



BIG HEARTS
LITTLE HANDS Learning
Center

Employee Handbook
May 2019

This Handbook is designed to help you get acquainted with Big Hearts Little Hands Learning Center and answer many of your questions, as well as provide you with information about working conditions, benefits, and policies affecting your employment.

The information contained in this handbook applies to all employees of Big Hearts Little Hands Learning Center. Abiding by these policies is considered a condition of continued employment. The contents of this handbook are not intended to constitute or be construed as a promise of employment or as a contract between Big Hearts Little Hands Learning Center and any of its employees. The Employee Handbook is a summary of our policies presented only as a matter of information. Refer to the actual plan documents if you have specific questions regarding a benefit plan.

You are responsible for reading, understanding, and complying with the provisions of this handbook. We are committed to providing the best possible work environment that is constructive to both personal and professional growth.

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GENERAL INFORMATION

OPERATING HOURS

Big Hearts Little Hands Learning Center is open for business Monday through Friday, 6:00 AM - 6:00 PM, except for holidays.

MISSION, PHILOSOPHY, PRINCIPALS AND GOALS

At Big Hearts Little Hands Learning Center, we are committed to providing a nurturing and loving atmosphere for your child to enjoy as they learn and grow physically, socially, emotionally, and intellectually. We are passionate about providing excellent care for your child, and strive to provide a balanced curriculum to promote healthy development in all aspects of their life while building a meaningful relationship through attentive caregiving. All of our programs encourage physical development and wellness through healthy meals and snacks, as well as both indoor and outdoor age appropriate large motor opportunities.

Our Mission

At Big Hearts Little Hands Learning Center our mission is to provide exceptional child care services to the surrounding community through learning programs, physical activities, nutritional meal service and safe, reliable transportation to and from school and field trips. When you enter our facility, we want you to feel welcome and confident that your child will receive the best care possible from people who truly care about your child.

Our Philosophy

The educational program is based on sound principles of child development. Our goals are to give children a sense of self-worth by helping them develop at their own individual pace while learning basic skills. We want the children to feel confident and secure enough to explore and grow in a stimulating educational and social environment.

We are committed to promoting and supporting all aspects of a child's growth in an atmosphere of respect. Your child is an individual who is an integral member of a group and whose uniqueness is acknowledged and appreciated by that group.

Children participate in a variety of individual and group activities designed to develop language and reading readiness skills enhancing physical, social, emotional and intellectual growth, skills and attitudes which will increase their ability to succeed in school.

The development and training of staff is a continuous process, which includes attending workshops, listening to guest speakers and frequent discussions. The staff is encouraged to visit other programs and to take classes related to child development. Our center has an active

Owner/Assistant Director, an excellent Center Director, qualified Master Teachers, Assistant Teachers and Aides.

CORE VALUES

All employees of Big Hearts Little Hands will abide by and live the company core values of:

- **APPRECIATION:** We believe in showing appreciation to each other, the children, and the families for ‘the little things. We want to make sure our employees and staff feel appreciated and know how much we value them at our center.
- **HONESTY:** We do all things with integrity and to the best of our abilities. We also believe in transparency with our communication to our families. Honesty really is the best policy.
- **GROWTH:** Ensuring that all children in our care are able to hit all their developmentally appropriate milestones is an important part of what we do each day. Our staff and teachers strive for personal and professional growth with continuous improvement.
- **HUMOR:** We believe in laughter and fun each day. We enjoy hearing the giggles of young children through our halls. We truly love what we get to do each day.
- **TEAMWORK:** Teamwork is an important part of what we do everyday. Collaborative partnerships between employees and collaborative partnerships with families are among the most important things we work on each day.
- **PROFESSIONALISM:** One of our goals is to uphold high standards in child care by always demonstrating skills and excellence in everything we do. We want our community to see us as experts in our industry. We are always here to help any way we can.

EMPLOYMENT APPLICATIONS

We rely upon the accuracy of the information contained in the employment application each employee prepares and submits to Big Hearts Little Hands Learning Center, as well as 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 the exclusion of the individual from further consideration of employment, withdrawal of any offer of employment, or if the individual has been hired, termination of employment.

IMMIGRATION LAW COMPLIANCE

Big Hearts Little Hands Learning Center is committed to employing only United States citizens and those non-U.S. citizens who are authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986. Each new employee, as a condition of employment, must complete the Employee Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. This must be renewed every three (3) years.

EMPLOYMENT RELATIONSHIP

Big Hearts Little Hands Learning Center abides by employment-at-will. You enter into employment voluntarily, and you are free to resign at any time for any reason or no reason. Similarly, Big Hearts Little Hands Learning Center is free to conclude its relationship with any employee at any time for any reason or no reason. Following the probationary period, employees are required to follow the Employment Termination policy (See Section Three)

DEFINITIONS OF EMPLOYEE STATUS

CATEGORIES OF EMPLOYMENT

An “employee” of Big Hearts Little Hands Learning Center is a person who regularly works for Big Hearts Little Hands Learning Center on a wage or salary basis. “Employees” may include exempt, non-exempt, regular full time, regular part-time, temporary persons, independent contractors, and others employed with the company who are subject to the control and direction of Big Hearts Little Hands Learning Center in the performance of their duties. All employees, regardless of classification or length of service, are expected to meet and maintain company standards for job performance and behavior (See Section 4, Standards of Conduct).

- **PROBATIONARY PERIOD** – Upon initial hire, all new employees will be considered probationary employees. During this 90-day period of time, you will be able to determine if your new job is suitable for you, and your performance will be evaluated by your employer to determine whether further employment at Big Hearts Little Hands Learning Center is appropriate. However, completion of the probationary period does not guarantee employment for any period of time thereafter. Probationary status employees do not receive fringe benefits. During this introductory period, both the employee and the company have the right to terminate employment at any time. The employee will be notified of any change in his/her employment status with Big Hearts Little Hands Learning Center. Under disciplinary action, an employee may be placed back on probationary status for a specified period of time not to exceed 90 days in term.
- **EXEMPT EMPLOYEE** – An exempt employee is an employee who, because of their positional duties and responsibilities and level of decision making authority, is exempt from the overtime provisions, equal pay acts or other employment laws set forth in the Fair Labor Standards Act (FLSA). Exempt employees are expected by most organizations to work whatever hours are necessary to accomplish goals and deliverables of their exempt position. Exempt employees are found most often in managerial, supervisory, professional, administrative, and functional leadership roles such as the Center Director.
- **NON-EXEMPT EMPLOYEE** – Non-exempt employees are employees who, because of the type of duties performed and method of compensation are subject to all Fair Labor Standards Act (FLSA) provisions including the payment of overtime. Non-exempt employees are required to account for hours and fractional hours worked (an hourly employee who clocks in and out). Non-exempt employees must be compensated for all hours worked overtime at the premium (time-and-one-half) rate of pay, pursuant to the FLSA and its Fair Pay revisions of August 2004 which take precedence over state laws.
- **REGULAR FULL-TIME** – A regular full-time employee is a person who has completed the initial 90-day probationary period and who is regularly scheduled to work a 40 hour week. This employee upon hiring has no specific end date for employment. Generally, regular full-time employees are eligible for our fringe benefits program, subject to the terms, conditions, and limitations of the benefit program.

