers -- for positive reinforcements.

The center is required to follow the minimum CACFP menu patterns for meals and snacks and serving sizes for children aged infant to 13 years. Menus are planned at least one week in advance, made available to parents, and kept on file at the center. Substitutions in the menu, including substitutions made for infants, shall be noted and kept on file. Foods with a high incident rate of causing choking in young children shall be avoided or modified. Provisions of this subrule notwithstanding, exceptions shall be allowed for special diets because of medical reasons in accordance with the child's needs and written instructions of a licensed physician or health care provider.

Foods that are known to result in a high incident rate of choking if not modified include: hot dogs, dry meat, hard candies, gum drops, chewing gum, carrots, raw peas, celery, whole grapes, apples, raisins, dried fruit, nuts and seeds, pretzels, potato chips, popcorn, marshmallows, cookies, bread, and spoonfuls of peanut butter. If any of these items are served, they should be cut into small pieces (not round). Always remove any bones from meat and seeds or pits from fruit before serving to small children.

Children with special needs may require additional planning and accommodations. Some children may experience difficulty in feeding, including delays in chewing, swallowing, and independent feeding skills. Utensils, equipment and furniture may have to be adapted to meet the developmental and physical needs of children. Staff must receive additional training from the staff nurse before administering tube feedings or feeding a child with dysphasia or aspiration precautions. See Addendum S for our infant feeding policy.

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#### FOOD BROUGHT FROM HOME

The center has established policies regarding food brought from home for children under five years of age who are not enrolled in school. A copy of the written policy is given to the parent or guardian at admission. Food brought from home for children under five years of age who are not enrolled in school shall be monitored and supplemented if necessary to ensure CACFP guidelines are maintained.

- The center may restrict a parent from providing meals brought from home for school-age children or apply nutritional standards to the meals.
- Snacks that may not meet CACFP nutrition guidelines may be provided by parents for special occasions such as birthdays or holidays.
- Children are not required to taste or eat anything, and they may have additional servings of any food without eating the other foods being offered.
- Perishable foods brought from home, including baby foods, breast milk and ready-to-feed formulas, shall be maintained to avoid contamination or spoilage. The items should be marked with each child's name and dated and placed in a refrigerator or the walk-in cooler.

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#### WATER AVAILABILITY

The Healthy, Hunger-Free Kids Act of 2010 establishes a requirement to make potable water available to children in the CACFP. This new provision requires child care centers, at-risk afterschool programs, and shelters participating in CACFP to make drinking water available to children, as nutritionally appropriate. Throughout the day, including at meal times, water should be made available to children to drink upon their request, but does not have to be available for children to self-serve. While drinking water must be made available to children during meal times, it is not part of the reimbursable meal and may not be served in lieu of fluid milk.

The 2010 Dietary Guidelines for Americans do not establish a daily minimum intake for water consumption, but do recommend that water be consumed daily. However, caregivers should not serve young children too much water before and during meal times; excess water may lead to meal displacement, reducing the amount of food and milk consumed by the children.

It is our policy to serve water with snacks when no other beverage is being served, and in lieu of other non-creditable high calorie, sweetened beverages (juice drinks, soda, sports drinks, etc.). Water pitchers and cups are provided in each classroom, and staff should provide water to children when it is requested. Fresh pitchers of water will be delivered by kitchen staff with each meal and snack. To avoid added sodium in drinking water, there is a separate water faucet in the kitchen for drinking water that is not softened, and the bathroom and infant room faucets also have unsoftened water.

#### 3.10 NAP AND REST TIMES

Per ODJFS guidelines, all children below school-age are required to have a rest time each day. Children need adequate sleep for them to optimize their ability to learn. All preschool

children are expected to rest on a nap cot. They may have a book or puzzle if they are not feeling sleepy. If they rest quietly for 30 minutes without getting up, they are allowed to get up and do a quiet activity while the other children are resting.

If a child no longer takes afternoon naps or requires less than a two-hour nap in the afternoon, the child shall not be required lay on a cot for two hours. Requiring a child that does not take an afternoon nap or wakes up from a nap before the end of the two hours to be confined to a cot is not a developmentally appropriate practice. Forcing a child to stay on the cot in this situation is a form of discipline that is considered a punishment related to rest. 441 IAC 109.12 prohibits this practice in a licensed center. When the child no longer takes naps, the child must be offered a quiet time but the child shall not be confined to a cot.

Each cot or mat must have a washable covering, such as a sheet, over it for the child's warmth and comfort and to allow for sanitation through washing. In addition, bedding such as blankets, sheets, and pillows for each child appropriate to the season is provided. Staff should assess all beds and cots to ensure that they do not pose an entrapment hazard for small children. Beds, cots and mats should be placed at a minimum of **two** feet apart. Doing so helps the caregiver attend to the needs of each child and may reduce the transmission of illness such as respiratory infections, which are transmitted by respiratory secretions or airborne particles (from sneezing, coughing, drooling, etc.) All bedding must be washed weekly and when soiled or wet. Each classroom is assigned a laundry day to prevent lines for the washer and dryer. If a soiled item needs to be washed right away, wash it with the assigned classroom's laundry and not in a separate load.

Cots and bed frames should be wiped down and sanitized at least monthly. Because mats have more direct contact with the floor and with other mats during storage, they should be wiped down and sanitized on a weekly basis. Frequent and consistent procedures for cleaning and disinfecting may help to prevent the transmission of lice, ringworm, and scabies, three of the most infectious diseases that plague child care centers. If at all possible, mats should be stored so that they do not touch one another and contribute to the spread of disease. Bedding and bed and cot frames should be washed and sanitized more frequently if a child is ill or a particular illness has spread through the center.

Infants should only be placed in cribs for sleeping, and nothing should be in the crib with the infant other than a light blanket and a pacifier, if needed. Many infants may turn themselves on their sides. Center staff does not need to constantly intervene and reposition the baby. Do not allow the blanket to cover the infant's head. No toys, bottles, pillows, or crib bumpers are allowed in cribs, and shoes should be removed. Infants under 1 year old should always be placed on their back to sleep unless a physician order is on file allowing the infant to sleep in another position. Sleeping infants should be monitored continuously to ensure they are breathing freely, not entangled or entrapped in any way, and are not too warm or cold.

An infant can be allowed to “cry themselves to sleep” for up to 15 minutes, so long as they have a dry diaper, have been fed within two hours, are not in any physical discomfort, and are due for a nap. They should be verbally and/or physically comforted during this time, and removed from the crib if they do not stop crying within 15 minutes. Infants should be removed from the crib within 15 minutes of waking, if they are not crying. Crying infants should be checked immediately and comforted. The infant safe sleep policy is in Addendum Q.

### 3.11 MEDICAID CONSUMER RIGHTS

The children in our care and their parents or guardians have basic rights defined by the Ohio Department of Human Services to ensure that basic rights and dignity for individuals with disabilities are upheld. All staff will have annual training to help them understand and uphold these rights in the childcare setting.

The agency must have standards for the rights and dignity of children that are age-appropriate. These standards shall include the following:

- Children, their families, and their legal representatives decide what personal information is shared and with whom.
- Children are a part of family and community life and perform varied social roles.
- Children have family connections, a social network, and varied relationships.
- Children develop and accomplish personal goals.
- Children are valued.
- Children live in positive environments.
- Children exercise their rights and responsibilities.
- Children make informed choices about how they spend their free time.
- Children choose their daily routine.

Children, their parents, and their legal representatives have the right to appeal the service provider’s application of policies or procedures or any staff person’s action that affects the consumer.

### 3.12 DOCUMENTATION

Required documentation needs to happen at the time the documented care is given or as soon as possible thereafter. All documentation must be complete before the employee clocks out. If there is any reason documentation cannot be completed before the end of your shift, you must report this to your supervisor before leaving the child care center. Certain documentation is required for licensing and the programs we participate in, and failure to document can result in non-payment

or other sanctions. Documentation may include infant care, special needs care, respite care, medications, incident reports, attendance, meals served, etc. This documentation shall be made available to the parent, guardian or primary caregiver upon request.

### 3.13 NON-DISCRIMINATION POLICY

It is a goal of Premier Kids Academy, LLC to serve the child care needs of our clients, regardless of race, gender, class, ability, ethnic background, sexual orientation, or religion of the children and their families.

We will avoid promoting or devaluing any race, gender, class, ability, ethnic background, religion, or family composition, so therefore our classrooms, curriculum, and daily interactions with the children will include diverse representations of these categories, and we avoid reinforcing stereotypes in these representations.

Our gender, equality and diversity policy is located in appendix FF.

## IV. WHAT YOU CAN EXPECT FROM THE CENTER

### 4.1 CENTER POLICIES

#### LABOR POLICY

The Labor Policy of the Center is an door policy. Each employee has the right to deal with members of management with reference to all working conditions. No employee is required to obtain any other person or organization to represent him or her in the presentation of problems or questions of regarding the application of the Center's working policies. No employee need pay to any person or to any organization any contribution or assessment for the right to work here. Management does not and will not discriminate against any employee because of membership or non-membership in any organization, whether it is religious, fraternal, professional or social. Each employee has the right to bring any problems to the attention of his or her supervisor or to any member of management. It is the duty of management to aid and assist whenever possible, in the solution of any problems or in the working out of suggestions. It is by solving our problems and capitalizing on suggestions that progress is made.

The management has attempted to provide the best conditions of employment, the most satisfactory tools and the most opportunity for advancement for each employee. It is the policy of



the Center to compensate each employee in accordance with his or her ability and skill, and to provide him or her with every opportunity for training and development.

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## CHANGES IN POLICY

This Manual supersedes all previous employee manuals and memos that may have been issued from time to time on subjects covered in this Manual.

However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by the Center, and after those dates all superseded policies will be null.

## 4.2 EMPLOYMENT APPLICATIONS

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

## 4.3 HIRING POLICY

The Center hires individuals on the basis of their qualifications and ability to complete the responsibilities and tasks of the job to be filled. Unless otherwise provided in writing, employment with the Center is considered to be at will, so that either party may terminate the relationship at any time and for any lawful reason.

The Hiring Policy of this Center includes the following:

### A. EQUAL EMPLOYMENT POLICY

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The Center is an equal opportunity employer. It is our policy to grant equal employment opportunities to qualified persons without regard to race, religion, color, national origin, sex, sexual orientation, pregnancy, age, veterans' or military status or non-job physical or mental handicap or disability or other classification protected by applicable federal, state or local laws, except where there is a bona fide occupational disability. The Center will provide equal opportunities in employment, promotion, wages, benefits and all other privileges, terms and conditions of employment. All recruiting, hiring, training, and promoting for all job

classifications is done without regard to race, color, religion, sex, age or national origin except when a bona fide occupational qualification exist. All decisions on employment are made to further the principle of equal employment. All promotion decisions will continue to be made in accordance, with Equal Employment Opportunity principles, and only valid job requirements will be used.

## B. CONFLICT OF INTEREST

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All persons employed by the Center owe a duty of fidelity to the Center. Employees must never place themselves in a position where their self-interest may conflict with this duty. Any employee who breaches this policy is subject to disciplinary action, up to and including discharge.

## C. NON-COMPETITION

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You may not sell any product or service that would compete with any of the Center's products or services without permission in writing from Director. This includes, but is not limited to trainings, books, products, and freelance writing and in-home child care services. If in doubt, discuss this matter with your Director.

## C. ANTI-NEPOTISM POLICIES

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Due to the small size of our center, employees might occasionally work with or be supervised by a relative. Under the Center's Anti-nepotism policy, whenever possible, we avoid allowing employees to supervise a relative, work in the same classroom as a relative, or exert influence over a relative's hiring, salary, or promotion. "Relative" is defined as a member of an individual's family, including wife, husband, son, daughter, mother, father, brother, sister, brother-in-law, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, grandmother, grandfather, stepparent, and stepchild. If an employee feels that they or another employee has received unfair treatment as a result of a relative's influence or contact in the workplace, the employee may file a written complaint with the director, and staffing assignments will be reviewed to reduce or eliminate conflict and/or influence between relatives.

If an employee's relative is a child receiving care at the center, reasonable efforts will be made to assign the employee to a different classroom than the child. If it is not possible to avoid placing the employee in the same classroom as the related child, the employee is expected to provide the same expectations, care and treatment as the other children in the group. If an employee feels that they, another employee, or the child receiving care has received unfair treatment as a result of a relative's influence or contact in the workplace, the employee may file a written complaint with the director, and staffing assignment will be reviewed to reduce or eliminate conflict and/or influence between relatives.

#### D. MOONLIGHTING

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Employees may engage in other employment provided it does not interfere with duties as an Employee of the Center or impair the ability of the Employee to perform Center duties. Employee must advise supervisor in writing that they have or want a second job. All outside Employment shall be subject to center rules and regulations, and the prior approval of director.

#### E. INTRODUCTORY PERIOD

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The first 6 months of your job at the Center are considered an introductory period and will be used to verify your skills, capabilities and suitability for our Center. Likewise, this gives new Employees the opportunity to evaluate the Center as a place to work. During this time you will receive training and tuition reimbursement and sick pay benefits, but you will not be eligible for other benefits. As previously stated in this handbook, during the introductory period as at any time during employment, your job may be terminated at any time without any reason without notice.

#### F. STANDARDS OF CONDUCT

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It is anticipated that the Center employees will apply themselves fully to their work. Included in this assumption is that employees will report to work punctually as scheduled, perform their work assignments in a timely and professional manner, and follow all the Center policies, procedures, and practices.

Professional conduct includes discussions held with or in the presence of clients, children, visitors and other employees. Personal matters should not be discussed with clients or while children are present. Work-related issues or grievances should also not be discussed with clients or while children are present. Please greet each child, parent or guardian and visitor when they enter your classroom or work area, and provide positive information about classroom events. Parents need to feel their children are having a positive daycare experience when they are left at the center. Provide a verbal report to each parent or guardian about their child's progress and care that day. Try to keep negative information balanced with positive reports, and avoid including information about other children in the classroom. If there are significant problems that need to be discussed with the parent or guardian, schedule a telephone or in-person conference to discuss the issue rather than discussing it in the presence of other children and clients.

When discussing problems with parents, be factual and be prepared to suggest solutions to the problem. Avoid attempting to diagnose the behavior or problem when a diagnosis or evaluation should be made by a licensed professional.

Conduct that interferes with operations will not be tolerated. The Standards of Conduct are designed to be used to correct behavior. For the most part, they follow the principle of progressive discipline, i.e., warnings followed by increasing discipline, depending on the type and frequency of offenses. Discipline under the Standards of Conduct will not be based on any employee's race, color, religion, gender, age, national origin, disability, or political affiliation. The standards were developed to protect the well-being and rights of all employees. The standards are intended to be illustrative but not all-inclusive. Accordingly, an offense which, in the judgment of management, although not listed in the policy, seriously undermines the effectiveness of the college's activities or the Employee's performance, is to be treated consistent with the provisions of the Standards of Conduct Policy.

#### G. EMPLOYEE BACKGROUND CHECK:

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The Center is required by the Ohio Department of Human Services to perform a background investigation to evaluate a job candidate's qualifications, character, fitness, and to identify potential hiring risks for safety and security reasons. A background investigation may include child and sexual abuse registries, criminal history, social security number trace, past employment verification, credit score, and criminal history. Fingerprinting may be required to complete the background checks.

In addition to completing the required record checks, Ohio law requires that all prospective employees sign a statement indicating whether they or not they have a record of:

- A founded child or dependent adult abuse
- A conviction in any state for any crime
- Policy: Recovering Costs for Employee Training and Background Checks
- 
- 1. Background Check Fee: If an employee voluntarily leaves the company before completing 6 months of service, the cost of the background check fee (\$70) will be deducted from their final paycheck.

- 2. Training Costs: To ensure that the company's investments in employee training are protected, the following training-related costs will be deducted from the employee's final paycheck if they leave before completing 6 months of service:
  - 
  - a. CPR and First Aid Training: If the employee has received CPR and First Aid training during their employment, the cost of this training will be deducted from their final paycheck. The specific amount will depend on the actual cost incurred by the company for providing this training.
  - 
  - b. Communicable Diseases Training: If the employee has undergone training related to communicable diseases during their employment, the cost of this training will be deducted from their final paycheck. Again, the specific amount will depend on the actual cost incurred by the company for providing this training.
  - 
  - c. Child Development Associate (CDA) Training: If the employee has participated in CDA training, the cost of this training will be deducted from their final paycheck. As with the previous cases, the specific amount will depend on the actual cost incurred by the company for providing this training.
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## H. HEALTH EXAMINATIONS

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The Ohio Department of Human Services requires periodic physical examinations and/or tests to certify an Employee's continued ability to perform job duties or to serve as a measure of disease control. The costs of these examinations and/or tests are the responsibility of the employee. If there is reasonable cause to believe that an Employee has an illness that can be detrimental to other staff, the Center may require the Employee to have a health examination to indicate whether the Employee has such an illness.

Hepatitis B vaccines are available at no cost to employees through Cedar County Public Health in the courthouse basement. This is a three-shot series that is completed over six months. If you do not want to receive the vaccination, you will need to show proof of vaccination or immunity, or sign a refusal form. Call 563-886-2226 to schedule an appointment, and tell the health department to send the bill to Premier Kids Academy. Please submit a copy of your immunization record for your employee file.

## I. IMMIGRATION LAW COMPLIANCE

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The Center does not unlawfully discriminate on the basis of citizenship or national origin but, at the same time is committed to employing only the U.S. citizens and aliens who are authorized to work in the U.S. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

## J. PROPRIETARY INFORMATION

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The protection of confidential business information and trade secrets is vital to the interests and success of Premier Kids Academy, LLC. Such confidential information includes, but is not limited to, the following examples:

- Compensation data,
- Financial information,
- Marketing strategies,
- Pending projects and proposals,
- Personnel/Payroll records, and
- Conversations between any persons associated with the center.

Employees who improperly use or disclose confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

## 4.4 ORIENTATION

All new employees are oriented to Premier Kids Academy, LLC's policies and procedures. Such an orientation should begin on the first day of employment and continue throughout his/hers first 30 days. Each staff member will be assigned a mentor to make sure that all procedures are explained and demonstrated. The 90 day review will evaluate an employee's performance of all expectations explained during orientation. Any staff member may ask the mentor or

administration for further explanation or clarification of policies at any time. It is each staff member's responsibility to uphold center expectations at all times.

#### 4.5 COACHING AND/OR PROGRESSIVE DISCIPLINARY ACTION

You are expected to follow all policies and procedures for smooth operation and safety of the children in your care. However, everyone occasionally makes mistakes or needs guidance for optimal performance of teaching duties. When an employee needs guidance progressive discipline procedures will be followed. Those procedures may include, but may not be restricted to the following: oral coaching or warning, written warning, written improvement plan, administrative leave with or without pay, up to termination. Nothing in this policy or in the handbook is intended to limit in any way the center's right to terminate at any time, with or without cause and with or without advance notice.

#### 4.6 HARRASSMENT-FREE WORKPLACE POLICY

##### PURPOSE

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The Center is committed to providing an environment for our members, directors, officers, employees, volunteers and persons served by the Center ("Covered Persons") that is comfortable, safe and free from harassment of any kind. Any type of harassment is a violation of this policy and may be illegal.

##### DEFINITION

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Harassment can take many forms. It may be, but is not limited to, the following: words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment does not have to be sexual in nature. Sexual harassment may include unwelcome sexual advances; requests for sexual favors; or other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment or prevents an individual from effectively performing the duties of his or her position, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly. It is not the intent of the behavior by the offender that determines if harassment has occurred but whether the behavior is welcome by the receiver.

##### RESPONSIBILITY

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A covered person is responsible for helping keep our work environment free of harassment, including the work environment of Center's Clients with whom you have contact. If you become aware of an incident of harassment, whether by witnessing the incident or being told of it, you must report it to Lisa M. Jamison, Director. When the Center becomes aware of harassment, it is obligated by law to take prompt and appropriate action, regardless of whether the victim wants the center to do so.

## COMPLAINT PROCEDURE

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Any Covered Person, who believes that he or she has suffered harassment in violation of the Harassment Policy, should take the following action:

## CONFIDENTIALITY

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The Center, including all persons to whom a violation of this Harassment Policy has been reported and persons who have become aware of a complaint, must maintain confidentiality, to the extent possible given the need to investigate. All complaints shall be considered confidential to the maximum extent possible.

## RETALIATION

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The Center, or any director, officer, or employee may not retaliate against any victim, or witness, who reports a violation of this Harassment Policy. Any person who believes that he or she has been retaliated against should consult the Organization's Whistle-Blowing Policy or a Center official.

- If you are able to do so without conflict or danger, tell the harasser as clearly as possible that the behavior is unwelcome;
- If the behavior continues, advise your direct supervisor of your complaint. Clearly identify the behavior surrounding the complaint.

## 4.7 HOURS AND PAYROLL PRACTICES



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## “EMPLOYEES” DEFINED

An “employee” of Premier Kids Academy, LLC is a person who regularly works Premier Kids Academy, LLC on a wage or salary basis. “Employees” may include exempt, non-exempt, regular full-time, regular part-time, and temporary persons, and others employed with the Center who are subject to the control and direction of Premier Kids Academy, LLC in the performance of their duties.

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## HOW YOUR JOB IS CLASSIFIED

Exempt status is determined by federal and state law. In general, exempt employees are those engaged in executive, managerial, high-level administrative and professional jobs who are paid a fixed salary and perform certain duties. In addition, certain commissioned sales employees and highly paid computer professionals are exempt. Exempt employees are not subject to the minimum wage and overtime laws.

All employees who are covered by the federal or state minimum wage and overtime laws are considered nonexempt. Employees working in nonexempt jobs are entitled to be paid at least the minimum wage per hour and a premium for overtime.

Regular full-time employees are scheduled to for 40 hours per week and are eligible for all the Center benefits subject to the terms and conditions of the benefit plan or policy.

Regular part-time employees are regularly scheduled to work less than 35 hours per week and are not eligible for the Center benefits except as expressly described herein.

Temporary employees are hired for a limited period of time and/or for a specific project. These employees may be scheduled to work full or part-time, and are not eligible for any benefits except those required by law. Each employee will be advised of his or her status at the time of hire and any change in status.

Regardless of the employee's status, the employee is employed at-will and the employment relationship can be terminated by the Center or the employee at any time, with or without cause.

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## HOURS AND PAYROLL PRACTICES

The Center's paydays are on the 15<sup>th</sup> & last day of the month. All employees are paid by check or direct deposit on the above-mentioned payday. If the regular payday falls on a Center holiday, employees will be paid on the next business day after the holiday and/or weekend.

Each regular part-time, temporary, or non-salaried employee may be provided a personal clock pin. This "clock pin" may be in the form of a physical time card, electronic software based timecard system or other Center approved time tracking method. If you are an hourly employee, your clock pin is your record of employment from which your pay is computed and from which all is determined. It is necessary for each employee to "clock in" at the start of work and "clock out" when he or she leaves. In the event that an employee fails to "clock in" or "clock out" a supervisor's approval and signature must be received prior to the submission and payment of any wages. Repeated failure to accurately log hours may result in disciplinary action. If any employee fails to submit a time log, as required, that employee's pay may be delayed.

Policy: Recovering Costs for Employee Training and Background Checks

1. Background Check Fee: If an employee voluntarily leaves the company before completing 6 months of service, the cost of the background check fee (\$70) will be deducted from their final paycheck.

2. Training Costs: To ensure that the company's investments in employee training are protected, the following training-related costs will be deducted from the employee's final paycheck if they leave before completing 6 months of service:

a. CPR and First Aid Training: If the employee has received CPR and First Aid training during their employment, the cost of this training will be deducted from their final paycheck. The specific amount will depend on the actual cost incurred by the company for providing this training.

b. Communicable Diseases Training: If the employee has undergone training related to communicable diseases during their employment, the cost of this training will be deducted from their final paycheck. Again, the specific amount will depend on the actual cost incurred by the company for providing this training.

c. Child Development Associate (CDA) Training: If the employee has participated in CDA training, the cost of this training will be deducted from their final paycheck. As with the previous cases, the specific amount will depend on the actual cost incurred by the company for providing this training.

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## OVERTIME

Due to the nature of our business, situations frequently arise which require overtime work. In order to meet customer and licensing requirements and in order to insure efficient utilization of classroom space, overtime work may be essential. In such cases, your supervisor will give you as much advance notice as possible. We will cooperate in every case with you in attempting to accommodate your abilities and preferences regarding overtime work. However, we reserve the right to require that any such work be performed.

Overtime or working beyond your scheduled shift may also be required to ensure adequate staffing and supervision of the children in our care. If a parent or guardian is late picking up a child or the employee scheduled to relieve you at the end of your shift does not arrive, you may not leave until required staffing is available. You may not leave children in the sole care of an employee that is under 18 years of age or with any adult that is not authorized to pick up that child. Notify the director if a child has not been picked up at closing time and you are unable to contact the child's parents or guardian, and remain with that child until an approved adult assumes care of that child. Abandoning a child without adequate adult supervision will result in child endangerment charges against you.

### 4.8 WAGE AND PERFORMANCE REVIEW

Periodically, the center director will conduct a formal performance evaluation of each employee. The evaluation will consist of a review of the employee's performance, attitude, attendance, progress and ability. The information required to review your job performance is collected continuously by your supervisor and other management personnel. Evaluations will weigh heavily in determining promotions and merit pay increases.

An employee may at any time, take the opportunity to ask questions, make suggestions or to discuss any matters relating to his or her job or the Center in regard to this evaluation.

### 4.9 PROMOTION

It is the Center's policy to promote employees from within the Center, insofar as possible, to all jobs in which vacancies arise. Factors considered in making promotions are employee knowledge, training, skill, efficiency, compatibility with fellow employees, and the ability to perform the job which is available, with due consideration of the employee's length of

continuous service with the Center. In the event of an opening for a promotion, the director shall determine which employee is to be promoted to the open position. Classroom teachers may recommend the strongest candidates for open positions in which a promotion is involved within the organization, and the director will consider these recommendations along with the candidates' other qualifications.

#### 4.10 LAYOFF

From time to time the business may require a reduction of the Center's work force. Since it is the Center's policy to transfer employees and maintain continuity in the event of a reduction in the work force, the Center will retain those employees who, in management's judgment and discretion, have shown the greatest ability for the jobs available. In the event that two or more employees are judged to be equal in ability for the jobs available, the greater length of continuous service shall govern retention.

#### 4.11 BENEFITS OFFERED BY THE CENTER

##### 1. GROUP HEALTH INSURANCE

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The Center does not currently offer Group Health Insurance benefits.

##### 2. GROUP LIFE INSURANCE

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The Center does not currently offer Group Life Insurance benefits.

##### 3. WORKERS' COMPENSATION INSURANCE

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The Center offers Worker's Compensation Insurance benefits according to state and federal requirements.

##### 4. PAID TRAINING TIME

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**Full-time employees are eligible for 10 hours paid training time per year. Part-time employees working 40 hours or less per week are eligible for up to five hours paid training time per year. Training time is paid at your normal pay rate.**

Paid training time includes trainings offered at the center and on-site classes. Internet and self-study classes are not included unless they are completed at the center and are approved by the director. Training and tuition reimbursement does not include drive time or mileage. Certificates of attendance are required, and training time is paid based on the number of contact hours on the

certificate. Payment receipts are required for tuition reimbursement. Tuition reimbursement does not include fees for books or materials.

Employees that are seeking college credit for classes in early childhood education or child development, or are seeking a Child Development Associate (CDA) might be eligible for scholarships through T.E.A.C.H. For more information, see the director.

## 5. FUNERAL LEAVE

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Regular full-time employees are eligible for funeral leave without pay beginning their first full day of employment.

## 6. JURY DUTY

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Any employee who is requested to perform service as a juror shall be given time off while serving on the jury.

## 7. EMPLOYEE DISCOUNT

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**Full-time employees receive a 50% discount on child care at the center for their own children. Part-time, temporary and seasonal employees receive a 25% discount on child care center for their own children. Child care availability is subject to the limitations defined in the parent handbook, and no credit or reimbursement is offered for care when spaces are not available in the center. Sibling discounts may not be used with the employee discount.**

## 8. LEAVE OF ABSENCE

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There may be times when it becomes necessary for you to request an unpaid leave of absence. The purpose of the leave of absence program is to protect your service record during periods when you are authorized to be absent from work. Leave include military leave, personal leave and medical leave.

### A. MILITARY LEAVE

All employees required to go into military service will be treated as though on leave of absence in accordance with federal law. Nothing in this provision is intended to restrict any rights granted to employees under federal law.

### B. PERSONAL LEAVE

Personal leave is for a specified period not to exceed 10 days and may be granted only for unusual or extenuating personal or family reasons. You must submit to your supervisor a written request for personal leave which sets forth the reasons why a leave of absence is necessary. For a leave to be granted, the reason must be acceptable to management at its discretion.

#### C. MEDICAL LEAVE

Medical leave is for a period not to exceed 20 days and will be granted when an employee is disabled from working for medical reasons. To be granted medical leave of absence, you must submit a statement from your physician setting forth the nature and extent of the disability, and the date of expected return to work.

#### D. FAMILY MEDICAL LEAVE ACT

FMLA Leave means leave which qualifies under the Family and Medical Leave Act of 1993 and the Department of Labor's regulations and is designated by Center as so qualifying. Some states have family and medical leave laws that may entitle employees to benefits different than those provided under the Center's FMLA policy. Applicable law is based on the state in which you are employed, not the state in which you live.

### 4.12 REST AND LUNCH PERIODS

Nonexempt employees are provided with one 10-minute rest period for every four hour period of work, or major fraction thereof. To the extent possible, each rest period should be taken in the middle of the four hour work period. This time is counted and paid as time worked. Therefore, employees must not be absent from their workstations beyond the allotted rest period time. Classroom staffing ratios must be maintained at all times, including breaks, so employees may not take breaks until replacement staff is available.

Nonexempt employees scheduled to work more than five hours in a workday are provided with a 30-minute unpaid, duty-free meal period. The director will schedule meal periods to accommodate operating requirements. If the employee is completing required training during a meal period, the employee will receive payment for that time, however, raining time is not counted toward overtime pay and is not eligible for time and a half pay.

Reduced classroom ratios are allowed by ODJFS during nap time to allow for lunch breaks, but the minimum staff must be available in the building at all times. Staff must submit a request to the director or site supervisor at the beginning of each shift if they want to leave the building during their break. If there is not sufficient staff in the building to maintain staff ratios, staff members will not be able to leave the building to smoke during breaks. If multiple staff members wish to leave the building during breaks and not enough relief staff is available to fulfill all requests to leave the building during breaks, the amount of time each staff member is permitted to leave will be limited to allow all requests to leave the building to be accommodated as much as possible.

#### 4.13 SMOKING

The Ohio Smoke Free Workplace Law of 2006 prohibits smoking in a child care facility. Smoking, as defined by section 142D.2, is prohibited in all daycare buildings and grounds, including parking lots, playgrounds, and any other outdoor area under the control of a public or private educational facility, including inside any vehicle located on such school grounds. Staff is discouraged from smoking on the street directly in front of the child care facility as this presents a negative image to the public. If you choose to smoke in your vehicle, the vehicle must be removed from daycare property while you smoke. Please be courteous to neighboring property owners, and do not smoke on private property without owner consent. If you smoke on public or private property, do not leave cigarette butts or other debris on that property.

Odors and smoke from cigarettes remain on your clothing after you return to the daycare building. These odors and smoke may cause discomfort, irritation and/or allergic reactions in some people and children may smell like smoke after close contact with your clothing. Please wear a smock or jacket when smoking, and leave it in your vehicle or the staff break room when you return to the daycare building. Please do not take smoking jackets or smocks to your classroom or hang it where it might contact clothing belonging to other people.

#### 4.14 HOLIDAYS

Paid holidays include:

- New Year's Day
- Memorial Day
- Independence Day
- July 4 Paid (extra day closed not paid)

- Juneteenth
- Columbus Day
- Labor Day
- Thanksgiving Day Paid (Unpaid 2 days closed that week)
- Christmas Day Paid (Unpaid 3 days closed that week)

If you call off during the week of a Paid holiday, You forfeit that holiday pay completely. There will be no excuses accepted.

#### 4.15 VACATION

**Full time employees are eligible to receive the following vacation benefits:**

- New Employees: After six months of employment, new employees shall receive 5 days of vacation**
- 3 Years to 5 Years of Employment: The employee shall be entitled to 10 vacation days each year.**
- 6 Years to 10 Years of Employment: The employee shall be entitled to 15 vacation days each year.**

**In an attempt to encourage the use of accrued vacation benefits, all unused vacation time will be forfeited if not used.**

In the event a paid center holiday falls within an employee's vacation, the employee will receive credit for the paid holiday. The employee will be credited a vacation day which can be used at the end of the vacation period or used later in the year. This decision will be reached by mutual agreement between the employee and direct supervisor prior to the start of the vacation period.

Employees should notify their direct supervisor a minimum of 20 business days in advance of taking vacation time, unless special circumstances are recognized. All vacation requests must be submitted to the employee's direct supervisor and approved prior to using said vacation time. All requests will be reviewed by the supervisor with a focus on the center needs, deadlines and requirements during the requested vacation dates. The direct supervisor will inform the employee within 10 business days of receipt of the vacation request of the acceptance or rejection thereof.

Vacation time must be taken in half-day or larger units. Vacation pay is based on your regular rate of pay.



#### 4.16 SUGGESTIONS AND COMPLAINTS

In any business where individuals are working together, employee complaints or ideas for improvement are bound to arise. It is the desire and responsibility of management to attempt to answer and solve problems whether of a business or personal nature. This Center maintains an open door policy so that any employee has the right to discuss matters directly with any member of management he or she selects. Generally, complaints or suggestions may be taken up with your supervisor or the center director. We recognize and value employees' suggestions and note that often times they may find their way into actual practice. If satisfactory action is not taken, you should discuss the matter with the director. The director is available to discuss problems, whether business or personal, with any employee.

### V. WHAT THE CENTER EXPECTS OF YOU

#### 5.1 EMPLOYEE RECORDS

ODJFS requires that all child care center employees have the following records in their employee file:

- Professional Growth and Development Record
- Employee/Volunteer/Substitute Statement
- BCI Results
- FBI Results
- First Aid
- CPR
- Universal Precautions
- Mandatory Reporter Training
- Annual Physical
- Training Certificates
- New Staff Orientation

- Staff Emergency Plan Annual Training

## 5.2 CHANGES OF ADDRESS

When you change your address or telephone number, you should notify the director in writing of the change immediately, in order that the Center will always have the correct home address and telephone number by which your home can be reached. It is important that the Center be able to communicate with you, or, in the event of necessity or emergency, with members of your family, and this can only be done if an accurate record of your address and telephone number is on file with the payroll department. Proper mailing addresses are also necessary in order to keep records on a current basis for federal and state taxes, pension plans and group insurance coverage's extended by the Center.

## 5.3 ABSENCE

Regular attendance is necessary in order to meet customer needs. Classroom staffing is carefully scheduled and the absence of scheduled staff can cause a failure to comply with child care regulations.

Written permission from a physician must be obtained before returning to work if you have been absent 5 days or more due to illness. If you fail to call in for a period of 5 days, you will be considered to have voluntarily resigned. Repeated instances of one day absences from work will be grounds for discipline up to and including discharge.

## 5.4 SEVERE WEATHER CONDITIONS AND OTHER EMERGENCIES

When severe weather conditions exist, if you ask to leave work before regular quitting time, you may do so with your supervisor's approval unless your services are essential for the completion of work in progress or the supervision of the children present. Non-exempt employees who leave early will not be paid for time lost unless they request that the time be charged against their unused vacation allowance or paid personal days. Those who cannot be released will be paid their regular straight time rate of pay. If the Center remains open during adverse weather conditions and you are unable to report to work, your time off will be charged to allowable personal days, if any are available. If the Center is officially closed, you will not be paid for the time off and the hours will not be reflected in your personal days allowance.

## 5.5 VISITORS

As a general rule, employees should not have visitors joining them during working hours. Visitors are not allowed without special permission from management. All visitors must enter through the front entrance and be registered at the director's office. It shall be the responsibility of the director and site supervisor to enforce this policy.

## 5.6 DRESS STANDARDS

What we wear to work is a reflection of the pride we have in our Center, in what we do and in ourselves. We also need to be good role models to the children in our care. Although dress code requirements will vary according to job responsibilities, we ask that your appearance at all times show discretion, good taste, and not present a hazard or impediment in the performance of your job. Clothing might get dirty or bleach stained in a child care center, and care givers need to be able to get on the floor to interact with the children.

At a minimum, clothing needs to be clean, of appropriate fit, and free from stains, holes, tears, fraying, inappropriate messages or advertising, and severe fading. Shorts shall have an inseam at least 7 inches long, and skirts must be below the knees. Shirts must have straps that are at least 1 inch wide and cover the bra straps, and they must cover the cleavage and the front and back midriff, including when arms are raised, and when bending over or crouching down. Shoes shall be clean and in good repair and have non-slip soles. Flip-flops and heels over 1 inch are not allowed. Jewelry shall be discreet and not present a risk of injury to children. Piercings are to be limited to three or fewer posts or small loops in each ear, and necklaces should be able to be tucked into clothing to avoid being pulled by the children. No facial or body piercings are to be worn at the center. Visible tattoos need to be covered during working hours.

To present a uniform, professional appearance, our preferred employee uniform consists of:

- Scrubs in any color or print
- Center t-shirt or any solid colored shirt with black, navy blue or khaki pants or shorts.

On themed days at the center, employees are expected to dress according to the theme.

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## GROOMING

Staff is expected to arrive at work clean and free from strong perfumes or odors. Children, clients, visitors and other staff may have sensitivities or allergies to some odors, and strong odors make the work environment unpleasant.

Nails should be trimmed and clean. Long fingernails might puncture a glove, which may put the individual staff member in harm's way. Nail polish may chip and enter food. If a staff chooses to wear nail polish, gloves must be worn during food service to ensure this does not occur. As recommended in Caring for Our Children "*STANDARD 3.2.3.4*, wearing artificial nails while working is not allowed.

Hair should be clean and neat, and controlled so that it is not obstructing the staff member's vision or is falling into food or children's faces. Long hair that is not tied back can also be pulled by young children.

## 5.7 PERSONAL MAIL

All personal mail should be received by employees at home. In the normal operation of business, however, incoming mail is frequently addressed to individual employees. While this practice is not desirable, every effort will be made to deliver the mail to the proper party. It should be remembered, however, that all business mail is opened upon receipt.