- **REGULAR PART-TIME** – A regular part-time employee is a person that has successfully completed the initial 90-day probationary period and who works less than 40 hours each week. This employee is eligible for statutory benefits only, unless they are employed in an administrative position.
- **INDEPENDENT CONTRACTOR** – Independent contractors are individuals who have a mutual agreement with Big Hearts Little Hands Learning Center to provide certain services. This individual and Big Hearts Little Hands Learning Center have a contract of exactly what services will be provided. The independent contractor works as desired and either party can terminate the contract at any time. While the independent contractor is his or her own boss, work stays within the definitions of the written contract and adheres to certain requirements. The independent contractor is not considered an employee of Big Hearts Little Hands Learning Center and therefore is considered self-employed and is paid as such, including not withholding taxes. An independent contractor will receive a 1099 tax form at the end of the calendar year.

EMPLOYMENT/HIRING POLICIES

NON-DISCRIMINATION/EQUAL OPPORTUNITY

Big Hearts Little Hands Learning Center is an equal opportunity employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications, and abilities. Big Hearts Little Hands Learning Center will not discriminate in any of its employment practices based on race, color, sex, age, national origin, family structure, gender identity (including gender expression), ancestry, citizenship, physical or mental disability, religion, marital status, pregnancy, sexual orientation, veteran status, or other legally protected status. All employees are responsible for respecting the rights of their co-employees in compliance with this policy.

Big Hearts Little Hands Learning Center will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. Each accommodation request will be considered on an individual basis. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training. Employees with questions or concerns about discrimination in the workplace are encouraged to seek more information from the Center Director. Employees can raise concerns and make reports without fear of reprisal. If you believe you have been subjected to or have witnessed any form of unlawful discrimination, you are required to promptly report the conduct using the reporting procedure described in section Seven of this handbook.

HIRING PROCESS

Big Hearts will follow the hiring procedure for all staffing needs. This process includes posting of job openings to current staff for open interviews. Part of the hiring process includes a caregiver background check, required fingerprint, potential lift and carry test, health and physical, and a TB test. Proof of Measles and Pertussis immunizations must be provided prior to employment.

All new hires are required to complete various employment records and forms required for work in the State of Oklahoma. When hiring a new child care employee, specific guidelines are followed to ensure successful orientation training. Additionally, roles and responsibilities of trainers are clearly defined and a system for accountability and evaluation is in place to ensure comprehensive, consistent orientations for new employees.

Training will include, but not be limited to the clarification of policies and procedures in the following areas:

- Oklahoma Licensing Rules and Regulations
- Disaster Plan (includes operation of fire extinguishers)
- First Aid Procedures, Accident Reports, & Health and Safety
- Cell Phone Policy
- Child Counts
- Attendance Policy, Work Schedules, Tardiness, Payroll, Overtime
- Language Spoken
- Personal Conversations
- Cot Sheets and Cleanliness Procedures
- Licensing Policies
- Recognition of Childhood Illness and Infection Disease Control including Hand Washing Procedures and Universal Precautions for Handling Bodily Fluids
- Review of Child Abuse and Neglect Laws and Center Reporting Procedures
- Procedure for ensuring child safety during center provided transportation
- Child Management Techniques
- Nap Time Policy
- Mandated Reporter Training
- Procedure for sharing information related to a child's special health care needs
- Review of procedures to reduce the risk of Sudden Infant Death Syndrome (SIDS) prior to employees or volunteers first day of work
- Information on any special needs children enrolled at the center
- Curriculum
- Continuing Education
- Field Trips
- Job Description/Performance Appraisals

CRIMINAL HISTORY BACKGROUND CHECKS

Big Hearts Little Hands Learning Center must conduct a criminal history background check of all persons seeking a position with the Company. This is required by the Department of Human Services (DHS) which gives the Company its license to operate. Any evidence of prior criminal behavior will be taken into consideration for the purpose of evaluating the potential for workplace violence and eligibility for hiring.

An applicant is not considered an employee until the director/administrator assesses his or her mental and physical health, their ability to work effectively with young children, and verifies that the applicant does not have a criminal background which would preclude their work with children.

NEW HIRE ORIENTATION

The new employee is made to feel welcome and at home in this new setting. He/She is given a thorough tour of the center and ample time is allotted for questions and observation.

The new employee is not "thrown into a classroom" on one of their first days. They are given time to familiarize themselves with the children, basic procedures and routines.

The supervisor or Director reviews the job description (that was provided at time of offer), information on benefits, chain of command, and general basic child development are discussed. The new employee is told specifically who the contact is for questions related to various aspects of his/her employment.

State licensing standards are made available to the employee for reference. Information is broken down into manageable pieces, with the most crucial being covered first. Trainers look for indicators that a new employee is feeling overwhelmed. The employee signs off on the information covered in the orientation process acknowledging they understand this information and will be held accountable for following the policies, procedures, rules and regulations.

Big Hearts Little Hands has an Open-Door Policy. New employees are encouraged to meet on a regular basis with supervisory staff to 'check in'. This allows for the employee to ask questions, state concerns, clarify responsibilities, etc.

Continuous evaluation is important during the first 90 days. The new employee will be observed by the Director/Assistant Director within his/her classroom and given specific feedback on job performance to date. A copy of what the employee will eventually be evaluated on is to be given to him/her. Additional training will be provided as determined necessary. An onboarding process will be followed to ensure the new hire is successful at their position.

NON-DISCLOSURE & CONFIDENTIALITY

In the course of your employment, you may have access to or be exposed to information regarding the company and the families it serves. All employees are prohibited from disclosing any confidential information, directly or indirectly, to any unauthorized person (including other employees, students, or families), business or other entity, or using the information for the employee's own purposes. The protection of confidential business information and trade secrets is vital to the interests and success of Big Hearts Little Hands Learning Center and the families we serve.