## 5.8 SOLICITATION

Persons not employed by the Center may not, at any time, solicit or distribute literature or other printed materials on Center property for any purpose. Employees may not solicit during working time in work areas or distribute literature or other printed material during working time or in working areas.

"Working time" is the time employees are engaged, or should be engaged, in performing their work tasks for the Center. It includes the working time of both the employee doing the soliciting or distributing and the employee being solicited or to whom literature is distributed. "Working time" does not include the time when employees are properly not performing their work duties, for example, scheduled meal times and breaks.

If you have any questions regarding the meaning of "working time" or "working areas," please inquire in the director's office.

## 5.9 COLLECTIONS

Collections for any cause are not to be taken up without prior approval of your supervisor.

## 5.10 INJURIES AND ILLNESS

Whenever you feel ill, you should immediately inform your supervisor that you are ill. In the event the illness prevents your continuing work, the general manager shall be notified and you shall be advised to go home and consult your family physician. If necessary, some other person will accenter you home.

In the case of injury of any kind, no matter how minor, you should immediately report the injury to your supervisor. In the event of a serious injury, arrangements will be made to take you to the hospital. First-aid supplies are available in classrooms, center vehicles and near the playground entrance.

## 5.11 PERSONAL TELEPHONE CALLS

Employees are not to receive personal telephone calls while at work, except in emergencies. It is the responsibility of each employee to notify family, friends and others who might call, not to do so during working time in the absence of an emergency.

An employee that is using a cell phone or personal electronic device is not engaged in the care and supervision of the children, and the Ohio Department of Human Services might not consider an employee that is distracted by electronic devices to be a part of the required classroom caregiver ratio. To ensure that employees are not distracted, all cell phones and personal electronic devices are not allowed in classrooms and playgrounds. A cell phone may be carried on trips away from the building to allow for emergency contact with the center director or emergency services, but the phone may not be used for non-emergency uses. Please keep cell phones and personal electronic devices in your car or staff locker. You may check messages and return calls during your break.

## 5.12 SECURITY

The Center is committed to providing the organization with the most thorough and comprehensive security program possible. The program is intended to provide legitimate and reasonable guidelines for safeguarding our facilities and proprietary information.

Outside classroom doors and the staff room door should not be propped open when the classroom is unoccupied to prevent unauthorized access to the building. Playground gates should be secured at all times to prevent unauthorized access. Clients and visitors are required to enter and exit through the main entrance at the front of the building, and either sign in or register at the director's office.

No one may remove a child from the building without written consent from the child's parent or legal guardian. Non-custodial parents, including parents whose children have been temporarily placed under the custody of the Ohio Department of Human Services, must have legal authority to remove the child or written permission from the custodial parent or legal guardian.

Entry codes for the center doors should not be shared with anyone, including clients and staff. If a client or staff member has forgotten the entry door code, they will need to request a new code from the center director. Opening and closing staff that have building keys or master door codes shall not share or allow access to these with any other individuals, including clients and staff, nor shall they make copies of any center keys.

Every employee has an obligation to protect our Center's proprietary data and to practice good security common sense. Further details on specific policies and procedures are provided in this handbook and can be supplemented by the director.

## 5.13 GRATUITIES/GIFTS

Employees may not accept gifts valued at greater than \$10.00 from business-related sources, including day care clients.

#### 5.14 FIRE PREVENTION

Fire is always a hazard in any occupied building. However, minor fires can develop which can quickly be brought under control by careful adherence to our fire prevention policies. Each employee must be familiar with the location of fire alarms, firefighting equipment and the fire exits in the building, and must participate in monthly fire drills.

Each employee must be familiar with the proper use of the fire extinguishers located in the center. If you are unsure about the proper use of the center fire extinguishers, you should immediately report your concerns to your supervisor, and arrangements for appropriate training will be made. A serious fire would endanger lives, put you and your fellow workers out of work, and would interrupt child care services for our clients. It is part of each employee's job to protect the safety of our clients and protect the property and equipment against fire and other damage by keeping the center clean and free from rubbish.

#### 5.15 PERSONAL SAFETY EQUIPMENT AND HEALTH PRACTICES

All employees providing physical care that might result in contact with bodily fluids must wear appropriate personal protective equipment, including gloves. These will be provided at the center's expense. Employees must wash their hands after wearing gloves, contact with bodily excretions, diapering, and toileting. Your supervisor will instruct you on the use of all safety equipment and proper hand washing technique. Failure to properly wear safety gear or to perform proper hand washing may result in disciplinary action.

#### 5.16 PERSONAL PROPERTY

All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left at the center. Premier Kids Academy, LLC assumes no risk for any loss or damage to personal property.

#### 5.17 SUBSTANCE ABUSE

The Center is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all staff members, regardless of rank or position, including both regular and temporary employees. The rules apply during working hours to all employees of the Center while they are on Center premises or elsewhere on Center business.

The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on Center property is prohibited.

Being under the influence of illegal drugs, alcohol, or substances of abuse on Center property is prohibited.

Working while under the influence of prescription drugs that impair performance is prohibited.

So that there is no question about what these rules signify, please note the following definitions:

Center property: All Center owned or leased property used by employees.

Controlled substance of abuse: Any substance listed in Schedules I-V of Section 202 of the Controlled Substance Act, as amended.

Drug: Any chemical substance that produces physical, mental, emotional, or behavioral change in the user.

Drug paraphernalia: Equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance.

Illegal drug:

a. Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation.



b. Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician.

c. Inhalants used illegally.

Under the influence: A state of not having the normal use of mental or physical faculties resulting from the voluntary introduction into the body of an alcoholic beverage, drug, or substance of abuse.

Consistent with the rules listed above, any of the following actions constitutes a violation of the Center’s policy on drugs and may subject an employee to disciplinary action, up to and including immediate termination.

Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while in the course of employment.

Working or reporting to work, conducting Center business or being on Center property while under the influence of an illegal drug or alcohol, or in an impaired condition.

## 5.18 DISCHARGE, DISCIPLINE AND WORK RULES

For the protection of all employees, and in order to operate efficiently, certain rules are necessary.

The following is a partial list of the kinds of improper conduct which shall constitute grounds for disciplinary action, up to and including immediate discharge:

- Violation of our supervision and discipline policies.
- Theft or inappropriate removal or possession of property;
- Working under the influence of alcohol or illegal drugs;

- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace;
- Fighting or threatening violence in the workplace;
- Possession of firearms or weapons on center property;
- Boisterous or disruptive activity in the workplace;
- Negligence or improper conduct leading to damage of center-owned or customer-owned property;
- Insubordination or other disrespectful conduct;
- Violation of safety or health rules;
- Smoking in the workplace;
- Sexual or other unlawful or unwelcome harassment;
- Excessive absenteeism or tardiness or any absence without notice;
- Unauthorized use of telephones, or other center-owned equipment;
- Using center’s equipment for purposes other than business (i.e. playing games on computers or personal Internet usage);
- Unauthorized disclosure of business “secrets” or confidential information;
- Violation of personnel policies; and
- Unsatisfactory performance or conduct.

#### 5.19 GROSS MISCONDUCT

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

- Neglect, physical or sexual abuse of a child
- Withholding of food, nap or other comfort from a child
- Yelling or the use of harsh tones of voice
- Failure to report to work three consecutive workdays without proper notification

- Falsification of center records (i.e.: care documentation, employment application, time clock, and your records)
- Conviction of a felony for any offense committed while employed by the center.
- Receiving a DUI if the you transport children for Premier Kids Academy, LLC
- Leaving a child unattended (inside or outside)
- Allowing a child to leave the center with an unauthorized person
- Sleeping while supervising children
- Insubordination that shows gross disrespect such as threatening, cussing, or yelling at administrators

Additionally, any employee may be discharged in the event of continued violation of work rules. Improper conduct may constitute grounds for the issuance of a warning before more severe disciplinary action is taken.

The Center has a few; simple rules which are fundamental, and which provide for the safety and protection of its employees. Compliance with these rules is a condition of employment.

- Be careful-work safely at all times.
- Report all dangerous conditions and equipment to your supervisor immediately.
- Report every injury of a serious nature immediately to your supervisor and first aid will be provided.
- Do not attempt to work if you are taken ill.
- Keep your work area neat and orderly at all times.

## 5.20 TERMINATION OF EMPLOYMENT

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

- **Resignation** – voluntary employment termination initiated by an employee.
- **Termination** – involuntary employment termination initiated by Premier Kids Academy, LLC.

- **Layoff** – involuntary employment termination initiated by Premier Kids Academy, LLC for non-disciplinary reasons.

### The Point System:

- Teachers are required to report for duty at the designated time and place with their immediate attention.
- While on duty, employees are required to devote themselves exclusively to well-being of the children and company.
- Teachers must not relieve themselves from duty, exchange duties, or substitute another teacher in their place without proper authorization.
- Absent or tardy employees must contact their supervisor **no later than two (2) hours** before the assigned starting time.
- No employee will be excused for not reporting her status.
- **Personal business, dental, medical and other appointments should be scheduled outside of the employees regular assigned hours whenever practical.** For those occasional instances which the employee is required to handle these types of appointments during regular working hours, employees should notify their supervisor at least 96 hours (**four days ahead at a minimum**) before the appointment to allow proper management of staffing needs.
- If unusual circumstances arise, employees should notify their supervisor as soon as practicable. (**As soon as you know I need to know**)
- **Approval may be contingent upon operational needs at the time of the employee s appointment.**

### Point Schedule and Incident Breakdown

No Call / No Show = 10 pts

**Tardiness**= 1-3 pts This includes asking to come in later than your normal time without proper “Call ahead” time (**2hr window**), If unexcused 2 pts.

**Absentee**= 3pts

**Sick Call Off** =5 pts (**This is without a Doctors Excuse**).

No Longer is it excused because you do not “feel good”.

Employees absent due to sickness on consecutive work days will be assessed 1 point for each day of the absence, unless provided a doctor’s note is submitted documenting the entire period of absence.

**Insubordination**= 1-7 pts (**At Administration Discretion**)

**Cell Phone Usage**= 3pts (**NO EXCUSES AT ALL Outside of Brighamhell pics and recording**)

**Dress Code**= 1pt (**Aprons on at Clock-in**)

### **Assessment of Points**

1. Subject to the Point Schedule above, employees will be assessed points for various incidents of non-attendance, tardiness, or unexcused behavior.
2. Points will accumulate and will result in discipline and possible termination when point total is equal to or greater than twenty (20).
3. Each employee will be notified whenever she is assessed and/or reduced points under this policy.
4. **Reduction of Points**
  - a. Two (2) points will be deducted from an employee’s accumulated point total for every calendar month in which the employee has no attendance incidents covered under Point Schedule above and has

not otherwise been absent during the calendar month for any reason, with the exception of approved vacation or personal days.

- b. Following the sixth (6th) consecutive calendar month without an attendance incident, three (3) points will be deducted from an employee's accumulated point total for each successive month she has no attendance incidents covered by the point system.
- c. An employee's point total cannot be less than zero (0).

#### **5. Counseling**

- a. Employees will be notified once their point total equals or exceeds fifteen (15) points.
  - b. A meeting will be held between the employee and supervisor to discuss the employee's issues and the potential disciplinary consequences for continued failures.
  - c. Following the meeting, written notification will be provided to the employee documenting the employee's accumulated point total
6. An employee who accumulates at least twenty (20) points will be subject to progressive discipline each time their point total reaches twenty (20) or more points, in accordance with the following disciplinary schedule

### **DISCIPLINARY SCHEDULE**

Step Accumulated Points Discipline

**2–5 pts Subject to One (1) day suspension**

**5–15 pts Subject to but not limited to Three (3) day suspension**

**15–20 pts Subject to, but not limited to suspension, pay decrease with possible termination**

**All discipline other than discharge under the Attendance Point System shall be administrative i.e. a paper suspension or termination.**

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#### VOLUNTARY TERMINATION

If you decide to leave the Center, we ask that you provide two weeks' written notice of your intention to quit. Failure to provide such notice will result in ineligibility for re-hire. Walking off the job or absence for more than 5 days without a report to the Center, with the reason for the absence will constitute a voluntary quit.

Any employee who terminates employment with Premier Kids Academy, LLC shall return all files, records, keys, and any other materials that are property of Premier Kids Academy, LLC. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Furthermore, any outstanding financial obligations owed to Premier Kids Academy, LLC will also be deducted from the employee's final check. All media such as video, pictures, and interviews are property of the company and shall be used as such.

Employee's benefits will be affected by employment termination in the following manner. All accrued vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense, if the employee elects to do so. The employee will be notified of the benefits that may be continued and of the terms, conditions, and limitations.

#### 5.13 REFERENCES AND RECOMMENDATIONS

An employee may request his/her supervisor to provide a letter of recommendation to a prospective employer.

## VI. CONCLUSION

This handbook has outlined the broad principles that guide our Center in its relations with employees. Specific information about Center insurance plans, retirement plans or other benefits,

if offered, can be obtained in the office. It is quite possible that you may from time to time have questions about Center matters which directly affect you, or you may desire further information about how Center policies apply to your individual case. Should you be unable to find the complete answer to your particular question in this manual, feel free to ask the center director. If s/he does not have the information readily available, he or she will get the answer for you. The Center reserves the right to amend its policies at its discretion. In case of amendments, employees will be informed appropriately.



## STATEMENT OF UNDERSTANDING

I have received, read, and agree to abide by Premier Kids Academy Employee Handbook. I understand the policies and procedures set forth in the handbook, including all policies and procedures outlined in the addendums to this handbook. I also understand that the handbook is not a contract of employment, does not in any way limit the right of the Center to terminate my employment and that my employment may be terminated at any time, with or without notice, within the sole discretion of the Center management.

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Employee name (please print clearly)

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Employee Signature

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Date

## APPENDIX

### APPENDIX A: ODJFS & MEDICAID TRAINING REQUIREMENTS

In the child care licensing standards, ODJFS requires that, during their first six months of employment, all staff shall receive the following training:

- a. Two hours of Ohio's training for mandatory reporting of child abuse.
- b. At least one hour of training regarding universal precautions and infectious disease control.

#### **Staff employed 20 hours or more per week**

During their first year of employment, all staff employed 20 hours or more per week shall receive the following training:

- (1) Certification in American Red Cross or American Heart Association infant, child, and adult cardiopulmonary resuscitation (CPR) or equivalent certification approved by the Department. A valid certificate indicating the date of training and expiration date shall be maintained.
- (2) Certification in infant, child, and adult first aid that uses a nationally recognized curriculum or is received from a nationally recognized training organization including the American Red Cross, American Heart Association, the National Safety Council, and Emergency Medical Planning (Medic First Aid) or an equivalent certification approved by the Department. A valid certificate indicating the date of training and expiration date shall be maintained.
- (3) Ten contact hours of training from one or more of the following topical areas: child development, guidance and discipline, developmentally appropriate practices, nutrition, health and safety, communication skills, professionalism, business practices, and cross-cultural competence. Training received for cardiopulmonary resuscitation (CPR), first aid, mandatory reporting of child abuse, and universal precautions shall not count toward the ten contact hours.
- (4) At least four hours of the ten contact hours of training shall be received in a sponsored group setting. Six hours may be received in self-study using a training package approved by the Department.
- (5) Center directors and on-site supervisors shall receive all ten hours of training in a sponsored group setting.

(6) Staff who have completed a comprehensive training package of at least ten contact hours offered through a child care resource and referral agency or community college within six months before initial employment shall have the first year's ten contact hours of training waived.

Following their first year of employment, all staff who are employed 20 hours or more a week shall:

- (1) Maintain current certification for Ohio's training for the mandatory reporting of child abuse; infant, child and adult CPR; and infant, child and adult first aid.
- (2) Receive six contact hours of training annually from one or more of the following topical areas: child development, guidance and discipline, developmentally appropriate practices, nutrition, health and safety, communication skills, professionalism, business practices, and cross-cultural competence. At least two of the six contact hours shall be in a sponsored group setting.
- (3) Center directors and on-site supervisors shall receive eight contact hours of training annually from the topical areas. At least four of the eight contact hours shall be in a sponsored group setting.

**Staff employed less than 20 hours per week.**

a. During their first year of employment, all staff who are employed less than 20 hours a week shall receive the following training:

- (1) Five contact hours of training from one or more of the following topical areas: child development, guidance and discipline, developmentally appropriate practices, nutrition, health and safety, communication skills, professionalism, business practices, and cross-cultural competence.
- (2) At least two of the five contact hours shall be in a sponsored group setting.
- (3) Staff who have completed a comprehensive training package of at least ten contact hours offered through a child care resource and referral agency or community college within six months before initial employment shall have the five contact hours required in the first year waived.

b. Following their first year of employment, all staff who are employed less than 20 hours a week shall:

- (1) Maintain current certification for Ohio's training for mandatory reporting of child abuse.

(2) Receive four contact hours of training annually from one or more of the following topical areas: child development, guidance and discipline, developmentally appropriate practices, nutrition, health and safety, communication skills, professionalism, business practices, and cross-cultural competence. At least two of the four contact hours shall be in a sponsored group setting.

### **Medicaid Requirements**

Medicaid program rules state that Center Staff Training shall supplement educational and experience requirements in ODJFS rule and shall enhance the staff's skill in working with the developmental and cultural characteristics of the children served. Staff is required to complete center trainings and demonstrate competency in skills required to provide for any special needs care they will be providing.

As a provider of Medicaid Waiver services, center staff trainings are required to include:

- (1) Consumer rights.
- (2) Confidentiality.
- (3) Provision of consumer medication.
- (4) Identification and reporting of child and dependent adult abuse.
- (5) Individual consumer support needs.

At a minimum, the staff-to-child ratio shall be as follows:

<b><u>Age of Children</u></b>	<b><u>Minimum Ratio of Staff to Children</u></b>
Two weeks to two years	One to every 4 children
Two years	One to every 6 children
Three years	One to every 8 children
Four years	One to every 12 children
Five years to ten years	One to every 15 children
Ten years and over	One to every 20 children
Medicaid Waiver Services	One to every 6 children

a. Combinations of age groupings for children four years of age and older may be allowed and may have staff ratio determined on the age of the majority of the children in the group. If children three years of age and under are included in the combined age group, the staff ratio for children aged three and under shall be maintained for these children. Preschools shall have staff ratios determined on the age of the majority of the children, including children who are three years of age.

b. If a child between the ages of 18 and 24 months is placed outside the infant area, the staff ratio of 1 to 4 shall be maintained as would otherwise be required for the group until the child reaches the age of two.

c. Every child-occupied program room shall have adult supervision present in the room.

d. During nap time, at least one staff shall be present in every room where children are resting. Staff ratio requirements may be reduced to one staff per room where children are resting for a period of time not to exceed one hour provided staff ratio coverage can be maintained in the center. The staff ratio shall always be maintained in the infant area.

e. The minimum staff ratio shall be maintained at mealtimes and for any outdoor activities at the center.

f. When seven or more children under the age of three are present on the licensed premises or are being transported in one vehicle, at least two adult staff shall be present. Only one adult is required when a center is transporting children in a center-owned vehicle with parent authorization for the sole purpose of transporting children to and from school. When a center contracts with another entity to provide transportation other than for the purpose of transporting school-age children to or from school, at least one adult staff in addition to the driver shall be present if at least seven children provided care by the center are transported. All children age six and older must be secured in a safety belt, and children under the age of six shall be secured during transit in a federally-approved child restraint system appropriate to their age and weight. Children under the age of 12 shall not be located in the front seating section of the vehicle. Children shall never be left unattended in a vehicle. Emergency telephone numbers for each child shall be taken by staff when transporting children to and from school and on field trips and non-center-sponsored activities away from the premises.

g. To allow for integrated classrooms that include children with special needs, while maintaining staff ratios for children receiving Medicaid Waiver services, a co-teaching approach will be used in rooms where the normal staff-to-child ratio exceeds 1 to 6. In these rooms, one teacher will be assigned to a group of up to six children that are receiving waiver services, and the remaining staff will be assigned to the children not receiving waiver services at the minimum staff ratio for that age group. When fewer than six children that are receiving Medicaid Waiver services are assigned to a teacher, other children may be assigned to that teacher, so long as the group for that teacher does not exceed six children. Children with special needs should be assigned to this group before children without special needs. The teacher assigned to the special needs group must be trained by the staff nurse or director in all the skilled care required by the children in the group, and will be responsible for all care on the child's care plan and documentation of the care provided. Care may be delegated to other trained support staff under the supervision of the assigned teacher. The special needs group will participate in all classroom activities with the rest of the class, and all classroom teachers will co-teach the entire group and to adapt the activities to allow all children in the class to participate.

h. When only a few children are present at the beginning or end of the center's business hours, one staff member, who is at least 18 years of age, may care for six children or less for a period of time not to exceed two hours, as long as no more than two children are two years old or younger.

i. When school is cancelled, let out early or starts late, due to an unforeseen event, such as weather or mechanical failure, the school-age class may exceed ratio for no more than four hours, as long as the children cared for are already enrolled in the program and we do not exceed our licensed capacity. The four-hour window allows for time to contact staff to come into work. This accommodation is not intended to apply to scheduled events that result in school closings, late starts, or early dismissals (such as parent-teacher conferences or teacher in-service days).

The Ohio Department of Human Services rules about discipline state:

**77.25(4) *Restraint, restriction, and behavioral intervention.*** The provider shall have in place a system for the review, approval, and implementation of ethical, safe, humane, and efficient behavioral intervention procedures. All members receiving home- and community-based habilitation services shall be afforded the protections imposed by these rules when any restraint, restriction, or behavioral intervention is implemented.

*a.* The system shall include procedures to inform the member and the member's legal guardian of the restraint, restriction, and behavioral intervention policy and procedures at the time of service approval and as changes occur.

*b.* Restraint, restriction, and behavioral intervention shall be used only for reducing or eliminating maladaptive target behaviors that are identified in the member's restraint, restriction, or behavioral intervention program.

*c.* Restraint, restriction, and behavioral intervention procedures shall be designed and implemented only for the benefit of the member and shall never be used as punishment, for the convenience of the staff, or as a substitute for a nonaversive program.

*d.* Restraint, restriction, and behavioral intervention programs shall be time-limited and shall be reviewed at least quarterly.

*e.* Corporal punishment and verbal or physical abuse are prohibited.

Positive guidance techniques are used so that a child can develop trusting and available relationships. Using these techniques takes more energy because it requires the social environment to be trustworthy, to develop social skills by demonstrating, explaining and modeling, to understand cultural differences, to have routines, and to have a physical space that is comforting.

Start developing a social environment in which positive guidance techniques can be utilized by observing the center's environment for practice and social patterns that lead to problem behaviors. Is your center modeling sharing, polite and positive behaviors? Is the center predictable and calm, so that children feel safe and secure? Are toys organized in different areas of the room so that children have room to play and can access the toys?

Intervene to change the problem practice or social patterns to prevent problem behaviors. For example, biting by infants and toddlers is a message or communication. The communication being expressed could range from "my gums hurt", to a way to get access to a toy, or an expression of anger. Your answer to "what is going on with the child in context of the center's environment" governs your response. Seek to understand how the social and physical environment of the center leads to problem behaviors and change the environment.

A good thing to always remember: Trust is necessary for children to develop healthy relationship skills.

Physical or humiliating punishment is used to hurt and can result in relationships where distrust of others is learned. The message to children is that it is okay to hurt people; okay for people who care for you to hurt you, and it is okay for you to hurt people you care for. It is okay for bigger people to use force on smaller ones.

Techniques to use when disciplining

- **DISTRACTION/REDIRECTION**

This is a way of life with the under three crowd.

Can be very useful with preschool aged through teens.

- **HUMOR**

Never underestimate the power of a little bit of levity.

A great way to diffuse a tense situation so that it can be dealt with more effectively.

This can be particularly helpful with school age children.

- **POSITIVE REINFORCEMENT**

Find someone doing something good and be really interested in what they are doing!



Look for what the child does that you like. Say SO !!!!  
Praise the child for doing the appropriate thing.

- **IGNORING**

The fastest and most effective way to gain control is to ignore persons not following the rules.

Pick your battles. If it is not hurting anyone or property, is it worth it?

- **ACTIVE LISTENING**

Sometimes it is enough for a child to hear that you understand and accept their feelings.

*“You feel real mad that it is time for come inside now.”*

A way to deal with tattling : *“Joey hit me.”*

Ask *“Did you tell him how that made you feel and what you wanted him to do?”*

*“Do you feel that he listened to you?”*

Go with the child to the other child and say:

*“John has something to tell you and wants you to listen to him .”*

Listen then and ask, *“Do you want to say anything to John?.....Good job boys. Next time I bet you can do this all by yourself.”*

- **CONSISTENCY**

So very important!

Say what you mean and follow through.

- **UNDERSTAND THE IMPORTANCE OF ROUTINES**

All children need consistency and stability in caregivers and day to day programming. This consistency helps them to know what to expect and helps to make them feel psychologically safe and secure. Some children tolerate changes to the routine better than others. All children need to be prepared for routine changes because it helps to alleviate the shock of the change and maintain an environment that is secure and trustworthy. For children who have a difficult time with transitions more preparation and patience is required to help them cope successfully with change.

- **CHOICES**

Choice does not mean allowing a child to choose not to follow a directive.

Give the child some control over the situation.

Offer only choices, you intend to honor

- *“Do you want to go inside?”* Instead give a five minute warning so they are able to finish what they are doing.
- *“Do you need to go to the bathroom?”* Instead say: *“It’s time to go to the bathroom, are you going to do it all by yourself or would you like me to help you?”*
- *“You need to select an activity.”* Instead say: *“Would you like to select an activity or would you like me to help you?”*

- **BEHAVIOR SPECIFIC DIRECTIVES**

Lets a child know exactly what it is you want.

*“Be good” vs. “I want you to pick up your toys and come sit at the table.”*

Tell the child what you want them to do not what to stop

*“Please use inside voices” vs. “ Stop screaming.”*

- **SETTING LIMITS / EXPECTATIONS**

Sometimes called rules for social order. These are rules about inside voices, taking turns, saying please and thank you, help others and etc.

Limits are necessary and help kids feel safe and secure if the rules are simple and positive.

- **UNCONDITIONAL POSITIVE REGARD**

Children do not have to earn this by behaving in a certain way.

This is our right as human beings.

- **NATURAL / LOGICAL CONSEQUENCES**

Natural consequences happen **without** adult intervention.

*“If you don’t come to snack now all the apples will be gone and you won’t get any.”*

Logical consequences **do** require adult intervention.

*“If you choose to throw sand again you will need to stay out of the sand for the rest of the day.”*

It is important that the caregivers remain calm and in control of their emotions when biting occurs. Staff should not show anger or frustration towards the child. The caregiver should calmly respond to the child, letting them know that biting is not ok. In addition the following steps will be taken.

1. The teacher will remove the child from the situation and focus caring attention on the child who was bitten.
2. Encourage the biter to help take care of the child that was bitten (hold ice pack, comfort the child).
3. The care giver should talk to the child who bit (if able to communicate) and talk about different strategies that the child can use next time (give them appropriate words-if able) instead of biting. This should be done in a short simple way.

It is important to explore the reasons for biting when it occurs. Parents and staff need to work together to gather information about the child's behavior and begin observations to determine the reasons for biting. Examples of some triggers would be: communication deficits, transitions, hunger, lack of sleep, need for oral stimulation or teething pain. Once triggers are identified, staff can work on prevention strategies and start teaching replacement skills. Below are some examples of how the teacher will begin this assessment.

1. The teacher will examine the context in which the biting is occurring and look for patterns. The teacher will use the incident report for documentation and ask the following questions:
  - Was the space too crowded
  - Were there too few toys
  - Was there too little to do or too much waiting
  - Was the child who bit getting the attention and care he/she deserved at other times, other than when he/she was biting
2. The teacher will change the environment, routines or activities if necessary
3. The teacher will work with the child who is biting to resolve conflicts and frustrations in more appropriate manners, including using words, if they are capable of them.
4. The teacher will observe the child, to get an idea of why and when they are likely to bite.
5. The teacher will identify children likely to be bitten and make special efforts to reduce their chance of being bitten.
6. The teacher, parent and administration will meet regularly to regulate an action plan and to measure the outcome of these changes.
7. If biting continues the teacher will observe the group more closely and work with the parents to seek out additional resources as necessary to shadow the child who is biting.

First Aid in response to biting (both child and adult)

1. Wear gloves, clean wound with soap and water. Run water over wound for 5 minutes.
2. Apply ice or cool compress to help reduce the pain or swelling.
3. Bandage the wound as necessary.
4. Write a detailed incident report for both children involved with the incident.

First Aid if bite breaks the skin. (both child and adult)

1. Wear gloves, clean wound with soap and water. Run water over the wound for 5 minutes.
2. Control the bleeding.
3. Cover the wound with sterile dressing and bandage.
4. If child who bites gets blood or body fluids in mouth, rinse mouth with water.
5. Contact parent of BOTH children involved and encourage them to contact their healthcare provider to determine if they need to be seen.
6. Write a detailed incident report for both children involved with the incident.

\*If a staff member is bitten we will use the center Exposure Control Plan.

When children bite, inform their parents personally and privately the same day. All information is confidential and names of the children involved in the incident are not shared between parents. In addition, biting is always documented on our standard incident form which is completed and signed by teacher, parents and an administrator is notified. One copy is given to the parent and one copy is kept a locked file cabinet in office.

Section 232.69 of the Iowa Code requires that every employee of a licensed day care or preschool facility, who in the course of employment reasonably believes a child has suffered sexual abuse, physical abuse, or denial of critical care, shall immediately notify the Department of Human Services.

Section 232.70 of the Iowa Code requires that each report made by a mandatory reporter, as defined in Section 232.69, shall be made both orally and in writing. The oral report must be made by telephone or otherwise to the Department of Human Services within 24 hours of becoming aware of suspected abuse. If the person making the report has reason to believe that immediate protection for the child is advisable, that person shall also make an oral report to an appropriate law enforcement agency. The written report must be made to the Department of Human Services within forty-eight hours after the oral report.

By law, the oral and written reports shall contain the following information, or as much thereof as the person making the report is able to furnish:

- A. The name and home address of the child and his parents or other persons believed to be responsible for his care;
- B. The other child's present whereabouts if not the same as the parent's or other person's home address;
- C. The child's age;
- D. The nature and extent of the child's injuries, including any evidence of previous injuries;
- E. The name, age, and condition of other children in the same home;
- F. Any other information which the person making the report believes might be helpful in establishing the cause of the injury to the child, the identity of the person or persons responsible for the injury, or in providing assistance to the child; and
- G. The name and address of the person making the report.

Legal Sanctions for failure to report are as follows;

1. Any mandatory reporter who knowingly and willfully fails to report a suspected case of child abuse is guilty of a simple misdemeanor.
2. Any mandatory reporter who knowingly and willfully fails to report is civilly liable for the damages proximately caused by such failure (Legal Reference 232.75).

Any mandatory reporter who in good faith makes a report of child abuse or participates in the investigation of a child abuse has immunity from any liability, civil or criminal. Records and/or information pertaining to the abuse may be released to the child abuse investigator without releases required in other situations. (Legal Reference 232.73)

To report child abuse anytime, day or night, call toll-free: 1-800-362-2178

We are required to comply with the Iowa Administrative Code definitions for incidents and incident reporting as follows:

A “major incident” means an occurrence involving a consumer of services that:

- (1) Results in a physical injury to or by the consumer that requires a physician’s treatment or admission to a hospital;
- (2) Results in someone’s death;
- (3) Requires emergency mental health treatment for the consumer;
- (4) Requires the intervention of law enforcement;
- (5) Requires a report of child abuse pursuant to Iowa Code section 232.69
- (6) Constitutes a prescription medication error.

A “minor incident” means an occurrence involving a consumer of services that is not a major incident and that:

- (1) Results in the application of basic first aid;
- (2) Results in bruising;
- (3) Results in seizure activity;
- (4) Results in injury to self, to others, or to property; or
- (5) Constitutes a prescription medication error.

**77.25(3) Incident management and reporting.**

As a condition of participation in the medical assistance program, HCBS habilitation service providers must comply with the requirements of Iowa Code sections 232.69 and 235B.3 regarding the reporting of child abuse and dependent adult abuse and with the incident management and reporting requirements in this subrule.

*a. Reporting procedure for minor incidents.* Minor incidents may be reported in any format designated by the provider. When a minor incident occurs or a staff member becomes aware of a minor incident, the staff member involved shall submit the completed incident report to the staff member’s supervisor within 72 hours of the incident. The completed report shall be maintained in a centralized file with a notation in the member’s file.

*b. Reporting procedure for major incidents.* When a major incident occurs or a staff member becomes aware of a major incident:

- (1) The staff member involved shall notify the following persons of the incident by the end of the next calendar day after the incident:
  1. The staff member’s supervisor.
  2. The member or the member’s legal guardian

3. The member's case manager.

(2) By the end of the next calendar day after the incident, the staff member who observed or first became aware of the incident shall also report as much information as is known about the incident to the department's bureau of long-term care either:

1. By direct data entry into the Iowa Medicaid Provider Access System, or
2. By faxing or mailing Form 470-4698, Critical Incident Report, according to the directions on the form.

(3) The following information shall be reported:

1. The name of the member involved.
2. The date and time the incident occurred.
3. A description of the incident.
4. The names of all provider staff and others who were present at the time of the incident or who responded after becoming aware of the incident. The confidentiality of other members or nonmembers who were present must be maintained by the use of initials or other means.
5. The action that the provider staff took to manage the incident.
6. The resolution of or follow-up to the incident.
7. The date the report is made and the handwritten or electronic signature of the person making the report.

(4) Submission of the initial report will generate a workflow in the Individualized Services Information System (ISIS) for follow-up by the case manager. When complete information about the incident is not available at the time of the initial report, the provider must submit follow-up reports until the case manager is satisfied with the incident resolution and follow-up. The completed report shall be maintained in a centralized file with a notation in the member's file.

As required by the Ohio Department of Human Services, minor incidents must be reported on the center incident report form. A copy of this report is given to the child's parents or guardians when they pick up the child, and a copy is given to the director to be kept in the child's file. Major incidents must be reported to the director and the parents immediately, and a written incident report must be completed by the end of the day. Major incidents must also be reported to the child's case manager/case worker and/or the Bureau of Long-Term Care by the end of the next calendar day, if required by the program(s) the child participates in.

The center director will use the incident reports to track incident data and analyze trends to assess the health and safety of consumers served and determine if changes need to be made for service implementation or if staff training is needed to reduce the number or severity of incidents.

As a provider of healthcare services, the center and its employees must comply with HIPAA privacy laws:

The Health Insurance Portability and Accountability Act (HIPAA) was passed by Congress in 1996. As part of the Act, Congress called for regulations promoting administrative simplification of healthcare transactions as well as regulations ensuring the privacy and security of patient information.

These regulations apply to what are called "covered entities:" healthcare providers, health plans and healthcare clearinghouses who transmit any health information in electronic form in connection with a transaction covered under HIPAA.

The HIPAA Privacy Regulations govern the release of protected health information, called PHI. Covered entities must provide notice of privacy policies and procedures to clients, obtain consent and authorization for use of information and tell how information is generally shared and how clients can access, inspect, copy and amend their own medical record.

HIPAA Security Regulations dictate the kind of safeguards covered entities must have in place to ensure the confidentiality and integrity of electronic PHI. Definition of protected health information and specific privacy policies are detailed in the center privacy policy, and this document should be reviewed by all employees to ensure compliance with our privacy policies.

It is the policy of Premier Kids Academy, LLC to protect the privacy of the families in our care. We will do so by following these procedures:

1. We will abide by our state's privacy law. We will only share information with the Ohio Department of Human Services (ODJFS) child care registration department, ODJFS child care assistance, Medicaid, Promise Jobs, and the child care nutrition program that we are required to share to participate in those programs.
2. We will keep all records and information about the children in our care and their families private and confidential, unless we have their written permission to reveal specific information. A record of all disclosures are to be kept in each child's file. The following situations are exceptions to this general rule:
  - We will occasionally post photographs of the children around the center, in photo albums and in the monthly daycare newsletter that may be seen by current and prospective clients to the program and agencies that visit the center.



- The children's names may appear on artwork, cubbies, attendance sheets, or on other objects around the center.

We are mandatory abuse reporters and are required by law to report any suspected abuse or neglect to the Department of Human Services. We may also be required to disclose certain information to law enforcement officers conducting a criminal investigation or ODJFS representatives investigating suspected abuse or neglect.

### **Legal penalties for violations of privacy rule requirements**

There are civil penalties of \$100 per violation, but the penalties can be "stacked" if there are multiple violations with respect to a single individual. The maximum civil penalties are \$25,000 per year, per person, per standard. Thus, if two standards were violated with respect to one person, the potential penalties could mount to as much as \$50,000. Criminal penalties (up to a \$250,000 fine and ten years in prison) may be imposed for "knowingly and improperly" disclosing information or obtaining information under "false pretenses", with higher penalties reserved for violations designed for financial gain or "malicious harm". In addition, of course, state laws may impose additional penalties for the same offenses, and most states would also allow common-law suits for torts such as invasion of privacy and infliction of emotional distress, among other causes of action.

*A diagnosis of disease can only be made by the child's health care provider. The parent, legal guardian, or other person the parent authorizes shall be notified immediately when a child has any sign or symptom that requires exclusion from the early childhood education or care program. The program shall ask the parents to consult with the child's health care provider.*

*The early childhood education or care provider shall ask the parents to keep the provider informed of the advice received from the health care provider. The early childhood education or care provider reserves the right to admit or exclude a child regardless of the health care provider's recommendations.*

*The child's health care provider shall determine if antibiotics or other medication are required for treatment of an illness. The use of antibiotics for illness is not required or encouraged as a condition for attendance at the early childhood education or care program unless noted below.*

### **Part I: Admission and Permitted Attendance**

Children with the following conditions **may be permitted** to attend early childhood education and care programs if they can:

- 1) participate in the usual daily activities with other children and the early childhood education;
- 2) or the care provider is not leaving the other children unattended to care for the ill child.