Such confidential information includes, but is not limited to, the following examples:

- Compensation data
- Financial information
- Marketing strategies
- Pending projects and proposals
- Business and proprietary information, including production and programmatic processes
- Personnel/Payroll records
- Computer hardware and software data

- Trade secrets
- Information regarding costs, profits, and forecasts regarding budget
- Billing and fee policies and data
- Family & children's information
- Other business affairs and methods
- Customer lists and customer prospects
- Prospects and opportunities (such as possible expansions of business operations)
- Substance of agreements with customers and others
- Consulting and training programs and arrangements
- Supplier or vendor lists
- Any and all information concerning company operational details and business plans
- Conversations between any persons associated with the company including verbal, written, or electronic communications

All employees are required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

PERSONNEL FILES

Employee records are the property of Big Hearts Little Hands Learning Center and for privacy reasons access to this information is restricted. Management personnel of Big Hearts Little Hands Learning Center who have a legitimate reason to review the file are allowed to do so. This restriction is to protect the privacy of each employee. It is the responsibility of the employee to provide up-to-date information to be contained in the employee's record. Failure to provide current information pertaining to job performance could result in disciplinary action, suspension, or termination of employment.

It is the responsibility of each employee to promptly notify Big Hearts Little Hands Learning Center of any changes in personnel data such as:

- Mailing address
- Telephone numbers
- Name and number of dependents
- Emergency contact names and phone numbers
- Motor Vehicle Record

An employee's personnel data should be accurate and current at all times. In the event someone inquires about your employment, it is company policy not to release any information other than the dates of your employment and present or last position held. Salary information is only given out on existing employees and only in the event that the employee provides a signed and dated release to their supervisor.

JOB DESCRIPTIONS

Supervisors will make sure each employee receives a written job description pertaining to their position held. All employees are to observe certain standards of behavior while performing their assigned job duties.

EMPLOYEE PERFORMANCE REVIEWS

To ensure the success of our employees, it is essential that employees are provided feedback on their performance. Although supervisors are encouraged to provide ongoing feedback to their employees, they will perform performance reviews at least annually. Performance reviews are designed for the supervisor and employee to discuss his/her current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals. These reviews are intended for the employee and his/her supervisor to make and agree on new goals, skills, and areas for improvement.

DISCIPLINARY ACTION

Employees are a valuable asset to Big Hearts Little Hands Learning Center, and our own best interest lies in ensuring fair treatment of all employees and in administering disciplinary actions in a prompt and uniform fashion. Big Hearts Little Hands Learning Center holds each of its employees to certain work rules and standards of conduct (see Section 4). When an employee deviates from these rules and standards, disciplinary action will be taken. Disciplinary action at Big Hearts Little Hands Learning Center is progressive. This means that action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected. The company reserves the right to take appropriate legal action with respect to any violation.

The usual sequence of disciplinary actions includes:

- Verbal warning
- Written warning with performance improvement plan
- Final written warning
- Placing employee back on probationary employment status
- Suspension (without pay)
- Termination of Employment

There may be instances where one or more of the above disciplinary actions are used or bypassed. Though committed to a progressive approach to disciplinary action, Big Hearts Little Hands Learning Center considers certain rule infractions and violations of standards as grounds for immediate suspension or termination of employment.

These include but are not limited to (these examples are meant to be illustrative and not meant to be a complete list):

- Theft in any form
- Insubordinate behavior
- Vandalism or destruction of company property
- The use of company equipment and/or company vehicles without prior authorization
- Untruthfulness about or misrepresentation of personal work history, skills, or training
- Falsification of company records or reports
- Falsifying, altering, or destroying any time card or record; punching someone else's time card or permitting someone else to punch your time card
- Divulging company business practices

- Misrepresentations of Big Hearts Little Hands Learning Center to a customer, a prospective customer, the general public, or an employee
- Possession or use of illegal drugs or narcotics
- Use of alcohol while on duty
- Violation of the company policy against discrimination or harassment
- Engaging in actions that endanger employees, customers, students, vendors or visitors; or that disrupt the flow of work (this includes reckless driving)
- Fighting while on duty
- Sleeping while on duty
- Unauthorized possession of firearms, other weapons or explosives, or threatening to use any of the aforementioned items while on duty.
- Absences, tardiness, or departure from the workplace without proper notification or authorization
- Failure to immediately report any accident involving a company vehicle
- Creating or contributing to unsanitary or unsafe working conditions
- Conduct or behavior prohibited elsewhere in this handbook or any other regulating rule book such as DHS, NAEYC, NECPA or others.

The disciplinary process does not confer rights upon any employee. The company reserves the right to change or discontinue the disciplinary process at any time for any reason, regardless of the employee's adherence to or progress under any probation previously arranged. The company reserves the right to evaluate each instance of misconduct to determine the severity of disciplinary action, and what the company will impose, up to and including termination. During your employment with Big Hearts Little Hands Learning Center, if you are convicted of, plead guilty or plead no contest to a felony, you have an obligation to report the offense to the Center Director immediately.

EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within an 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:

- Resignation – voluntary employment termination initiated by an employee. The company will consider you to have voluntarily terminated your employment if you do the following: Verbally or in writing resign from the company; do not return at the completion of your paid time off or other approved leave of absence; or fail to report to work, with or without notice, for one or more days. (No Call/No Show)
- Termination – involuntary employment termination initiated by Big Hearts Little Hands Learning Center, with or without cause
- Layoff – involuntary employment termination initiated by Big Hearts Little Hands Learning Center for non-disciplinary reasons

Although advance notice is not required, Big Hearts Little Hands Learning Center requests at least two weeks written resignation notice from all employees if possible. Employees in exempt positions may be requested to provide more than two weeks' notice. An employee who resigns will forfeit any other privileges or benefits for which he or she may be eligible at a later date. Employee 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 in accordance with

the company's policies or as required by law. When an employee terminates employment with Big Hearts Little Hands Learning Center for any reason, the final paycheck will be issued on the next regularly scheduled payday for the period in which the work was performed unless otherwise required by state law.

RE-HIRED EMPLOYEES

If an individual is re-hired after a break in service of sixty (60) days or less, previous service with the Company will be credited. An individual re-hired after a break in service of more than sixty (60) days will be considered a new employee of the Company for all purposes.

RETURN OF PROPERTY

Any employee who terminates employment with Big Hearts Little Hands Learning Center shall return all property, materials, or written information issued to them or in their possession or control. This may include property such as company vehicles, office equipment, uniforms, keys, credit cards, cell phones, computers, software and any other materials that are the property of Big Hearts Little Hands Learning Center. 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 or damaged items will be deducted from the employee's final paycheck. Furthermore, any other outstanding financial obligations owed to Big Hearts Little Hands Learning Center will also be deducted from the employee's final check. The company may also take any legal action deemed appropriate to recover or protect its property.

PROTECTIVE ORDERS

If an employee has obtained a protective order against any individual, the employee is encouraged to notify his or her immediate supervisor so that additional protective measures, as deemed necessary by the Company and at its sole discretion, can be taken for the safety of all staff as well as the families served.

HEALTH-RELATED ISSUES

Employees who become aware of any health-related issues, including pregnancy, should notify their supervisor of their health status immediately. This policy has been instituted strictly to protect the employee. A written "permission to work" document from the employee's doctor is required at the time or shortly after notice has been given. The doctor's note should specify whether the employee is able to perform regular duties as outlined in his/her job description.

EMPLOYEE REQUIRING MEDICAL ATTENTION

In the event an employee requires medical attention, whether injured or becoming ill while at work, the employee's personal physician must be notified immediately. If it is necessary for the employee to be seen by the doctor or go to the hospital, a family member, or the emergency contact on record will be called to transport the employee to the appropriate facility. If an emergency arises requiring Emergency Medical Services to evaluate the injury/illness of an employee on-site, the employee will be responsible for any transportation charges. Furthermore, Big Hearts Little Hands Learning Center employees will not be responsible for

transportation of another employee due to liabilities that may occur. A physician's "return to work" notice may be required.

BUILDING SECURITY

All employees who are issued keys to the office are responsible for their safekeeping. The last employee, or a designated employee, who leaves the office at the end of the business day assumes the responsibility to ensure that all doors are securely locked, all appliances and lights are turned off with the exception of any lights normally left on for security purposes. During normal business hours, all external doors except the Main Entrance are to remain closed and locked for safety purposes. At no time are families, parents or visitors to the center to be left unattended in offices or internal hallways. If visitors are seen wandering about the facility, a supervisor needs to be notified immediately. An employee who knowingly leaves external doors open or unlocked may be subject to disciplinary action up to and including termination.

INSURANCE ON PERSONAL EFFECTS

All employees should be sure that their own personal insurance policies cover the loss of the employee's personal items left at the office. Big Hearts Little Hands Learning Center assumes no risk for any loss or damage to personal property.

SUPPLIES; EXPENDITURES; OBLIGATING THE COMPANY

Only authorized persons may purchase supplies in the name of Big Hearts Little Hands Learning Center. No employee whose regular duties do not include purchasing shall incur any expenses on behalf of Big Hearts Little Hands Learning Center or bind the company by any promise or representation without written approval by the owner or Center Director.

VISITORS IN THE WORKPLACE

To provide for the safety and security of employees, visitors, students and the facility, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, prevents theft, ensures the security of equipment, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

DHS LIMITS EMPLOYEE VISITORS TO 5 MINUTES OR LESS AND ONLY IN EXTREME SITUATIONS. DO NOT HAVE PEOPLE COME TO SEE YOU AT WORK UNLESS ABSOLUTELY NECESSARY.

All visitors must enter through the main reception area. Authorized visitors will be escorted to their destination and must be accompanied by an employee at all times. If an employee notices a visitor wandering around the facility, the visitor should be acknowledged and offered assistance and then escorted to their destination or to the front office to receive immediate assistance.

STANDARDS OF CONDUCT

The work rules and standards of conduct for Big Hearts Little Hands Learning Center are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment (see Section Three - Disciplinary Action).

HOURS OF WORK SCHEDULE

Hours can and will range from 6:00 AM to 6:00 PM. Work schedules will change according to enrollment. Lunch and break times will be provided to staff based on hours worked per day. Staff is recommended to keep a record of their hours worked. No staff member will be guaranteed a specific shift or a minimum of 40 hours. All staff members are required to attend all scheduled monthly staff meetings, and parent/guardian conferences (hourly employees will receive compensation for time attended).

ATTENDANCE/PUNCTUALITY

The Company expects that every employee will be regular and punctual in attendance. This means being in the office, ready to work, at their starting time each day. Absenteeism and tardiness place burdens on other employees and on the Company.

If you are unable to report for work for any reason, notify your supervisor before regular starting time. You are responsible for speaking directly with your supervisor about your absence. It is not acceptable to leave a message on a supervisor's voice mail, except in extreme emergencies. In the case of leaving a voicemail message, a follow-up call must be made later that day. Should undue tardiness become apparent, disciplinary action may be required.

ABSENCE WITHOUT NOTICE

When you are unable to work due to illness or an accident, please notify your supervisor. This will allow the Company to arrange for temporary coverage of your duties, and helps other employees to continue work in your absence. If you do not report for work and the Company is not notified of your status, it will be assumed that you have resigned, and you will be removed from the payroll.

If you become ill while at work or must leave the office for some other reason before the end of the workday, be sure to inform your supervisor of the situation.

HARASSMENT, INCLUDING SEXUAL HARASSMENT

Big Hearts Little Hands Learning Center is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated under any circumstances.

If you believe you have been the victim of harassment, or know of another employee who has, report it immediately. Employees can raise concerns and make reports without fear of reprisal. Big Hearts Little Hands Learning Center prohibits harassment by fellow employees, supervisors, or managers as well as by non-employee contacts such as outside vendors, temporary personnel, consultants, or therapists. Sexual harassment is illegal and not tolerated by Big Hearts Little Hands Learning Center under any circumstances. Unwelcome sexual advances, requests, or solicitations for sexual favors, unwelcome or offensive touching or physical contact, and other verbal, physical, visual, or other behavior of a sexual nature constitute "sexual harassment" when:

- Submission to such contact is made either explicitly or implicitly as a term or condition of an individual's employment
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual
- Such conduct has the purpose of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Examples of Sexual Harassment prohibited by Big Hearts Little Hands Learning Center include, but are not limited to:

- Obscene gestures
- Flirtatious behavior
- Lewd, off color, sexually oriented comments or jokes
- Explicit, derogatory, or sexual remarks
- Suggestive or sexually explicit posters, calendars, photographs, graffiti or cartoons
- Physical contact such as sexually suggestive touching, patting, grabbing, pinching, rubbing, massaging, or brushing up against another's body
- Requests for sexual favors
- Any repeated or unwanted verbal or physical sexual advances that are offensive or objectionable to the recipient, that cause the recipient discomfort or humiliation, or interfere with job performance
- Threat or insinuation that lack of sexual cooperation will adversely affect the victim's employment, wages, promotional opportunities, assigned duties, evaluation, shifts, or any other aspect of employment or career development
- Violating someone's personal space
- Foul or obscene language
- Repeated requests for dates
- Sexual assault, battery, or rape
- Any other conduct or behavior deemed inappropriate by the company.

If you believe you have been harassed, you should:

- Make it clear to the harasser that you object to the activity and that you expect it to cease
- Immediately make a report to a supervisor.

You should not ignore the harassment or resign your position.