Children with the following conditions may be permitted to attend:

- 1) Infants and young children may have as many as six respiratory illnesses each year. These diseases include - the common cold, croup, bronchitis, pneumonia, respiratory syncytial virus (RSV) and otitis media (ear infection). Exclusion of children with these illnesses from early childhood education and care has not helped in preventing these infections.
- 2) Children who are carriers of an infectious disease in their stool or urine that can cause illness, but who have **no** symptoms. Exceptions include *E. coli* 0157:H7, *Shigella* or *Salmonella typhi*;
- 3) Children with conjunctivitis (pink eye) who have a clear, watery eye discharge and **do not** have any fever, eye pain, or eyelid redness;
- 4) Children with a rash, but **no** fever or change in behavior;
- 5) Children with cytomegalovirus (CMV) infection, parvovirus B19, HIV or carriers of Hepatitis B;
- 6) Shingles (herpes zoster), children shall keep sores covered by clothing or a dressing until sores have crusted;

- 7) Pediculosis (head lice), there is no need for the child to be sent home before the end of the day and can return after first treatment. Parents should be notified.
- 8) Children with influenza may return to early childhood education and care when the child feels well enough;
- 9) Children with Methicillin-resistant *Staphylococcus aureus* (MRSA) **do not** need to stay home as long as the wound is covered and drainage is contained;
- 10) Children with norovirus infection who have **no** diarrhea and are not otherwise ill, may remain in the program if special attention is paid to handwashing, proper diaper disposal, and maintaining a clean environment. See part II for children who have had diarrhea and/or vomiting;
- 11) Children who have ringworm. Children with ringworm should **not** go to the gym, swimming pools or play contact sports. Treatment may take at least four weeks;
- 12) Children with viral meningitis may return to child care when the child feels well enough.

## **Part II: Exclude Children with Following Conditions**

To ensure the overall health and safety of all the children, a child may not attend to child care if one or more of the following exists:

- 1) The illness prevents the child from participating comfortably in child care center activities including outdoor play;
- 2) The illness results in a greater need for care than caregivers can provide without risking the health, safety, and supervision of the other children in care;
- 3) The child has one of the following, unless medical evaluation by a health care professional indicates that you can include the child in the child care center's activities:
  - a. Fever, accompanied by behavior changes or other signs or symptoms of illness until medical professional evaluation finds the child able to be included at the facility;
  - b. Symptoms and signs of possible severe illness like:
    - i. Lethargy that is more than expected tiredness,
    - ii. Uncontrollable coughing,
    - iii. Unexplained irritability, fussiness, or persistent crying,
    - iv. Difficult breathing,
    - v. Wheezing,
    - vi. Other unusual signs for the child.
- 4) Blood in stools not explainable by dietary change, hard stools, or medication that may cause gastrointestinal damage such as ibuprofen, naproxen, or aspirin;
- 5) Vomiting illness (two or more episodes of vomiting in the previous 24 hours) until vomiting resolves or until a health care provider determines that the cause of the vomiting is not contagious and the child is not in danger of dehydration;
- 6) Persistent abdominal pain (continues more than two hours) or intermittent pain associated with fever or other signs or symptoms;

- 7) Mouth sores with drooling, unless a health care provider determines that the child is noninfectious;
- 8) Rash with fever or behavior change, until a health care provider determines that these symptoms do not indicate a communicable disease;
- 9) Diarrhea, defined as loose, watery, and frequent stools. Children with diarrheal illness of infectious origin generally may be allowed to return to child care once the diarrhea resolves, except for children with diarrhea caused by Norovirus, *Salmonella typhi*, *Shigella*, or *E. Coli* 0157:H7. For *Salmonella typhi*, three negative stool cultures are required. For *Shigella* or *E. coli* 0157:H7, two negative stool cultures are required taken at least 24 hours apart. If treated with antibiotics, samples should not be taken less than 48 hours after therapy is done;
- 10) Norovirus, children not in diapers and child care center staff with diarrhea and/or vomiting should remain at home until 24 hours after diarrhea and/or vomiting cease, and until stools are formed. Children in diapers should remain at home for three days following cessation of diarrhea and/or vomiting and until stools are formed;
- 11) Erythema infectiosum (5<sup>th</sup> Disease), keep child at home if fever is present;
- 12) Pink eye (conjunctivitis) with purulent discharge (defined as pink or red conjunctiva with white or yellow eye discharge), child may go back to child care when all symptoms are gone;
- 13) Scabies, until after the first treatment;
- 14) Tuberculosis, until a health care provider or health official states that the child is on appropriate therapy and can attend care;
- 15) Impetigo, until 24 hours after the child started medicine from the health care provider;
- 16) Strep throat or other streptococcal infection, until 24 hours after antibiotics are started;
- 17) Varicella-Zoster (Chickenpox), until all sores have dried and crusted;
- 18) Pertussis, until five days of appropriate antibiotic treatment have been completed or 21 days of cough if no antibiotics are given;
- 19) Mumps, child can go back to child care five days after start of symptoms or until symptoms are gone, whichever is longer;
- 20) Hepatitis A virus, until one week after start of symptoms;
- 21) Measles, until four days after onset of rash;
- 22) Rubella, until six days after onset of rash;
- 23) Herpes simplex, children with herpetic gingivostomatitis, an infection of the mouth caused by the herpes simplex virus, who do not have control of oral secretions, shall be excluded from child care. Children with mild cases who do have control of their mouth secretions may not have to be excluded; or
- 24) Meningitis (bacterial), child may return to child care 24 hours after starting antibiotics.

### **Part III: Illness while in Child Care**

If a child becomes ill while in child care and it is determined that the child should be excluded, staff will:

- Contact immediately the parent, legal guardian, or other person authorized by the parent;
- Care for the child apart from other children;
- Give appropriate attention and supervision until the parent picks the child up; and
- Give extra attention to hand washing, diaper changing, disinfecting surfaces.
- Use Universal Precautions

Centers are responsible for ensuring the safety of children at the center and preventing harm by being proactive and diligent in supervising not only the children, but other people present at the facility.

1. Any person in the center who is not an owner, staff member, substitute, or subcontracted staff or volunteer who has had a record check and approval to be involved with child care **shall not** have “**unrestricted access**” to children for whom that person is not the parent, guardian, or custodian, nor be counted in the staff to child ratio.

**\*“Unrestricted access” means that a person has contact with a child alone or is directly responsible for child care.**

**\*It is imperative that centers not allow people who have not had a record check assume child care responsibilities or be alone with children. This directly relates both to child safety and liability to the center.**

2. Persons who do not have unrestricted access will be under the direct “**supervision**” and “**monitoring**” of a paid staff member at all times and will not be allowed to assume any child care responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the teacher unless he/she delegates it to the teacher assistant due to a conflict of interest with the person.

**\*“Supervision”** means to be in charge of an individual engaged with children in an activity or task and ensure that they perform it correctly.

**\*“Monitoring”** means to be in charge of ensuring proper conduct of others.

3. Center staff will approach anyone who is on the property of the center without their knowledge to ask what their purpose is. If staff is unsure about the reason they will contact their Site Manager or another management staff to get approval for the person to be on site. If it becomes a dangerous situation staff will follow the “intruder in the center” procedures. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by paid staff and will not be allowed to interact with the children on premise.
4. A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian, or custodian) who is required to register with the Iowa sex offender registry (Iowa Code 692A):
  - a. Shall not operate, manage, be employed by, or act as a contractor or volunteer at the child care center.
  - b. Shall not be on the property of the child care center without the written permission of the center director, except for the time reasonably necessary to transport the offender’s own minor child or ward to and from the center.

- i. The center director is not obligated to provide written permission and must consult with their ODJFS licensing consultant first.
- ii. If written permission is granted it shall include the conditions under which the sex offender may be present, including:
  - 1. The precise location in the center where the sex offender may be present.
  - 2. The reason for the sex offender's presence at the facility.
  - 3. The duration of the sex offender's presence.
  - 4. Description of how the center staff will supervise the sex offender to ensure that the sex offender is not left alone with a child.
  - 5. The written permission shall be signed and dated by the director and sex offender and kept on file for review by the center licensing consultant.

**Reason this policy is important:**

One of the most important steps in reducing the spread of common infectious diseases or conditions among children and child care providers is cleaning and sanitizing or disinfecting objects and any surface a child comes in contact with, including floors, that could be contaminated and spread disease to children and staff.

**Procedure and Practices, including responsible person(s):**

Routine cleaning and sanitizing or disinfecting of the child care setting will be supervised by the Classroom lead teacher, according to the schedule and procedures listed below. Each classroom lead teacher will complete and turn in Cleaning/Sanitation Procedures Checklist to the center director weekly. All classroom support staff will assist in daily classroom cleaning and sanitation as assigned by the classroom lead teacher.

**Routine Cleaning:**

Using soap and water to remove visible dirt then rinse with clean water.

**Sanitizing/Disinfecting:**

Removing visible dirt and applying an additional sanitizer solution to reduce the number of germs likely to cause disease.

- Bleach solution is used in the concentrations on the sanitizing and disinfecting guide sheet.

**When the policy applies:**

1. **Tables** used for eating and food preparation will be cleaned with soap and water, rinsed, and then sanitized with bleach solution before and after each meal or snack.
2. **Kitchen** will be cleaned daily and more often if necessary. Sinks, counters, and floors will be cleaned and sanitized at least daily. Refrigerator will be cleaned and sanitized monthly or more often as needed.
3. **Highchairs** will be washed, rinsed, and sanitized before and after each use.
4. **Mouthed toys**, including machine washable toys and cloth books, will be washed, rinsed and sanitized in between use by different children. A system for ongoing rotation of mouth toys will be implemented in infant and young toddler rooms (i.e. a labeled “mouthed toy” bin). **Only washable toys will be used.**



5. **Toys** (that are not mouthed toys) will be washed, rinsed, sanitized and air-dried at least weekly *or* toys that are dishwasher safe can be run through a full wash and dry cycle.
6. **Cloth toys and dress up toys** will be laundered weekly or more often, as needed, for young children.
7. **Child care laundry** will be washed on hot cycle as needed at a temperature of at least 165 degrees or with added sanitizing agent such as bleach.
8. **Furniture, rugs, and carpeting** in all areas will be vacuumed daily. This includes carpeting that may be on walls or other surfaces than the floor. Carpets will be shampooed monthly in infant areas and every three months in other areas, or more frequently as needed.
9. **Hard floors** will be swept and mopped (with cleaning detergent) and sanitized daily.
10. **Utility mops** will be washed rinsed and sanitized then air dried in an area with ventilation to the outside and inaccessible to children.
11. **Bathroom(s)** will be cleaned daily or more often if necessary. Sinks, counters, toilets, and floors will be cleaned and disinfected at least daily.
12. **Potty-chairs** will be immediately emptied into toilet, washed and disinfected in a designated sink or utility sink separate from classrooms. The sink must then be cleaned and disinfected.
13. **Toilet** seats will be cleaned and sanitized as needed and at least daily.
14. **Cubbies:** will be washed, rinsed, and sanitized weekly.
15. **Cribs/Cots** will be washed, rinsed, and sanitized weekly, before use by a different child, after a child has been ill and as needed.
16. **Bedding** (e.g. mat covers and blankets) will be washed weekly, or more frequently as needed, at a temperature of at least 165° F, or with disinfectant in the rinse cycle. Bedding will be removed from mats and stored separately.
17. Children's items including bedding, coats, etc. will be stored separately.
18. **Water tables** will be emptied and sanitized after each use or more often as needed. Children will wash hands before and after play and be closely supervised. Water tables should retain a free available chlorine level of 1-3 parts per million (ppm) or be emptied and refilled hourly.
19. **General Cleaning** of the entire center will be done as needed. Wastebaskets (with disposable liners) will be available to children and staff and will be emptied when full. Step-cans will be used to prevent recontamination of hands when disposing of used towels, etc. There should be no strong odors of cleaning products. Room deodorizers are not used due to the risk of allergic

reaction. Door handles and faucets are cleaned at least daily and more often when children/staff are ill. Diaper and food waste containers will have a tight fitting lid.

**20. Vacuuming, mopping and carpet shampooing** in the center will not occur while children are present (carpet sweepers and brooms are ok to use). This is to reduce the exposure of chemicals and dust to children and staff. Every effort is made to only use items that can be cleaned and sanitized in the setting. Cracked or broken items are not able to be clean or sanitized properly. These items shall be removed until they are repaired, cleaned, and sanitized. Carpet is not used in toilet areas; diaper changing areas or food prep/storage areas.

21. Regular cleaning and sanitation will increase if there is an outbreak of a contagious infection or disease in setting.

### **Communication plan for staff and parents:**

Staff and volunteers will receive a written copy of this policy in their orientation packets before beginning work at the center. Training will be provided on cleaning and sanitation guidelines and procedures at time of employment and when necessary.

#### References:

CARING FOR OUR CHILDREN, National Health, and Safety Performance Standards: Guidelines for Out-of-Home Child Care Programs. 2nd Edition. American Academy of Pediatrics, American Public Health

Association, and U.S Department of Health and Human Services. 2002 <http://nrc.uchsc.edu/CFOC/>

American Academy of Pediatrics, PA Chapter, (2002) Model Child Care Health Policies, 4th Ed.

<http://www.ecels-healthychildcarepa.org>

During specified months, sunscreen will be applied to all children over six months of age 30 minutes prior to sun exposure. If parent/guardian desires lip balm for their child, they should notify the classroom teacher.

**Procedure:**

- Sunscreen will be applied during the months of April through October.
- Parent/guardian must sign a consent form:
  - allowing staff persons to apply sunscreen and/or lip balm to their child prior to outdoor activities.
  - Stating their child is not allergic to any of the ingredients in the sunscreen or lip balm.
- Sunscreen with a SPF 45-50 be provided by the center if sunscreen is not provided by the parent/guardian.
- If parent/guardian wants to supply their own sunscreen or lip balm:
  - must supply the product in its original container and clearly label the product with the child's name.
  - must sign the consent form:
    - allowing staff persons to apply sunscreen and/or lip balm to their child prior to outdoor activities.
    - Stating their child is not allergic to any of the ingredients in the sunscreen or lip balm.
- Staff will document on the Permission for Administering Insect Repellent/ Sunscreen form the time frames and dates that the sunscreen was applied.
- Sunscreen will be applied in a thick layer evenly on all exposed skin areas except eyelids, mouth, and palms of hands and fingers 30 minutes prior to outside activities.
- Staff persons will reapply the sunscreen according to label directions every 2 hours.
- Sunscreen will not be used on infants less than 6 months of age due to skin sensitivity.
  - Infants will be kept out of direct sunlight by using shade and cover-up clothing.
- Lip balm will be applied by the staff or under the supervision of staff, as needed, each time the child goes outside. If parents would like sunscreen/lip balm to continue into winter months, staff must be notified and procedure will continue.

## APPENDIX M: RECORD RETENTION POLICY

### Policy:

All medical records (master, financial, and medical file information) on children served and employees shall be kept on file in the child care center office. The complete records shall be kept in a locked file with limited access. The director/nurse is responsible to ensure that confidentiality is maintained of medical record information and verifying the existence of a release form prior to releasing any information, and for documenting what information has been released, when it was released, and to whom it was released.

All medical record information must be maintained during the time persons received services or were employed at the child care center, and for a minimum of five years from the date a claim was submitted for payment. Financial information should be maintained for seven years.

### Procedures:

1. When the master and medical files become too voluminous, out of date information will be purged. Current medical information should always be maintained in files at all times. The purged information should be placed into a manila envelope with the person's name in black letters on the envelope, with the date the information was put in the envelope, and the date the information may be destroyed. The envelope should then be sent to the director for storage in a locked area or locked container with limited access. After six years from the date the claim was submitted for payment, some purged medical information may be destroyed. Purged medical information that should not be destroyed includes social histories, psychological and psychiatric reports and evaluations, medical specialist reports and evaluations, guardian and conservator papers, legal papers (including court custody and restraining orders), individual education plans (IEP), individualized family service plans (IFSP), and other information that would be important for future reference. After seven years all purged financial information may be purged. Destruction of medical and financial information is coordinated through the director. All information on employees and children served must be shredded.
2. When the child served is discharged from care or an employee terminates employment, the medical record, financial information, and classroom records should be sent to the director for storage in a secure location. Information on all discharged children and employees is stored in a secure centralized location. All medical information may be destroyed after six years, and all financial information may be destroyed after seven years. Destruction of records is coordinated through the center director. All specific information on persons served or employed must be shredded.

**Step 1: Get organized!! Before you bring the child to the diaper changing area, wash your hands, and gather and bring what you need to the diaper changing table:**

- 1) Non-absorbent paper liner
- 2) Fresh diaper, clean clothes (if you need them)
- 3) Wipes for cleaning the child's genitalia and buttocks
  - ✿ Remove wipes from the container or dispensed to prevent the container from being touched during diaper changing.
- A plastic bag for any soiled clothes
- Disposable gloves
  - ✿ Put gloves on before handling soiled clothing or diapers
- A thick application of any diaper cream (when appropriate medication documentation has been signed by parent or physician)
  - ✿ Remove proper amount from the original container to a piece of disposable material such as facial or toilet tissue to prevent contaminating the original container.

**Step 2: Carry the child to the changing table, keeping soiled clothing away from you and any surfaces you cannot easily clean and sanitize after the change.**

- Always keep a hand on the child
- Put any soiled clothes in a plastic bag and securely tie the plastic bag to send the soiled clothes home.

**Step 3: Clean the child's diaper area.**

- Place the child on the diaper change surface and unfasten the diaper but leave the soiled diaper under the child.
- Lift the child's legs as needed to use disposable wipes to clean the skin on the child's genitalia and buttocks.
  - ✿ Remove stool and urine from front to back and use a fresh wipe each time. Put the soiled wipes into the soiled diaper or directly into a plastic-lined, hands-free covered can.

**Step 4: Remove the soiled diaper without contaminating any surface not already in contact with stool or urine.**

- Fold the soiled surface of the diaper inward.
- Put soiled disposable diapers in a covered, plastic-lined, hands-free covered can.
  - ✿ If reusable cloth diapers are used, put the soiled cloth diaper and its contents (without emptying or rinsing to prevent contaminating yourself) in a plastic bag or into a plastic-lined, hands-free covered can to give to parents or laundry service.

- Remove gloves using the proper technique and put them into a plastic-lined, hands-free covered can.
- Use a disposable wipe to clean the surfaces of the caregiver's hands and another to clean the child's hands, and put the wipes into the plastic-lined, hands-free covered can.

**Step 5: Put on a clean diaper and dress the child.**

- Slide a fresh diaper under the child.
- Use a facial or toilet tissue to apply any necessary diaper creams, discarding the tissue in a covered, plastic-lined, hands-free covered can.
- Observe and plan to report any skin problems such as redness, skin cracks, or bleeding.
- Fasten the diaper. If pins are used, place your hand between the child and the diaper when inserting the pin.

**Step 6: Wash the child's hands and return the child to a supervised area.**

- Use soap and running water at a sink to wash the child's hands
  - ✿ If a child is too heavy to hold for hand washing or cannot stand at the sink, wipe the child's hands with a damp paper towel moistened with a drop of liquid soap, wipe the child's hands with a paper towel wet with clear water, dry the child's hands with a paper towel.

**Step 7: Clean and sanitize the diaper-changing surface.**

- Dispose of any supplies used on the diaper changing surface in a plastic-lined, hands-free covered can.
- Clean any visible soil from the changing surface with detergent and water and a paper towel; rinse with water.
- Wet the entire changing surface with a sanitizing solution (e.g. spray a sanitizing bleach solution 1 tablespoon of household liquid chlorine bleach in one quart of tap water, mixed fresh daily).
- Put away the spray bottle of sanitizer.
  - ✿ If bleach is used as the sanitizer, leave it in contact with the surface for at least 2 minutes. The surface can be left to air dry or can be wiped dry after 2 minutes of contact with the bleach solution.