WORKPLACE THREATS/VIOLENCE

Acts or threats of workplace violence that involve or affect Big Hearts Little Hands Learning Center will not be tolerated, including, but not limited to, acts or threats which:

- Interfere with an individual's work performance
- Create an intimidating, hostile or offensive work environment
- Occur on the company's premises
- Occur during the performance of an employee's work

Further, the possession or inappropriate use of weapons on the company's premises or on property adjacent to the company, including the storage of weapons in vehicles or parking areas owned by the company, is prohibited. Big Hearts Little Hands Learning Center's prohibition against acts or threats of workplace violence and the possession or inappropriate use of weapons applies to all persons involved in the company's operations, including, but not limited to: employees, contractors, vendors, customers, or anyone else on or adjacent to the company's premises. Acts of workplace violence include those that result in or could result in damage to the company's premises, equipment, or to property of employees or others situated on the company's premises. The nature of the workplace violence may require an employee to contact the police or other appropriate emergency agency to immediately intervene and/or render assistance. This policy does not alter any individual's right or obligation to contact the police or emergency personnel.

TELEPHONE USE

Big Hearts Little Hands Learning Center telephones are intended for the use of serving our customers and in conducting the Company's business. Personal usage during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone line.

To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit personal telephone calls during working hours. Personal cellular phones and pagers present many workplace problems. They are distracting to both employees and students, and their use during work time interferes with our responsibility to provide excellent child care. Personal cell phone use is prohibited on company time or while you are supervising children. DHS does not allow cell phone use while you are "on the clock" and being paid to monitor and teach students. Personal cell phones or other devices must be placed on "silent" mode and kept out of sight. Calls or messages should only be returned during your break time.

Employees that drive company vehicles on field trips, to public schools, supply stores, and other errands may take a cell phone to use. Employees should **never** utilize text messaging while driving company vehicles, especially while transporting children. If an employee is found to be

deviating from this policy, he/she will be subject to disciplinary action (See Section Three - Disciplinary Action).

PUBLIC IMAGE

A professional appearance is important anytime that you come in contact with customers or potential customers. All employees have contact with customers as well as licensing or other officials. The image you present is the image these contacts will have regarding Big Hearts Little Hands Learning Center. Employees are expected to maintain the highest standards of personal cleanliness and to present a neat, professional appearance at all times.

Our required uniform is scrub tops or Big Hearts Little Hands Learning Center t-shirts, paired with jeans, shorts, capris or scrub pants as appropriate for weather conditions. All employees need to wear closed-toed shoes during business hours. All clothing should be in good repair and without holes. On Fridays casual attire is permitted, as long as it remains within standards of professionalism. The following items are considered inappropriate working attire during casual Fridays for Big Hearts Little Hands Learning Center:

- Tube tops and tank tops
- Short mini-skirts or shorts above Bermuda length
- Sheer clothing
- Clothing with inappropriate or offensive gestures or advertising
- Sagging pants

Consult your supervisor if you have any questions about appropriate business attire.

It is the policy of Big Hearts Little Hands Learning Center that all employees act in a professional manner while carrying out their work-related duties within the center and while carrying out those work-related duties within the larger community. Big Hearts Little Hands Learning Center defines professionalism as a meticulous adherence to courtesy, honesty and responsibility in one's dealings with customers, colleagues, licensing officials, vendors, and members of management while at the same time delivering a level of excellence related to each employee's specific job description.

Further, professionalism should be adhered to and always considered in both written and oral-internal and external company communications and appearance with specific reference to dress and attire. At Big Hearts Little Hands Learning Center professionalism should be considered an overall attitude frame of reference and all employees should also embrace and emanate professionalism when producing any written communication required by their job description. It is most important that you deal with everyone you come into contact with during your employment in a pleasant, courteous, and professional manner.

SOCIAL NETWORKING

As an employee of Big Hearts Little Hands Learning Center, it is important to always maintain professionalism in all interactions with our customers. Social networking is a very informal forum for most participants, and therefore any interactions on these networks with licensing officials and vendors are discouraged. You may **NOT** be "friends" or communicate with parents of children that attend Big Hearts Little Hands Learning Center on any social network.

SUBSTANCE ABUSE

Big Hearts Little Hands Learning Center has a vital interest in maintaining a safe, healthy, and productive workplace for its employees and for the families we serve. 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 to all employees of Big Hearts Little Hands Learning Center while they are on Company premises or elsewhere on Company business during work hours.

- The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on Company property is prohibited.
- Being under the influence of illegal drugs, alcohol, or substances of abuse on Company 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:
- Company property: All Company 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 drugs:
 - 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.
 - Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician.
 - 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 Company'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 Company business or being on Company property while under the influence of an illegal drug or alcohol, or in an impaired condition.

TOBACCO/NICOTINE PRODUCTS

It is the policy of Big Hearts Little Hands Learning Center that the use of tobacco/nicotine products is not permitted anywhere on company premises or in company vehicles. Consumers, Visitors and Employees must follow and adhere to all policies associated with this policy. The terms of this policy also apply to e-cigarettes or “vaping” since these products also contain nicotine and are not regulated by FDA standards.

INTERNET USE

Big Hearts Little Hands Learning Center employees are allowed the use of the Internet and email as their job requires when necessary to serve our customers and conduct the Company’s business. Employees may use the Internet when appropriate to access information needed to conduct business on behalf of the Company. Employees may use email when appropriate for Company business correspondence.

Use of the Internet must not disrupt operation of the company computer network. Use of the Internet must not interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is ethical and lawful.

Internet messages are public and not private. Big Hearts Little Hands Learning Center reserves the right to access and monitor all files and messages on its systems.

Social Media sites are not allowed to be utilized at Big Hearts Little Hands Learning Center. Company equipment should never be used to access social media sites. The only exception to this rule is if you are acting on behalf of Big Hearts Little Hands Learning Center to update any company social media sites.

USE OF COMPANY VEHICLES

Your use of a Big Hearts Little Hands Learning Center company vehicle must be authorized in advance by your supervisor. Further, you must have a valid driver’s license and acceptable driving record to operate a Company vehicle. You must immediately notify your supervisor or Center Director if your license is suspended or revoked. Employees will be subject to a Motor Vehicle Record check conducted by our insurance carrier.

No tobacco/nicotine use, food or drink, or listening to music/radio are allowed in Company vans. You may sing with the children if needed to keep them occupied. Do not let gasoline tanks fall below 1/8th of a tank.

Any employee in violation of the Company’s policy may be subject to disciplinary action up to and including without limitation, loss of vehicle privileges or termination of employment.

COMMUNICATION

STAFF MEETINGS

Our facility requires all staff members to attend all monthly staff meetings. Attendance and participation are required and mandatory. If staff is not able to attend because of an emergency, he/she must notify the Director as soon as possible. In the event a staff member is unexcused from a monthly meeting he/she will be penalized with an absence for their attendance record. When unable to attend a regularly scheduled staff meeting, it is the responsibility of the staff to approach the Director to be informed of the meeting minutes and make-up any work required.

PARENT/GUARDIAN COMMUNICATION

Personal communication should occur at least twice daily at drop-off and pick-up between staff and all parents or guardians. Additional communication may occur through email, phone calls and messages on parent/guardian boards. Staff will make every attempt to learn parent's first names and acknowledge every parent who enters by standing and approaching the parent to talk.

At pickup, staff is to communicate with parents specifically about the child's day. In describing an issue, a child has had, staff needs to use a "Positive Sandwich," which means talking to them about a positive part of the child's day, talk about the issue, and then conclude by giving another positive attribute. Daily sheets are a critical part of parent communication in the infant/toddler room and it is the responsibility of the staff to fill them out completely and accurately each day.

PARENT/GUARDIAN CONFERENCES

Parent/Guardian – Teacher conferences are offered once a year, or more frequently if found necessary. It is a time to have a more detailed conversation with parents about their child without the distractions of a busy classroom.

Prior to conferences, parents receive a copy of their child's developmental assessment for review. Conferences are scheduled with their child's teacher(s) on an evening(s) after the center is closed. During conferences, parents are encouraged to ask any questions they may have about their child's assessment to focus conversation on topics the parent is most interested in. Also, during conferences, staff and parents talk about transitioning children into the next age group and any other developmental goals they may have for the child.

Parents or legal guardians that attend conferences sign the original copy of their child's assessment for center records. Parents or legal guardians who do not choose to have a conference will need to sign a form waiving the conference. All conference materials are filed in the child's portfolio.

TRANSITIONING BETWEEN STAFF

It's the teacher's responsibility to communicate an update on the children in the classroom to the staff member that is relieving them for a break or the end of their shift. This includes but is not limited to what needs are next, unusual behaviors, unhealthy children, changes in pickup or routine, etc. Share your child count with the new staff member and together, do a count to verify the number of children in your area.

It is also important to share information on each child, so the relieving teacher can properly communicate with parents at pick-up.

WAGE AND SALARY POLICIES

WAGE OR SALARY INCREASES

Big Hearts Little Hands Learning Center has hourly employees, salaried employees, and contracted employees. Although the Company's salary ranges, contract rates, and hourly wage schedules will be adjusted on an ongoing basis, Big Hearts Little Hands Learning Center does not grant "cost of living" increases. Performance and increasing responsibility is the key to wage increases in the Company. Several factors are considered, such as job requirements, work performed, attendance, punctuality, and attitude. Other relevant factors including the financial condition of the Company and where your current pay falls within the pay range of your position held are also considered.

TIMEKEEPING

Accurately recording time worked is the responsibility of every salaried and hourly employee. Time worked is the time actually spent on a job(s) performing assigned duties.

Hourly employees will be entered in Procure on their first day of employment. Hourly employees must clock in and out of Procure in order to record an accuracy of time. You will need to use Procure at the beginning of your shift, out for break, in from break, and at the end of your shift. Any variances in starting or ending times from the employee's scheduled shift should be approved, in advance, by the Center Director or the Assistant Director. Corrections or alterations of the time clock needs to be corrected as soon as possible by the Director or Assistant Director, in order to maintain accuracy of individual time clocks.

Big Hearts Little Hands Learning Center does not pay for extended breaks or time spent on personal matters. The time clock is a legal instrument. Altering, falsifying, tampering with time records, or recording time on another team member's time record will result in disciplinary action, including termination of employment.

Employees must certify that their time card is accurate every two weeks and sign the bottom prior to one o'clock on the Monday prior to payday. If you fail to punch a timecard in or out at the

correct time, corrections will be made by your supervisor to reflect the accuracy of time worked, and in addition you may be subject to disciplinary action up to and including immediate termination of employment. Questions regarding the timekeeping system or time cards should be directed to the Center Director or Assistant Director.

BREAK PERIODS

Non-exempt employees who are scheduled to work more than six (6) hours in a day will receive one (1) unpaid meal period of one (1) hour. In some unusual instances, you may be asked by your supervisor to take less than one hour. These break periods will be taken on a staggered schedule so that an employee's absence does not create a hardship for co-workers. If an employee has unexpected personal business to take care of, they must notify the Center Director to discuss time away from work and make provisions as necessary. Personal business should be conducted on the employee's own time. Employees who do not adhere to the break policy will be subject to disciplinary action up to and including termination of employment.

OVERTIME

Big Hearts Little Hands Learning Center is open for business a minimum of 60 hours per week. The center staff have varying work week schedules. Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. Overtime is payable for all hours worked over [40] per week at a rate of one and one-half times the non-exempt employee's regular hourly rate. Time off on personal time, holidays, or any leave of absence won't be considered hours worked when calculating overtime. In addition, vacation time does not constitute hours worked.

All overtime work performed by an hourly employee must receive the Center Director or direct supervisor's advance authorization. This includes working at center parties and shopping for supplies during "off hours". Though it is very much appreciated that an employee may want to take work home or "come in early to get a head start on the day", this is not allowed without permission from your Center Director or supervisor, and without such permission will not be compensated. Any such time with appropriate authorization must be recorded on your time card in order to be paid.

Overtime worked without prior authorization from the direct supervisor may result in disciplinary action. The direct supervisor's signature on a timesheet authorizes pay for overtime hours worked.

No one has the authority to authorize or allow you to work without pay. Any employee performing work at the center, away from the center, or at home that is not recorded on the employee time record, is violating center policy and subject to discipline up to and including termination of employment. Failure to record accurately all worked time on the employee time card or working unapproved hours subjects the employee to disciplinary action up to and including termination of employment. Any Center Director or supervisor allowing an employee to work without accurately recording the actual time worked and authorizing payment for it is subject to disciplinary action up to and including termination of employment.

PAYDAYS

All employees are paid every other Wednesday. In the event that a regularly scheduled payday falls on a weekend or holiday, employees will normally receive pay the last working day before the holiday. Big Hearts Little Hands Learning Center maintains records of hours worked each day for non-exempt employees. Paychecks will be calculated according to the information reported by the time clock system and verified by the supervisor and employee. The pay period starts at 12:01 AM on Monday for the first week and ends at 12:00 midnight on Friday of the second week.