**Step 8: Wash your hands and record the diaper change in the child's daily log.**

- Record what was observed during diapering and any problems (such as a loose stool, an unusual odor, blood in the stool, or any skin irritation).
- Report concerns to staff sharing the child's care and to family.

## APPENDIX O: HAZARDOUS ITEMS STORAGE

The following items must be stored in Locked Storage, which is secured with a combination, electronic or magnetic device, or key

- Corrosive agents
- Pesticides
- Bleach
- Detergents
- Cleaners
- Polishes
- Aerosol cans
- All medications, except emergency medications that must be readily available
- Purses and personal items

The following items must be stored out of reach, which is five feet or more above the floor

- Non-aerosol sanitizers
- Non-aerosol disinfectants
- Non-aerosol detergents
- Hand sanitizers
- Hand lotions
- Diaper Creams
- Sunscreens
- Labeled “keep out of reach of children” without any other warnings
- Emergency Medications
  - Epi-Pen - Ipratropium
  - Glucagon - Maxair (Pirbuterol)
  - Diazepam suppositories - Metaprotererol
  - Albuterol (Proventil, Ventolin, Volmax) - Salmeterol (Serevent)
  - Terbutaline (Brethine, Bricanyl) - Xoprenex
  - Duo Neb (Albuterol/Ipratropium)
  - Foradil (formoterol)

Children that receive overnight care need to brush their teeth before bed and when they wake in the morning. Parents need to provide toothbrushes and toothpaste.

**PURPOSE:** To give each child the maximum fluoride benefit from toothpaste use.

**SUPPLIES NEEDED:** Toothpaste with fluoride, containing the **American Dental Association Seal of Approval**, waxed paper and **soft**, nylon-bristled toothbrushes.

**PROCEDURE:**

1. Dispense toothpaste onto pre-cut 2x2 squares of waxed paper. (These can be placed on a cookie sheet or plate). Use **ONLY HALF A PEA-SIZED AMOUNT** of paste, which is more like a smear. Err on the side of too little paste instead of too much.
2. When children are seated for brushing, distribute the 2x2 squares with paste on them.
3. The child “scoops” paste from the square onto the brush bristles.
4. All surfaces of all teeth are brushed as instructed and demonstrated by teacher.
5. **THE CHILD DOES NOT RINSE OR SPIT.** The purpose is to **KEEP THE FLUORIDATED PASTE IN CONTACT WITH THE TEETH FOR AS LONG AS POSSIBLE.** Since such a small amount of paste is used, there will be very little “foaming action”, and there is no danger in the child swallowing it.
6. When the brushing process is complete, the waxed paper is discarded and the brushes are rinsed and stored as recommended below.

**TOOTHBRUSH HANDLING AND STORAGE:**

Toothbrushes can become contaminated with blood and saliva, and thus potentially could transmit infections. Handling and storage of brushes should include the following:

- **Gloves should always be worn when distributing and/or collecting the brushes.**
- Each child’s brush should be clearly marked with identification.
- Brushes should be allowed to air-dry and are stored so they never touch or drip on each other.
- Brushes should be stored with the heads up and uncovered, and not inside a cabinet or in a dark place, as this encourages bacteria to grow.
- Toothbrushes should **NEVER** be decontaminated, such as putting into a dishwasher, using detergents, or “spraying” with hot water. These practices reduce the life of the brush, and could further spread bacteria.
- Brushes should be provided by the parent twice during year. However if the child has had a contagious disease, such as strep throat, the brush should be replaced as well.



Sudden Infant Death Syndrome (SIDS) is the unexpected death of a seemingly healthy baby for whom no cause of death can be determined based on an autopsy, an investigation of the place where the baby died and a review of the baby's clinical history. Child care providers can maintain safer sleep environments for babies that help lower the chances of SIDS. In the belief that proactive steps can be taken to lower the risks of SIDS in child care and that parents and child care providers can work together to keep babies safer while they sleep, this facility will practice the following safe sleep policy:

### **Safe Sleep Environment**

- Room temperature will be kept between 68-75°F and a thermometer kept in the infant room.
- Infants' heads will not be covered with blankets or bedding.
- Infants' cribs will not be covered with blankets or bedding.
- We may use a sleep sack instead of a blanket.
- No loose bedding, pillows, bumper pads, etc. will be used in cribs. We will tuck any infant blankets in at the foot of the crib and along the sides of the crib mattress.
- Toys and stuffed animals will not be placed in the crib when the infant is sleeping. Pacifiers will be allowed in infants' cribs while they sleep.
- A safety-approved crib with a firm mattress and tight fitting sheet will be used.
- Only one infant will be in a crib at a time, unless we are evacuating infants in an emergency.
- No smoking is permitted in the infant room or on the premises.
- To promote healthy development, awake infants will be given supervised "tummy time" for exercise and for play.

### **Safe Sleep Practices**

- All child care staff working in the infant room, or child care staff who may potentially work in the infant room, will receive training on our infant Safe Sleep Policy.
- Infants will always be placed on their backs to sleep, unless there is a signed sleep position medical waiver on file. In that case, a waiver notice will be posted at the infant's crib and the waiver filed in the infant's file.
- The American Academy of Pediatrics recommends that babies are placed on their back to sleep, but when babies can easily turn over from the back to the stomach, they can be allowed to adopt whatever position they prefer for sleep.
- We will follow this recommendation by the American Academy of Pediatrics. However, child care staff can further discuss with parents how to address circumstances when the baby turns onto their stomach or side.

- **Visually checking sleeping infants.** Sleeping infants will be continually monitored by infant room staff, and will be visually checked at the crib side every 15-20 minutes.
- We will be especially alert to monitoring a sleeping infant during the first weeks the infant is in child care.
- We will check to see if the infant's skin color is normal, watch the rise and fall of the chest to observe breathing and look to see if the infant is sleeping soundly. We will check the infant for signs of overheating including flushed skin color, body temperature by touch and restlessness.
- Steps will be taken to keep babies from getting too warm or overheating by regulating the room temperature, avoiding excess bedding and not over-dressing or overwrapping the baby.

#### **Best Practices**

- All infant room and nursing staff will participate in *Responding to an Unresponsive Infant* practice drills at least once a year.

- All staff must wash hands and sanitize food preparation and serving surfaces, including bottle and infant food prep areas, before handling, preparing or serving food. This includes soap and water wash and then sanitizing the surface and edges with the bleach water solution keeping in mind that the bleach solution must cover the entire table and edges until glistening then be allowed to sit for at least two minutes. The table could then be wiped with a clean towel or allowed to air dry if possible. Cleansing solution bottles need to be labeled for the intended purpose and dilution ratio. If bleach/water is used it shall also be labeled as “Change Daily”. When mixing, it is important that the dilution be accurately and carefully measured. When sanitizing/disinfecting, the surface shall be treated in accordance with manufacturer’s instructions. Staff must ensure that nothing touches the tables once cleaned and sanitized before food service activity. Children should not be allowed to touch the tables until they have washed hands. Other items should not be set on clean and sanitized tables.
- Per Caring For Our Children “*STANDARD 4.9.0.9: “Areas and equipment used for storage, preparation, and service of food should be kept clean. All of the food preparation, food service, and dining areas should be cleaned and sanitized before and after use. Food preparation equipment should be cleaned and sanitized after each use and stored in a clean and sanitary manner, and protected from contamination. Sponges should not be used for cleaning and sanitizing. Disposable paper towels should be used. If washable cloths are used, they should be used once, then stored in a covered container and thoroughly washed daily. Microfiber cloths are preferable to cotton or paper towels for cleaning tasks because of microfiber’s numerous advantages, including its long-lasting durability, ability to remove microbes, ergonomic benefits, superior cleaning capability and reduction in the amount of chemical needed.”*
- All food stored in the refrigerator should be tightly covered, wrapped, or otherwise protected from direct contact with other food. Hot foods to be refrigerated and stored should be transferred to shallow containers in food layers less than three inches deep and refrigerated immediately. These foods should be covered when cool. Any pre-prepared or leftover foods that are not likely to be served the following day should be labeled with the date of preparation before being placed in the refrigerator, or sent home, if applicable. The basic rule for serving food should be, “first food in, first food out”. In the refrigerator, raw meat, poultry and fish should be stored below cooked or ready to eat foods.”
- Dry, bulk foods that are not in their original, unopened containers should be stored off the floor in clean metal, glass, or food grade plastic containers with tightfitting covers. All bulk food containers should be labeled and dated, and placed out of children’s reach.”

- Kitchen staff needs to check refrigerator, freezer and walk-in cooler temperatures daily. The temperature in refrigerator must be below 40 degrees and the temperature in the freezer must be below 0 degrees. Infant room staff must check the temperature of the infant room refrigerator daily.
- Food storage procedures apply to all refrigerated/frozen and non-refrigerated/frozen food items both in program areas and in the kitchen area. This also includes staff food items stored at the center and food brought from home by the children.

### **Dishwashing**

- Proper dishwashing procedures are posted near all sinks utilized for dishwashing.
- If a dishwashing machine that maintains temperature of 155F and allows for chemical or heat disinfecting is not used for cleaning then the “three-step” method for cleaning and sanitizing must be used. Food service equipment and utensils should be scraped, washed in hot water mixed with a detergent and rinsed with clear water. Items must then be sanitized by immersing them in a solution of 1 tablespoon of household liquid chlorine bleach to 1 gallon of cool water for one minute and then air dried. Chlorine bleach solutions have been shown to be sufficient to kill a number of bacteria and blood-borne pathogens, including hepatitis-B. The solution must be prepared fresh for cleanup after each meal and may need to be repeated during dishwashing, should the water become too soiled. The dishes should be left wet and allowed to air dry.
- Sinks used for hand washing should not be used for anything having to do with food/beverage preparation. If sinks must be used for both functions, then the proper steps (this includes soap and water wash and then sanitizing the entire sink, surrounding surface, faucet, and edges with the bleach water solution keeping in mind that the bleach solution must cover the entire area until glistening then be allowed to sit for at least two minutes) must be performed EACH TIME BEFORE using the sink for anything having to do with food or beverage (also bottle) preparation (including drawing water to drink).
- The three step method must be used for dishwashing and bottle washing in the infant room, unless feeding items are washed in a dishwasher.

Feeding of children under two years of age:

- All children under 12 months of age shall be fed on demand, unless the parent provides other written instructions. Meals and snacks provided by the center shall follow the CACFP infant menu patterns. Foods shall be appropriate for the infant's nutritional requirements and eating abilities. Menu patterns may be modified according to written instructions from the parent, physician or health care provider. Special formulas prescribed by a physician or health care provider shall be given to a child who has a feeding problem.
- All children under six months of age shall be held or placed in a sitting-up position sufficient to prevent aspiration during feeding. No bottles shall be propped for children of any age. A child shall not be placed in a crib with a bottle or left sleeping with a bottle. Spoon feeding shall be adapted to the developmental capabilities of the child. Infants and toddlers may not be placed on the floor or allowed to walk around with bottles or sippy cups.
- Bottles do not need to be warmed before feeding, but the parent may request it. To warm or thaw bottles, they should be warmed under running, warm tap water or by placing them in a container of water that is no warmer than 120°F. Bottles should not be left in a pot or cup of water to warm for more than five minutes. The container of warm water must be placed in a blocked-off area only accessible to adults. A thermometer should be used to verify that the water does not exceed 120°F. You cannot use a microwave to warm milk at any time.
- Single-service, ready-to-feed formulas, concentrated or powdered formula following the manufacturer's instructions or breast milk shall be used for children 12 months of age and younger unless otherwise ordered by a parent or physician.
- Whole milk must be served for children under age two who are not on formula or breast milk unless otherwise directed by a physician.
- Cleaned and sanitized bottles and nipples shall be used for bottles prepared on site. Prepared bottles shall be kept under refrigeration when not in use.
- Iron fortified infant cereal is provided by the center, as appropriate, to children between the ages of four to twelve months. Cereal is spoon fed and is not put into bottles.
- Appropriate table foods from our menu can be prepared in a baby food grinder for infant meals. Commercial baby foods and formula are not provided by the daycare, and must be provided by the parents/guardians, if needed.

- We use the correct words for body parts, such as "penis," "vulva," "vagina." We also use gender-neutral terms, such as private areas or "privates". Ask the child's parents/guardians what other terms they use at home so that we can understand the child. We will not correct children for using other words, but we will teach them the correct word.
- If children ask questions about sex, we will answer them. We will start by asking the child what he or she already knows. We will give answers that fit the child's age. We will report to the parents if any unusual discussions take place.
- Ask the child's parents/guardians if there are any topics they do not want us to discuss with their child, and respect these wishes without judgment or criticism.
- We try to help children be comfortable with their bodies. We will not say that any body part is bad or nasty.
- We teach children that there are some things they should not do with their bodies in front of other people, and that they should respect other people's bodies and not touch their private areas.
- Books and toys are provided that teach children about gender and physical development. These may include anatomically correct dolls, books about pregnancy and babies, and books about puberty for older children.

The Center maintains a voice-mail system and an electronic- mail (E-mail) system to assist in the conduct of business within the Center. These systems, including the equipment and the data stored in the system, are and remain at all times the property of the Center. As such, all messages created, sent, received or stored in the system are and remain the property of the Center. Messages should be limited to the conduct of business at the Center. Voice-mail and electronic-mail may not be used for the conduct of personal business.

The Center reserves the right to retrieve and review any message composed, sent or received. Please note that even when a message is deleted or erased, it is still possible to recreate the message; therefore, ultimate privacy of messages cannot be ensured to anyone. While voice-mail and electronic- mail may accommodate the use of passwords for security, confidentiality cannot be guaranteed. Messages may be reviewed by someone other than the intended recipient. Moreover, all passwords must be made known to the Center. The reason for this is simple: your system may need to be accessed by the Center when you are absent.

Messages may not contain content that may reasonably be considered offensive or disruptive to any employee. Offensive content would include, but would not be limited to, sexual comments or images, racial slurs, gender-specific comments or any comments that would offend someone on the basis of his or her age, sexual orientation, religious or political beliefs, national origin, or disability.

**Business Record Retention Policy.**

E-mail messages are written business records and are subject to the Center's rules and policies relating to retaining and deleting business records.

**Confidential Information.**

Avoid sending confidential information by email. Unless authorized to do so, the users are prohibited from using email to transmit confidential information to outside parties. Users may not access, send, receive, solicit, print, copy, or reply to confidential or proprietary information about the Center, its employees, clients, and other business associates.

**Violations and Sanctions.**

If an employee is found to violate any of this email policy rules, the Center could take disciplinary action up to and including termination of employment.

The actual penalty applied will depend on factors such as the seriousness of the breach, the employee's disciplinary record, and any other factors the Center deems necessary to consider.

If an employee witnesses email policy abuse by, he/she is required to report the incident immediately to Deborah VanderGaast, by phone at 563-889-2560 or email at [mrs.v@tiptonadaptivedaycare.com](mailto:mrs.v@tiptonadaptivedaycare.com).

The Center knows that online social platforms, including blogs, wikis, message boards, video and photo sharing websites, and social networking services, are constantly transforming the way we interact. We also recognize the importance of the Internet in shaping the public view of our Center. The Center is committed to supporting your right to interact responsibly and knowledgeably on the Internet through blogging and interaction in social media. We want our members to share and learn from others in order to build a valuable online community.

The purpose of these guidelines is two-fold: First, the Center has an aim to protect our interests, including, but not limited to, the privacy of our employees and confidentiality regarding our business purpose, plans, partners, users, and competitors. Second, these guidelines will help you make respectful and appropriate decisions about your work-related interactions with people on the Internet.

Your personal online activity is your business. However, any activity in or outside of work that affects your performance, the performance of others at the Center, or the Center's business interests are a proper focus for this Social Media Policy. You must always assume that your work-related social media activity is visible to the Center as well as current and potential employees, clients, partners, prospects, and competitors. The Center reserves the right to direct its members to avoid certain subjects and remove inappropriate comments and posts. Our internal policies remain in effect in our workplace.

### **Guidelines for Discussing Premier Kids Academy, LLC on the Internet**

You are not authorized to speak on behalf of the Center without express permission from the Director.

If you have permission to discuss the Center and / or our current and potential business activities, employees, partners, clients, or competitors, please follow these guidelines:

- **Identification:** Identify yourself. Include your name, and when appropriate, state your role or title within the Center.
- **Disclaimer:** Use a disclaimer that "the views you express on the particular website are yours alone and do not represent the views of the Center."
- **Proof:** Support any statements made online with factual evidence.
- Also, let your manager know about the content you plan to publish. Your manager may want to visit the website to understand your point of view.

### **Guidelines for Confidential and Proprietary Information**

You may not share information that is confidential and proprietary about the Center or its clients. This includes, but is not limited to, center strategy, information about trademarks, upcoming service changes, finances, number of clients, number of employees, and any other information that has not been publicly released by the Center.



The list above is given as example only and does not cover the range of what the Center considers confidential and proprietary. If you have any questions about whether information has been released publicly or any other concerns, please speak with your manager before releasing information that could potentially harm the Center, or our current and potential business interests, employees, partners, and clients.

For additional information on proprietary information, please review the Employee Handbook and the contract you signed when you joined the Center.

The Center's logo and trademarks may not be used without explicit permission in writing from the Center. This is to prevent the appearance that you speak for or officially represent the Center.

It is fine to quote or retweet others, but you should not attempt to pass off someone else's words, photography, or other information as your own. All copyright, privacy, and other laws that apply offline apply online as well. Always give proper credit to credit your sources when posting a link or information gathered from another source.

### **Transparency and Disclosures**

If you have permission to publicly share what a client, partner, or other organization is doing, such as launching a new website or coming out with a new product, you must disclose your relationship to the other party.

Do not discuss an organization or product in social media in exchange for money. If you receive a product or service to review for free, you must disclose it in your post or review.

### **Respect and Privacy Rights**

- Use common sense.
- Follow the rules of the social media sites you use.
- Speak respectfully about the Center and our current and potential employees , clients, partners, and competitors.
- Write knowledgeably, accurately, and with appropriate professionalism. Despite disclaimers, your Web interaction can result in members of the public forming opinions about the Center and its employees, partners and business interests.
- Refrain from publishing anything that could reflect negatively on the Center's reputation or otherwise embarrass the organization, including posts about drug or alcohol abuse, profanity, off-color or sexual humor, and other inappropriate conduct. Do not use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not otherwise be acceptable in the Center's workplace. Please also show respect for topics that may be considered objectionable or inflammatory.

### **Media**

Media inquiries for information about our Center and our current and potential services, employees, partners, clients, and competitors should be referred to the Director. This does not

specifically include your opinions, writing, and interviews on topics aside from our Center and our current and potential products, employees, partners, clients, and competitors.

### **Your Legal Liability**

The Center complies with all federal and state laws that apply to our operations and activities. Since you are involved in the Center's operations and activities, you are responsible for understanding and observing these policies. Note that the breach of privacy and confidentiality, use of copyrighted materials, unfounded or derogatory statements, or misrepresentation may be considered illegal and is not accepted by the Center.

Each person at the Center is personally responsible, and may be legally liable, for the content he or she publishes online. You can be sued for not disclosing your relationship to the Center, or for purposely spreading false information. You can also be sued by center employees, competitors, and any individual or center that views your commentary, content, or images as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment. In addition to any legal action, your activity can result in disciplinary action up to and including *employment termination*.