PAYROLL DEDUCTIONS

Big Hearts Little Hands Learning Center is required by state and Federal law to make deductions, including the following:

- Federal withholding tax
- State withholding tax
- Social Security and Medicare taxes (FICA)
- State disability insurance, where applicable
- City or county tax, where applicable

The amount withheld depends on the number of dependents you claim on your W-4 form. In addition to the above deductions, you may request payroll deductions for extra withholdings or a Simple IRA plan (optional). Changes can be made to your W-4 at any time. However, changes made to your retirement benefit elections can only be made during open enrollment or in the event you experience a qualified status change.

GARNISHMENT/CHILD SUPPORT

When an employee's wages are garnished by a court order, Big Hearts Little Hands Learning Center is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck. Our company will, however, honor Federal and state guidelines which protect a certain amount of an employee's income from being subject to garnishment.

CASH SHORTAGES AND LOSSES

All losses attributable to an employee's willful or intentional disregard of Big Hearts Little Hands Learning Center's interest (including theft) will be paid back to the Company by the employee, to the extent applicable by law. Employees are responsible for any money entrusted solely to them. (Examples: petty cash, field trip monies, payments by customers, or any other monies belonging to the Company or students). Employees with control of money must account for all monies received. Only one employee is allowed to take money for field trips and all monies in office will be kept in separate money bags per employee. Employees who are in control of money will authorize the Company in writing to deduct from compensation all cash shortages as may be permitted by law.

BENEFITS AND SERVICES

Reference benefits statement in Appendix.

HOLIDAYS

Big Hearts Little Hands Learning Center observes the following paid holidays per year:

- New Year's Day
- Memorial Day
- 4th of July (Independence Day)
- Labor Day
- Thanksgiving Day
- Christmas Day

These are days the center will be closed. Pay equivalent to eight (8) straight-time hours will be granted to full time employees who are not on probationary status. If any of these days occur on a normal NON-work day, the holiday will normally be observed on the preceding Friday; if one falls on a Sunday, it will normally be observed on the following Monday. You must work your scheduled workday before and after the holiday in order to be paid for the holiday. A paid holiday will not be counted as a day worked in calculating overtime for the week.

VACATIONS

Big Hearts Little Hands Learning Center provides a break in the work schedule by awarding vacation days to eligible employees. Vacation time is awarded according to the length of time served with the Company, as follows:

- 1-2 years of employment – 1 week vacation and 3 paid sick days
- 3-5 years of employment – 2 weeks' vacation and 3 paid sick days
- 5+ years of employment – 2 weeks' vacation and 1 week paid sick days

Vacation will be granted annually within the employee's anniversary month. All eligible employees must take their vacation time each year. If hours are not used within the eligible year, they are forfeited.

Requests for vacation should be submitted by filling out a "Time Off Request" form which is given to a supervisor. When possible, vacation periods will be assigned in accordance with employee requests, taking operating requirements into account.

Earned vacation cannot be taken before it is accrued and approved. Upon termination, unused, earned vacation time will be paid in a lump sum in the employee's final paycheck.

SICK LEAVE

Big Hearts Little Hands Learning Center provides paid sick leave benefits for eligible employees. Employees who are hired in mid-year will be entitled to a prorated amount of paid sick leave. New employees must complete at least 90 days of continuous service with the Company before accessing prorated sick time. Employees may not accrue unused sick leave. If hours are not used within the same calendar year, they are forfeited. Employees must give reasonable notice (two weeks) upon voluntary termination of employment to still be entitled to any payment of unused sick leave. If you are discharged from the Company for reasons of misconduct, you will not be entitled to any payment for unused sick leave.

SOCIAL SECURITY/MEDICARE

Big Hearts Little Hands Learning Center withholds income tax from all employees' earnings and participates in FICA (Social Security) and Medicare withholding and matching programs as required by law.

JURY DUTY

Full time employees (non-probationary) who are summoned for jury duty are paid the difference between their normal rate of pay and the jury duty pay rate for the duration of their service up to one week. Thereafter, full time employees are granted an unpaid leave in order to serve. All other employees summoned for jury duty are granted an unpaid leave in order to complete their service. Arrangements must be made with the employee's supervisor as soon as a summons is received in order to make sure center staffing requirements are met. Employees are expected to return to their normally scheduled work hours if they are excused from jury duty during those hours. A copy of the jury duty summons and all other associated paperwork are required for the personnel file.

BEREAVEMENT

Following 90 days of continuous employment, a full time employee may be excused from work with pay for up to three (3) days in the event of the death of an immediate family member. "Immediate family member" is defined as your current spouse, your children, mother, father, brother, sister, grandparent, or grandchildren.

SIMPLE IRA RETIREMENT PLAN

Big Hearts Little Hands Learning Center provides eligible employees with a Simple IRA Retirement plan, which offers a sound means of long term savings to supplement your Social Security benefits upon retirement. Please refer to the separate Summary Plan Description for details of this plan.

MILITARY LEAVE

Employees who serve in any branch of the Armed Forces of the United States or are engaged in state military service will be granted time off to serve these duties as leave without pay.

Earned vacation hours can be used for this leave if the employee so chooses. Military orders should be presented to your supervisor and arrangements made as early as possible before a departure. Employees are required to give advance notice of their service obligations to Big Hearts Little Hands Learning Center unless military necessity makes this impossible. You must notify your supervisor of your intent to return to employment based on requirements of the law. The Uniformed Services Employment and Reemployment Rights Act (USERRA) provides for leave time and reinstatement rights for employees called up for military service, and will be adhered to by the Company.

LEAVE OF ABSENCE

Under special circumstances, a full-time employee (not probationary) may be granted a leave of absence without pay. The granting of this type of leave is normal for compelling reasons and is dependent upon the written approval of your supervisor. Upon receipt of supporting documentation as appropriate, the Company may at its sole discretion grant or deny the request for a personal leave of absence to an employee for a period of up to ninety (90) days, unless otherwise regulated by state law. All medical leaves must be followed up with a written leave request, submitted at least three (3) days prior to the beginning of your leave, except in cases where an emergency prevents an advance request. All medical leave requests must be accompanied by appropriate medical certification from your physician, indicating the condition necessitating your leave request and your projected date of return to work. Reinstatement cannot be guaranteed to any employee returning from a personal leave of absence.

Big Hearts Little Hands Learning Center will, however, try to place employees returning from a personal leave of absence in their former positions or in a similar position, subject to business conditions, the Company's need to fill the vacancies while the employee is on leave, and Big Hearts Little Hands Learning Center's ability to find qualified replacements. If a newly hired non-exempt (hourly) employee takes a personal leave of absence prior to satisfying the ninety (90) days of continuous employment requirement for benefit purposes, he or she will not be eligible for benefits until the 90 days of continuous service has been met upon return from leave. No benefits will accrue during this time. Leaves of absence are only granted after earned vacation time is exhausted.