If you have any questions, please ask the Director for guidance on compliance with the laws. slurs, personal insults, obscenity, or engage in any conduct that would not otherwise be acceptable in the Center's workplace. Please also show respect for topics that may be considered objectionable or inflammatory.

- Honor the privacy rights of our current staff, clients, and partners by seeking their permission before writing about or displaying internal center information that could be considered a breach of their privacy and confidentiality.
- Ensure that your social networking conduct is consistent with the all policies contained in the Center's Employee Handbook.
- Respect the law, including those laws governing defamation, discrimination, harassment, and copyright and fair use.

**Purpose.**

The purpose of this policy is to ensure the proper use of the Center's internet system and make its employees and users aware of what the Center deems as acceptable and unacceptable use of its internet system. This policy also provides for sanctions in the event of a breach or violation of the policy terms hereunder.

**Applicability.**

This Policy applies to all users of center technology, including employees, contractors, vendors, partners, associates, and any other parties accessing or using the Center's System through on-site or remote terminals.

**Disclaimer of liability for use of Internet.**

The Center is not responsible for material viewed or downloaded by users from the Internet. The Internet is a worldwide network of computers that contains millions of pages of information. Users are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. In general, it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content. In addition, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Users accessing the Internet do so at their own risk.

**Duty not to waste computer resources.**

Employees must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network traffic. Because audio, video and picture files require significant storage space, files of this or any other sort may not be downloaded unless they are business-related.

**No expectation of privacy.**

The computers and computer accounts given to employees are the exclusive property of the Center. No individual should have any expectation of privacy in any communication over this System. The System is to be used solely for center-related business, and is not to be used for personal business or pleasure.

**Monitoring computer usage.**

The Center reserves the right to monitor, intercept and/or review all data transmitted, received or downloaded over the System. Any individual who is given access to the System is hereby given notice that the Center will exercise this right periodically, without prior notice and without the prior consent of the employee. The Center's interests in monitoring and intercepting data include,

but are not limited to: protection of center proprietary and classified data; managing the use of the Center's computer System; preventing the transmission or receipt of inappropriate materials by employees; and/or assisting the employee in the management of electronic data during periods of absence. No individual should interpret the use of password protection as creating a right or expectation of privacy. In order to protect everyone involved, no one can have a right or expectation of privacy with regards to the receipt, transmission or storage of data on the Center's Internet System.

### **Blocking of inappropriate content.**

Center may use software to identify inappropriate or sexually explicit Internet sites. Such sites may be blocked from access by Center networks. In the event you nonetheless encounter inappropriate or sexually explicit material while browsing on the Internet, immediately disconnect from the site, regardless of whether the site was subject to center blocking software.

### **Prohibited activities.**

Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful, inappropriate, offensive (including offensive material concerning sex, race, color, national origin, religion, age, disability, or other characteristic protected by law), or in violation of Center's equal employment opportunity policy and its policies against sexual or other harassment may not be downloaded from the Internet or displayed or stored in Center's computers. Employees encountering, witnessing or receiving this kind of material should immediately report the incident to their immediate supervisor and Deborah VanderGaast, by phone at 563-889-2560 or email at [mrs.v@tiptonadaptivedaycare.com](mailto:mrs.v@tiptonadaptivedaycare.com).

Center's equal employment opportunity policy and its policies against sexual or other harassment apply fully to the use of the Internet and any violation of those policies is grounds for discipline up to and including discharge.

### **Games and entertainment software.**

Employees may not use the Center's Internet connection to download games or other entertainment software, including wallpaper and screen savers, or to play games over the Internet.

### **Illegal copying.**

Employees may not illegally copy material protected under copyright law or make that material available to others for copying. You are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages, and other material you wish to download or copy. You may not agree to a license or download any material for which a registration fee is charged without first obtaining the express written permission of your immediate supervisor and the director.

**Accessing the Internet.**

To ensure security and to avoid the spread of viruses, employees accessing the Internet through a computer attached to Center's network must do so through an approved Internet firewall. Accessing the Internet directly by modem is strictly prohibited unless the computer you are using is not connected to the Center's network.

**Virus detection.**

Files obtained from sources outside the Center, including disks brought from home; files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail; and files provided by customers or vendors may contain dangerous computer viruses that may damage the Center's computer network. Employees should never download files from the Internet, accept e-mail attachments from outsiders, or use disks from non-center sources, without first scanning the material with center-approved virus checking software. If you suspect that a virus has been introduced into the Center's network, notify the Help Desk immediately.

**Sending unsolicited e-mail (spamming).**

Without the express permission of their supervisors, employees may not send unsolicited e-mail to persons with whom they do not have a prior relationship.

**Amendments and revisions.**

This policy may be amended or revised from time to time as the need arises. Users will be provided with copies of all amendments and revisions.

**Violations of this policy.**

Any employee who abuses the privilege of access to the Center's Voicemail, E-mail or the Internet System will be subject to corrective action, up to and including termination. If necessary, the Center also will advise law enforcement officials of any illegal conduct.

**Use of Internet.**

Use of the Internet via Center's computer system constitutes consent by the user to all of the terms and conditions of this policy.

**Points of Contact.**

Questions concerning the use of the Internet System should be directed to Deborah VanderGaast, by phone at 563-889-2560 or email at [mrs.v@tiptonadaptive daycare.com](mailto:mrs.v@tiptonadaptive daycare.com). Questions concerning the improper use of the System should be directed to the employee's immediate supervisor and Deborah VanderGaast, by phone at 563-889-2560 or email at [mrs.v@tiptonadaptive daycare.com](mailto:mrs.v@tiptonadaptive daycare.com).

**PURPOSE**

To provide a quick, effective and consistently-applied method for a non-supervisory employee to present his/her concerns to management and have those concerns internally resolved.

**POLICY**

Problems, misunderstandings and frustrations may arise in the workplace. It is Premier Child Dev. Ctr.'s intent to be responsive to our employees and their concerns. Therefore, an employee who is confronted with a problem may use the procedure describe below to resolve or clarify his or her concerns.

It is our desire to create a work environment that promotes team work and cooperation between employees. Unless there is a safety concern or violation of laws or regulations, it is expected that employees will discuss concerns about work performance directly with the offending employee and offer guidance to help that employee improve their job performance before filing a formal complaint. Leadership and mentoring skills are considered in employee evaluations and promotions.

**PROCEDURE**

## 1. Step One.

a. Employees should initially direct their concerns with their immediate supervisor. If the complaint involves the employee's supervisor, the employee should schedule an appointment with that supervisor to discuss the problem that gave rise to the complaint within five (5) working days of the date the incident occurred.

b. The immediate supervisor should respond in writing to the complaint within five (5) days of the meeting held with the complainant employee.

## 2. Step Two.

a. If the discussion with the immediate supervisor does not resolve the problem to the mutual satisfaction of the employee and the supervisor or if the supervisor does not respond to the complaint, the employee may submit a written complaint to the center director. The submission of the written complaint is due within five (5) working days of the response from the supervisor and must include:

1. The problem and the date when the incident occurred.

2. Suggestions on ways to resolve the problem

3. A copy of the immediate supervisor's written response or a summary of his or her verbal response and the date when the employee met with the immediate supervisor. If the supervisor provided no response, the complaint should state this.

b. Upon receipt of the formal complaint, the director will schedule a meeting with all involved employees within five (5) working days to discuss the complaint. Both sides will be given an opportunity to discuss the complaint with the other party present. Within

approximately five (5) working days after the discussion, the director will issue a decision both in writing and orally to the employee filing the complaint.

3. Additional guidance.

a. If an employee fails to appeal from one level to the next level of this procedure within the time limits listed above, the problem shall be considered settled on the basis of the last decision and the problem submitted by the employee shall not be subject to further consideration.

b. Because problems are best resolved on an individual basis, the conflict resolution procedure may only be initiated by individual employees and not by groups of employees.

c. Premier Child Enrichment Center, LLC reserves the right to impose appropriate disciplinary action for any conduct it considers to be disruptive or inappropriate. The circumstances of each situation may differ and the level of disciplinary action may also vary, depending upon factors such as the nature of the offense, whether it is repeated, the employee's work record and the impact of the conduct on the organization.

d. No one will be retaliated against for filing a complaint under this procedure. All complaints must be made in good faith.

## **PURPOSE**

Mentoring is a pastoral care activity that encourages team work, helps new employees become acclimated to our center, increases job satisfaction, and promotes and develops leadership skills. Premier Kids Academy, LLC recognizes that the recruitment, retention, professional development of key staff and the delivery of a satisfying workplace environment are critical success factors for the center.

## **POLICY**

Premier Kids Academy, LLC's policy is that all staff should be assisted to establish a mentor relationship with another staff member (the mentor) who can assist their professional development and be a point of reference on professional or business related matters. Mentoring is essentially a relationship between a more skilled or experienced person (mentor) and a lesser skilled or experienced person (mentee) where the agreed goal is for the lesser person to grow and develop specific competencies with the assistance of a coworker. Ideally the relationship should be a long term one.

A mentor fulfills a variety of roles such as:

- adviser
- role model
- facilitator
- ideas person
- confidante
- motivator
- critical friend

## **PROCEDURE**

When a new employee begins orientation, the director will designate an experienced employee to act as the new employee's mentor, preferably from the same classroom that the new employee will be assigned to. During the first month of employment, this mentor will orient the employee to the classroom routine and answer questions help clarify policies, procedures and standards the new employee will be learning through orientation trainings. After the first month of employment, the mentoring relationship may continue on an informal basis, if so desired.

### **Mentor Guidelines**

1. Don't be afraid to be a mentor. Many people underestimate the amount of knowledge that they have about child care or their organization, the contacts they have, and the avenues they can use to help someone else.



2. Remember that you don't have to fulfill every possible function of a mentor to be effective, but let your mentees know where you are willing to help and what kind of information or support you can give that you believe will be particularly helpful. Be clear about whether you are willing to advise on personal issues, such as suggestions about how to balance family and career responsibilities.
3. Clarify expectations about how much time and guidance you are prepared to offer.
4. Mentors may have to take the initiative for the first couple of meetings, since mentees may feel intimidated. Hopefully, the mentee will assume more of the responsibility for initiating contact as he/she grows more comfortable. If you don't hear from him/her for an extended period of time, either call or e-mail him/her just to see how things are going.
5. Let mentees know if they are asking for too much or too little of your time.
6. Begin your mentoring with the idea that the relationship will work.
7. You need to feel comfortable with the person you are mentoring. Don't try to force a relationship. Not all relationships will thrive, including mentoring ones. If, after three months, the mentoring relationship has not begun to take hold, consider bringing the relationship respectfully to a close.
8. Be sure to give criticism, as well as praise, when warranted, but present it with specific suggestions for improvement. Do it in a private and non-threatening context. Giving criticism in the form of a question can be helpful, as in "Do you think the child's behavior would be better if you...."
9. Don't try to turn your mentee into your clone. That person may have a different style from yours. In some instances, listening may be more important than giving advice. Most important: don't be judgmental.
10. If your mentee fails, remember that you cannot always ensure success, but you can help that person to begin again more intelligently. You can help a him/her see a failed experience as valuable by recapping the situation, reframing it appropriately, and honestly identifying where it went wrong. Mentors can often prevent failure from happening repeatedly.
11. Where appropriate, "talk up" your mentee's accomplishments to others in the center, as well as at trainings and other meetings. .
12. Be willing to provide support for people different from yourself. Avoid the temptation to assist only those with whom we feel the most comfortable, those who are the closest to being clones of ourselves. However, if you are from different backgrounds, be aware that some miscommunication may occur. This should not prevent a relationship from developing, but it does require an extra effort by both parties to communicate effectively.
13. Eventually the relationship will come to an end. The mentor should give careful thought to the appropriate time and method for ending the relationship. Many times a mentor will "keep the door open" in the event that the mentee wishes to make contact again.

### **Mentor Guidelines for New Employees**

1. After your initial contact with your mentor, it is expected that you will contact him/her.
2. Begin to ask for help understanding policies, documentation, etc.

3. Asking for things from people you don't know or who have more experience might feel intimidating. Remember that your mentor knows the parameters of the relationship and is expecting your questions.
4. Learn to evaluate the ideas and suggestions given to you by your mentor. Just because something felt right to another person does not necessarily mean that it is right for you. On the other hand, it never hurts to try new things. Be open to new ways of looking at situations and doing things differently.
5. Seek out several mentors if it seems appropriate. Nobody is or can be perfect at everything. You will learn different things from different people.

Each day, millions of children eat meals in the child care setting. It is important that meals are prepared safely to avoid the risk of developing foodborne illnesses. Cooks, chefs, and other food preparers should be dressed in uniform. The uniform can consist of an apron and hair net or a chef's coat and hat. Regardless of the uniform, dressing in the appropriate apparel when preparing meals can enhance food safety.

Let's look at the basics of personal hygiene and apparel when preparing meals in the child care kitchen.

### **Face and Hair**

As a child care cook, having a clean face and hair is extremely important. An individual's face and hair can harbor bacteria, just as clothing can. When preparing meals, pull all hair back and cover with a hair net or hat. The smallest strand of hair can contaminate food, so it is important to cover all hair, even bangs. In the case of men with beards, cover the beard with a beard net.

### **Hands**

Hands should be washed before and after putting on food preparation apparel. In addition, hands should be washed frequently when preparing meals and when they have become soiled. Hands harbor bacteria and the bacteria can easily be transferred to clothes, food, and other surface areas. Remember to wash hands for at least 20 seconds with soap and warm running water. Individuals involved in food preparation should keep their fingernails trimmed, filed, free from polish, and clean at all times. It is beneficial to wear gloves, but gloves can also harbor bacteria. Use gloves at appropriate times, but when changing tasks, change gloves.

### **Jewelry**

Jewelry complements everyday apparel; however, it is important to avoid wearing jewelry in the kitchen. Stones and gems from items such as rings and bracelets can easily fall into food during preparation, which is potentially hazardous and could create a food safety risk. Rings, specifically, harbor food debris and bacteria and pose a significant threat to food safety in the child care kitchen. Only a single wedding band should be worn. Some states allow medical bracelets to be worn and provide other special conditions pertaining to jewelry. Check with your state agency or governing agency to determine any special conditions or exceptions regarding jewelry.

## **Shoes**

Shoes are a crucial part of the uniform. While there are a variety of shoe types, many are not designed for the kitchen. When working in the kitchen, avoid heeled shoes, open-toe shoes, open-heel shoes, and unclean or soiled shoes. Choose clean tennis or athletic shoes that are slip resistant. When taking food into an infant and toddler room, apply shoe covers. Infants and toddlers tend to crawl on the floor and this can be a primary source for coming in contact with harmful bacteria.

## **Clothes**

Clothes are a major part of dressing safely in the child care kitchen. Clothes can harbor bacteria, which can easily be transferred to food. Wear clean white or lightly colored clothing. When clothing becomes soiled, change into clean clothes. Wear a bib apron, but remember to remove the apron when exiting the kitchen and when the apron becomes soiled. When wearing a bib apron, make sure the apron is securely tied. Avoid wearing sleeveless or long sleeve shirts and/or very loose clothing.

## **\*\*\*Tips and Strategies for Personal Hygiene**

- Report to work in good health and dressed in clean attire.
- Avoid wearing nail polish or artificial nails.
- Avoid using the apron as a towel.
- Treat and bandage wounds or sores immediately. When hands are bandaged, wear clean single-use gloves at all times.
- Wash hands properly for at least 20 seconds properly and at the appropriate times

## **Sources**

National Food Service Management Institute. (2010). *Serving safe food in child care*. Retrieved from <http://www.nfsmi.org/ResourceOverview.aspx?ID=348>

**PURPOSE**

To ensure all children, staff and visitors at Premier Kids Academy, LLC are in an environment that is safe and secure at all times.

**POLICY**

Premier Kids Academy, LLC's policy is that all staff should use safety practices that reduce the risk of injuries for staff and children. The most common injuries in daycare centers are related to slips, trips, and falls. Two of the top five most common injuries were the result of falling from a table or chair.

**PROCEDURE****Classroom Safety:**

- Staff are prohibited from standing on tables or chairs to reach high objects, ceilings and other hard-to-reach places. Appropriate ladders and step stools are available for staff use. Ladders and step stools are to be stored securely and out of reach of children. Any employee found standing on a chair or table will be reprimanded immediately. These actions not only endanger their own safety and well-being, but also that of the children in their care.
- Step ladders should never be used in the vicinity of children. Staff risk falling on and injuring a child if they fall off a ladder, placing the child at greater risk for serious injury than the staff member. Ceilings and other hard-to-reach places should only be decorated before children arrive in the morning or after they leave in the afternoon. The same is true for any other task requiring a ladder, such as changing a light bulb or resetting a clock. Naptime is not an appropriate time to use a ladder.
- Keep all walkways clear from toys, clutter, and other trip hazards at all times. Discourage children from playing on the floor in high traffic areas.
- Clean up spills and dry floors immediately. Do not mop floors when children are in the area, unless children are resting on cots.
- Do not place heavy objects on high shelves or near the edge of counters where children might pull them off.
- Ensure all cords are secured and out of child reach and that outlets are child-proof. Use plug covers over cords that are left plugged into outlets and secure cords from being pulled.
- Secure tall objects and shelves to prevent tipping over.

**Outdoor Safety Checks:**

- Staff are required to conduct checks of the playground to ensure there are no foreign objects present, eg: bottles, syringes, glass, etc, prior to children entering the playground, this also includes checks in the afternoon after morning play.

**Building Maintenance:**

- The Center Director and staff are to keep a maintenance register of any maintenance required around the Centre. Any major maintenance requirements must be reported to director for approval.
- The maintenance logs are to be updated as maintenance is completed.
- Contractors are required to sign in to the visitor's log book when they enter the building to carry out any maintenance. This visitor's log book is located in the director's office.

**Premier Child Enrichment Center, LLC conducts regular safety audits of the following:**

- Emergency equipment
- First Aid Kits
- Playgrounds and equipment
- Daycare vehicles and child safety seats
- Pest Control
- All cupboards/rooms that contain chemicals are labeled accordingly, first aid kits are identified and childproof locks are installed on doors and cupboards with contents that may be harmful.

**Center Lock-Up Checklist:**

- At the end of each day, staff must conduct a check of the building, ensuring all children are signed out of the Centre, doors are locked, appliances are switched off etc. This is signed by a closing staff member and filed for reference.

When a child is injured at the center, staff must look after the injured child, seeking help if necessary, to avoid contact with any blood or bodily fluids.

**Cleaning up after a spill:**

- **You must wear protective GLOVES at all times!** – Gloves can be found in every classroom, kitchen and bathroom area as well as in the First Aid kits.
- Clean the spill using **PAPER TOWEL & DISINFECTANT**. Dispose of all paper towel by placing in an individual plastic bag & tying it shut. This bag must be put directly into a diaper pail or trash bin. Do not put into classroom waste bins that are accessible to children.
- Clothing is to be rinsed in the Laundry sink **ONLY** (located in the staff restroom) & sealed in a plastic bag to be sent home with the child's parents for laundering. Center owned linens are to be placed in the **BUCKET** labeled "Blood & Bodily Fluids" in the laundry area. Add bleach or color-safe sanitizer and hot water to the bucket and soak for a minimum of 1 hour. The sink **MUST** be disinfected after use.
- Soiled linens must be washed separately in the washing machine (**not to be washed with any other linen/toys/clothes**).
- Remove gloves and dispose of appropriately.
- **WASH YOUR HANDS WITH SOAP & WARM WATER thoroughly.**

Remember that spills of blood and bodily fluids may contain viruses such as Hepatitis B or HIV. Therefore, it is extremely important to disinfect all areas where the spill has occurred, using disinfectant.

**Source:**

Staying Healthy in Child Care – 4<sup>th</sup> Edition 2005.

**Policy:**

Premier Kids Academy, LLC has developed a procedure to follow in the event of a fire within the premises or within close proximity of the premises, which is designed to ensure the safe evacuation of all the children, staff, families and visitors. The center emergency procedures are displayed in the office, kitchen, staff room, skilled care room and in each of the classrooms.

- The Centre has the required regulation number of fire extinguishers and alarm pull stations installed throughout the premises.
- Staffs are regularly provided with fire training.
- The fire evacuation procedure is practiced regularly throughout the year, in accordance with requirements specified in the ODJFS child care regulations.

**Procedure:**

**UPON DISCOVERY or NOTIFICATION OF FIRE – Pull the nearest fire alarm to alert all children, staff, visitors and parents of the emergency:**

**Qualified staff in each room with help from assistants shall:**

- Immediately move all children from the building of the emergency to the external evacuation assembly point (see Evacuation map for assembly point), using evacuation cribs for Infants and toddlers, taking **attendance sheet** and collect any emergency medication e.g. Epi Pens, asthma medication, etc for children in attendance.
- **DO NOT** collect children's belongings or put shoes on etc,. Our priority is to exit the building with the children safely. If extreme cold conditions exist outdoors, one staff member may grab coats or blankets while another staff member evacuates the children, **if conditions allow time to do this safely.**
- Staffs are to check all areas of the room are empty. Close all windows and doors (including bathrooms and storerooms) as you leave, **if conditions allow time to do this safely.**
- Ensure that family members and visitors within your room follow your direction to evacuate with your group to the designated assembly point.
- Once assembled at the external evacuation assembly point, mark off each child in your care once you have accounted for them, on the attendance sheets
- Report numbers of children to Centre Director.
- Ensure all staff is accounted for/ assist other rooms where possible. Any staff that are on breaks, programming or study need to return to their rooms ASAP and assist staff to evacuate children.

**The Kitchen Staff Shall:**

- Turn off stove/oven and appliances



- Check kitchen (close door when leaving area) and staff room
- Assist Infant Room with evacuation.

**The Center Director and/or Office Staff shall:**

- Call emergency services (911)
- Put evacuation sign on front door (if practicing a drill)
- Close doors and windows of offices, **if conditions allow time to do this safely.**
- If safe to enter, conduct a search of the rooms to ensure that all persons have been evacuated.
- Collect staff and visitor sign in/out sheets
- Take mobile phone to assembly point.
- Check numbers of children and staff in attendance and inform parents of the emergency. If drill evacuation, parents to be notified via email, as soon as possible after evacuation.
- Take further instructions as recommended by Emergency Responders.
- If the kitchen staff are not present, the Center Director must complete the Kitchen Staff's Emergency Procedure.
- If the Centre Director is not present, the next in charge must complete the Center Director's Emergency Procedure & Kitchen Staff's Emergency Procedure.

***Remember to remain calm and do not give sense of panic, reassure the children and alert emergency responders if any children or staff are missing.***

**Objective:**

Premier Kids Academy, LLC is committed to providing a healthy and safe workplace for its employees. This commitment extends to all aspects of occupational health and safety including the effects of stress.

Premier Kids Academy, LLC will take every reasonable step required to reduce the risk of staff members developing work induced stress related disorders.

**Definitions:**

Stress is defined as the emotional and physical effects of stressors in an individual's work, home or social environment. An additional view is that stress is the reaction people have to excessive pressures or other types of demand placed upon them.

It arises when they worry they can't cope.

**Causes of harmful effects of stress:**

Premier Kids Academy, LLC is aware that there is no simple way of predicting what will cause harmful levels of stress. The levels of stress that are harmful differ for each individual according to their personality, experience, motivation and importantly the support they receive from managers, colleagues, family and friends. The ability to cope with high levels of stress will also be determined by the amount being experienced outside of work, resulting from such situations as bereavement, family sickness, and marital or other interpersonal problems.

Harmful stress is more likely to occur when there is/are:

- a) Pressures which are cumulative and or/prolonged.
- b) Demands placed upon the individual over which he/she feels he/she has lost control.
- c) Lack of competence or training.
- d) Demands which are conflicting, which lead to confusion.
- e) High levels of uncertainty about their work, their objectives or job prospects.
- f) Over demanding or too simplistic work schedules.
- g) There is prolonged conflict between individuals.
- h) Absence of leadership and or understanding from management.

These factors, combined with others such as health problems and pressures outside work, may lead to the reduction in the ability to cope with pressures at work.

**EFFECTS OF STRESS**

Excessive stress can manifest itself in physical, emotional or behavioral effects.

These effects are usually short-lived and cause no lasting harm. When the pressures recede, there is quick return to normal. Stress is not therefore the same as ill health.

It is only when pressures are intense and continue for some time that the effects of stress can become more sustained and far more damaging, leading to longer term psychological problems and physical ill health.

Long term stress has been associated with conditions such as high blood pressure, heart disease, anxiety and depression. These conditions may arise from other causes, and if a particular individual is suffering from one of these disorders, it will be for a medical practitioner to advise on the extent to which it is work related.

### **PROVISIONS TO PREVENT HARMFUL LEVELS OF STRESS**

1. Role/Job Description – responsibilities and tasks can be clarified and communicated to each staff member at Premier Child Enrichment Center, LLC.
2. Staff members are not placed in roles for which they do not have the ability, experience and qualifications.
3. There is scope for varying working conditions and for people to influence the way their jobs are done – increasing their control, interest and sense of ownership.
4. Premier Child Enrichment Center, LLC will monitor and if necessary, change physical conditions in the workplace, such as noise, heat, humidity, overcrowding, bad ergonomic design or other hazards that might increase stress levels for staff.
5. Leadership and Management. Premier Child Dev. Ctr. endeavors to provide a consistent and caring style of management from the director and owner. Should there be periods of change, the levels of uncertainty suffered by individuals inevitably increase and efforts will be made to reduce these to the minimum by regular communication.
6. Premier Child Enrichment Center, LLC will provide training in identifying causes of stress, managing stress and communication as needed.

### **2. SOME GUIDELINES FOR STAFF TO ALLEVIATE THE NEGATIVE SIDE OF STRESS**

1. Identify the problem/problems.
2. Try and think of solutions.
3. If you can change the situation, do so.
4. Raise the issue at a staff meeting, or talk to Director about concerns and for help and advice.
5. Let the director know if workload is too heavy or light.
6. Prioritize your workload. Deal with high priority tasks first.
7. Match your workload and pace to your abilities and training. Do not be afraid to ask for help.
8. Try not to express or experience anger in the workplace. If this emotion comes to the surface, take a deep breath, “stand back” in your mind’s eye (count to ten) before reacting. Devise your own personal strategy for this emotion.
9. Try to maintain a sense of humor and keep things in perspective. How bad is the event when compared with some world catastrophe?
10. Practice “self-care” and make time to do something for yourself. Make healthy life choices – get regular exercise, eat healthy food, get plenty of sleep, discover new hobbies.

11. Attend trainings offered by Premier Kids Academy, LLC - it will make your time at work easier and more enjoyable.

### **3. FURTHER ACTIONS**

If the above guidelines have been met without resolution of the stress/stressor, then the following is recommended:

1. One to one discussion with the Director/ Owner - (This is subsequent to any discussions in 2.4) The Director will be the first point of formal contact for staff member who is reporting stress in the workplace. The center owner is the first point of formal contact for the Director if he/she is reporting stress.
2. Investigation by Director of workplace stressor (within 3 days of 3.1)
3. Center Director may make referrals to:
  - (a) Mediation
  - (b) Counseling
  - (c) Dispute process
  - (d) Medical advice
  - (e) Stress leave
  - (f) Attainment of a second medical opinion or report from other health professionals
  - (g) Any other such action as may be appropriate

**Source:**

Workers Health Centre [www.workershealth.com.au](http://www.workershealth.com.au)

Children develop control of their bladder and bowel between 18 months and 3 years. Children with other developmental delays will likely have delayed toilet training, too. There is no set time for children to be toilet trained, and this may take months.

Toilet training should be a positive experience for the child and his or her caregivers. Placing too much pressure on the child to control their bodies is inappropriate and can actually delay toilet training. In order to avoid creating a negative experience and to ensure we are placing realistic expectations on the child, we have developed the following policies and procedures for toilet training:

**Procedure:**

Premier Kids Academy, LLC center staff will approach families to discuss toilet training when their child begins to show signs of interest in toileting. To be ready to use the toilet a child first needs to be able to tell when his or her bowels or bladder is full.

Signs of interest in toileting may include:

- Understanding of their diaper being wet or dirty.
- Can hold until they go to the toilet.
- Can pull down their own pants.
- A child telling you when he or she is actually urinating “peeing” or defecating “pooping” or when he or she has just done it.
- Showing an interest in the toilet / bathroom.
- When the child is able to tell you they need their diaper changed.
- When the child takes an interest in others using the toilet.

It is essential that a similar routine is followed at home and at the child care center. This routine should be developed in consultation with each family and center staff. It is important that words needed for toilet learning such as wet, dry, poo, pee etc., are used during toilet learning and are discussed with children. It is important children that are toilet learning are not left to self-toilet, as they are still learning these self-help skills and may require an adult’s assistance.

It can be confusing for children to use the toilet one day and wear a diaper the next, so it is vital that once a child begins toilet training that they continue to wear underpants or training pants and are encouraged to use the toilet. Premier Kids Academy, LLC encourages families to put their child in “pull-ups” to prevent contamination of classroom equipment, toys, floors and furniture with bodily fluids. Children that have progressed to using the toilet on a daily basis but are still having regular accidents may use cloth training pants with plastic or rubber pants to contain leaks. Soiled cloth pants and clothing will be rinsed, sealed in a plastic bag, and sent home to be laundered. (see PROCEDURE FOR HANDLING BLOOD AND BODILY FLUIDS)

**Positive Toilet Training Procedure:**

- Children are not disciplined or verbally reprimanded for not sitting on the toilet, and they may get up from the toilet when they say they are done, no matter how little time they sat on it.
- Children are not disciplined or verbally reprimanded for toileting accidents. Do not belittle or embarrass the child for accidents, such as calling them a baby. Instead offer positive incentives, such as, “When you keep your pants dry, you get to wear big boy pants.”
- Use positive reinforcement to encourage desired behaviors. Give praise, cheer, clap, smile, and/or give stickers or an ink stamp on the hand or a chart to reward achievements such as keeping pants dry for a set amount of time, sitting on the toilet, telling a teacher that they need to use the toilet, pulling up or down pants, going “pee” or “poop” in the toilet, flushing the toilet, and washing their hands.
- When desired behaviors are well established, gradually decrease the frequency of rewards to prevent dependency on rewards for desired behaviors.
- Supervise toilet training children in the bathroom continuously to prevent playing with toilet paper and water or flushing objects down the toilet.

**Hygiene Procedures:**

- Staff are to put gloves on before assisting with toileting.
- Remove diaper, or encourage child to remove underpants and clothing, providing assistance, if required.
- Assist child to sit on toilet.
- Encourage child to clean from front to back with toilet paper, providing assistance if required.
- Assist the child off the toilet, and encourage child to flush the toilet, assist where required.
- Encourage the child to put on underpants and clothing or staff puts a clean diaper on the child (following the diaper change procedure), providing assistance if required.
- Remove gloves according to recommended safe gloving practices and wash hands.
- Staff are to use gloves to place any soiled clothing into a plastic bag. The child’s name and description of contents is to be written on the plastic bag and hung on hooks in bathroom for parents to take home.
- Assist child to wash and dry hands and return to play area.
- Staff to document on the child’s daily care record.
- “Clothes in Bathroom” is to be written on the communication board in the child’s room.

**Suitable Clothing:**

It is essential that children are dressed in clothing suitable for toilet learning, these include underpants, shorts, pants, skirts, etc. Overalls, stockings etc., are not suitable clothing for toileting as they are difficult for the child to remove.

During toilet learning, children may have accidents because they have not developed enough control to wait to get to the toilet. Premier Child Enrichment Center, LLC asks that families provide at least 5 changes of clothing for children who are toilet learning, this includes underpants, shorts/pants, shirts and a pair of shoes.

To avoid accidents:

- Children should be asked to go to the toilet during long play times.
- Children should be asked to go to the toilet before leaving home, before leaving the center, etc.
- Children should be asked to go to the toilet after meals and snacks and before and after naps.

**Policy:**

To create an environment that equally supports people of different backgrounds, reflect and promotes equitable and inclusive practices, celebrates culture every day and encourages all children to develop to their fullest potential. Premier Child Enrichment Center, LLC provides all children with the opportunity to be offered a wide range of experiences which respect each individual and groups of people. All children are given equal learning opportunities regardless of gender.

To ensure that there is a commitment to equity and diversity within the center and in its management. Equity and diversity emphasizes the importance of valuing fairness and difference as good leadership practice. If everyone is valued, the center can expect retention of the most suitable people for positions, increased effectiveness of teams and a more cohesive workplace with higher morale.

Premier Child Enrichment Center, LLC places an importance on respecting differences and similarities by ensuring that play and learning experiences is child focused, relevant and meaningful. Premier Child Enrichment Center, LLC believes that the educational developmental programs must support a child's self-esteem and pride in their family, the community, and their ethnic and linguistic origins.

**Procedure:**

Premier Child Enrichment Center, LLC will achieve this through cohesively working with all stakeholders including children, staff, families and the wider community by offering a learning environment that provides the following:

- A non-bias or prejudice approach.
- Inclusive practices.
- Opportunities which do not make comparisons between children, families and staff regardless of their backgrounds, abilities or additional needs, but the recognizing and valuing of the differences and similarities that exist in children, families and staff of the center.
- Equal employment opportunities for both males and females.
- Offering children storybooks that depict male and female characters in; nongender specific roles e.g. Fire-fighters rather than fireman or Police Officers rather than Police women.
- The acknowledgment of children by their name, not their gender. An example of this is: "hello boys" or "good girls". Children need not be referred to as boys or girls, more mention of their actions will be addressed. For example: "You have done really great work with that James".
- The opportunity for both genders to access all activities and experiences.
- Create an environment and opportunities which treat and respect everyone



- equally regardless of gender, age, socio-economic status, race, language, beliefs, additional needs and family structure.
- Experiences and opportunities to support bilingual children and families.
- Show the diversity of families within the center by way of the program, photographs, newsletters, posters and welcoming the community.
- Ensure that equipment and resources bought into the Centre are free of any bias to gender, race, disability or family structure etc.

Premier Kids Academy. Staff will:

- Interact with children and families equitably and respectfully.
- Use language that promotes equity.
- Use empowerment as a prime teaching technique for all children and themselves.
- Avoid making comparisons between children, families and staff
- Utilize their diverse life experiences to contribute to and enhance the program and the Centre environment.
- Encourage and support children to be fair and respectful of others, learn empathy and the skills to be assertive and challenge unjust behaviors.
- Be role models for children in guiding and educating children and families in relation to diverse and equitable behaviors and practices and be aware of their actions, language, gestures and behaviors towards others.
- Provide experiences which include cultural diversity, the use of non-verbal and written language, sign language, family lifestyles, festivities, celebration and opportunities for the development of critical and analytical thinking.
- Encourage contributions that children, staff, families and the wider community can make to the Centre.
- We maintain an environment that respects all faiths and belief systems. For example, in December, staff should use terms such as “Happy Holidays” rather than “Merry Christmas”. Either neutral seasonal decorations should be used or decorations and traditions from multiple seasonal holidays should be represented in the classroom.
- Gift exchanges are discouraged because they tend to promote a particular holiday by how and when they are conducted. Gift exchanges also place a burden on low-income families.
- Multicultural holiday traditions should be included to promote diversity. Activities can depict holiday traditions from different cultures on different holidays, such as putting shoes outside the classroom door like German children do on St. Nicholas Day, playing with a dreidel on Hanukkah, making ornaments on Christmas, and using sticks to make a Yule log at the winter solstice. These activities can promote cultural diversity and teach history without presenting religious content.

- Depictions of families in books, room decorations and curriculum activities should not be limited to the traditional family with a mother and a father. Diverse families, including single mothers and single fathers, grandparents, foster/adoptive parents, bi-racial parents, divorced parents, same-sex parents, and parents with disabilities should also be represented. The children in our care come from a variety of families, and no child should feel their family is not normal or acceptable.
- Our classroom environment should also depict people from all races, classes, cultures, and genders without stereotypes. Men and women should be shown in a variety of occupations rather than limited to gender-based traditional roles. People with disabilities should also be depicted in occupational roles.

Premier Kids Academy, LLC aims to meet the requirements of all children and families and this will be discussed with each family upon enrolment and orientation to the center.

Premier Kids Academy, LLC supports children with specific medical conditions such as asthma, diabetes, anaphylaxis, cystic fibrosis etc., by communicating the needs of the child with the parents and external support agencies if required. The center provides opportunities for children with a medical condition to be offered play and learning experiences which are individual and encourage each child to achieve the mission of the center.

Center staff are regularly provided with professional development and training opportunities on incorporating diversity, individuality and differences into their programs. An interpreter or translator can be sought for families if required.

Premier Kids Academy, LLC will not tolerate any prejudice, racist, sexist or bullying behaviors from staff, families and children.

## Policy: Termination of Employee's Child Enrollment due to Conflict of Interest

At Premier Kids Academy, we strive to maintain a professional and unbiased environment for all our employees and families. In order to ensure fairness and avoid conflicts of interest, we have implemented the following policy regarding the termination of an employee's child enrollment upon termination or departure from our childcare center:

1. **Termination of Child Enrollment:** When an employee is terminated or voluntarily leaves their position at Premier Kids Academy, their child's enrollment in our childcare center will be terminated as well. This policy is in place to prevent any potential conflicts of interest that may arise from the continued enrollment of an employee's child after their departure.
2. **Notification Process:** The employee will be informed about this policy during their initial employment agreement and will be required to sign an acknowledgment of understanding. This ensures that employees are aware of the consequences regarding their child's enrollment in the event of termination or departure.
3. **Grace Period:** A grace period of two weeks will be provided to the employee and their child upon termination or departure. During this time, the employee can make alternative arrangements to find suitable childcare for their child.
4. **Confidentiality:** All information regarding the termination of an employee and subsequent termination of their child's enrollment will be handled with strict confidentiality. It will only be shared with relevant personnel involved in the termination process.
5. **Appeals Process:** If an employee wishes to appeal the termination of their child's enrollment based on exceptional circumstances, they may submit a written request to the management. The management will review the request and make a final decision.

Premier Kids Academy believes that this policy ensures a fair and unbiased approach to handling conflicts of interest and maintains a professional environment for all our employees and families. We appreciate your understanding and cooperation in adhering to this policy.

Please note that this policy is subject to change at the discretion of Premier Kids Academy's management.

Employee Name: \_\_\_\_\_

Employee Start Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Do you agree with policies Yes\_\_\_\_\_. No\_\_\_\_\_