WORKER'S COMPENSATION

If you are injured on the job, it is important that you notify your supervisor immediately and complete a Worker's Compensation Report of Injury form, no matter how minor the injury. Most claims are done over the phone with Compsource of Oklahoma and then written documents are mailed to the Company. You may be entitled to certain benefits under workers compensation laws as determined by the existing laws of the state.

CONTINUED EDUCATION & PROFESSIONAL DEVELOPMENT

Prior to or within three (3) months of employment, staff counted to meet staff-child ratios participate in a Tier II entry-level training course that provides at least 20 hours of training. Staff who have previously received this training are not required to repeat it unless there is a two (2) year break in service.

Each teacher is required to be certified in first aid and CPR techniques before they complete their ninety (90) day probation period. Each teacher is required by the State of Oklahoma Department of Human Services to obtain a minimum of 20 clock hours per year (Based on their anniversary date of hire). You will be required to pay for the cost of classes and will not be paid for this time (20 hours) because it is required by the State to maintain employment.

If the Company asks you to complete more than the required 20 hours per year, Big Hearts Little Hands Learning Center will pay for the class fees and your documented time for completion. If you as an employee elect on your own to take a class above and beyond your required 20 hours, you will be responsible for the cost of the class and time will not be reimbursed by the Company.

OTHER POLICIES AND PROCEDURES

ETHICS AND INTEGRITY

Big Hearts Little Hands Learning Center and its employees will conduct all activities in full compliance with all relevant laws and regulations. Your individual actions not only represent you as a person, but also represent the Company. Therefore, it is critical that you do your utmost to maintain the highest level of integrity and ethics. Professionals are individuals who, with adequate training, experience, intellectual capacity, and moral integrity, effectively devote their skills and knowledge to the service of society and their profession in whatever assignment they find themselves. Regardless of educational background, no individual can expect to be regarded as truly professional unless he or she adopts a code of conduct and an attitude that reflect a desire to contribute to society and to the profession of teaching.

Administration, teachers, and center staff will maintain order in the center and are expected to hold everyone to the highest standard of respectful and responsible behavior. As role models, staff uphold these high standards when they:

- Demonstrate care and commitment to excellence and a safe teaching and learning environment
- Hold themselves accountable for their own actions and behavior
- Communicate regularly and meaningfully with all members of the center community
- Help students work to their full potential and develop their self-worth
- Maintain consistent standards of behavior for all students
- Demonstrate respect for all students, staff and parents
- Prepare students for the full responsibility of citizenship
- Treat students with respect and dignity. In return, they must learn to demonstrate respect for themselves, for others, and for the responsibilities of citizenship through acceptable behavior
- Come to work prepared, on time, and ready to complete the day's agenda
- Show respect for themselves, for others, and for those in authority
- Refrain from bringing anything to work that may compromise the success of their performance

- Follow established rules
- Show an active interest in their work and their students' work/progress
- Demonstrate honesty and integrity
- Respect differences in others

PROBLEM RESOLUTION

Big Hearts Little Hands Learning Center is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from supervisors. Big Hearts Little Hands Learning Center strives to ensure fair and honest treatment of all employees. Supervisors and employees are expected to treat each other with mutual respect.

Employees are encouraged to offer positive and constructive criticism. If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. If employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps:

- Present work-related question, problem, suggestion or complaint to the employee's immediate supervisor, who will respond as quickly and thoroughly as possible.
- If the problem or issue remains unresolved or if it is preferred that the issue be discussed with someone other than the direct supervisor, the issue may be addressed with one of the Center Directors.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in one another. This confidence is important to the operation of an efficient and harmonious work environment.

CONFLICT OF INTEREST

Employees must avoid personal interests that conflict or appear to conflict with the interests of the Company, or that influence or appear to influence an employee's judgment or actions in performing his or her duties as an employee. All employees must act in the best interest of the Company to the exclusion of personal advantage.

If an employee believes that he or she may be involved in a situation which conflicts or has the appearance of conflicting with the interests of Big Hearts Little Hands Learning Center, the employee should submit a written report to his or her immediate supervisor providing details and information about the potential conflict of interest. Violation of the Company's conflict of interest policy, including failure to report a potential conflict of interest, may result in disciplinary action up to and including termination of employment.

We take into account individual circumstances and the individual employee. We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

REPORTING VIOLATIONS

Duty to Report: Employees have a duty to report violations of laws, regulations, Code of Conduct/Ethics, provisions of this handbook, and policies and practices of the Company. Failure to report a violation is a violation itself of the provisions of this handbook and the Big Hearts Little Hands Learning Center Code of Conduct.

REPORTING PROCEDURE

If you believe or suspect a violation has occurred, you are required to promptly report the conduct to a supervisor. The report should be specific and should include the factual basis for the allegations, providing the names of individuals involved and the names of any witnesses. You will most likely be asked to put the report in writing. An employee does not need to report the conduct first to the employee's supervisor or follow any chain of command when reporting the conduct, but may bypass anyone and report the conduct directly to any of the above at any time.

All reports will be investigated promptly, impartially, and as confidentially as reasonable possible. Employees should treat any report as confidential. Big Hearts Little Hands Learning Center expects every employee involved in an investigation to cooperate and assist the Company in its investigation of the reported conduct. Employees will not be subjected to any form of retaliation or discipline for making a good faith report. Retaliation against any individual for participating in an investigation of a report is prohibited and may be grounds for termination. Reports made in bad faith or false and malicious reports will subject the reporting employee to disciplinary action up to and including termination of employment.

CLASSROOM

CONSTANT SUPERVISION OF CHILDREN

Teachers must supervise infants and toddlers by sight and sound at all times, including when children are asleep. Children must be under constant supervision by qualified teachers, by both sight and sound. This includes all ages of children, from infants to school-aged. Children must be supervised both indoors and out, and including nap time.

Please Note: Children must be able to be seen and heard at all times by the teacher.

For example, if the teacher is working momentarily one-on-one with a child, but is able to see all of the children by slightly moving their position, then this standard is met.

POSITIVE GUIDANCE AND DISCIPLINE

Your role as a teacher is to help children grow in a positive way and learn what acceptable behavior in the classroom is, as well as in society and in general. Your patience must be constant. If a child acts out, oftentimes, there is an underlying reason.

Positive behavior is encouraged through positive reinforcement by providing sincere encouragement for a child's behavior we would like to see again. (Reference Positive Guidance and Discipline in the Appendix)

CURRICULUM

Big Hearts Little Hands Learning Center uses a curriculum that follows Early Learning Guidelines of Oklahoma. The philosophy for this is to jump start a child's literacy success. Big Hearts Little Hands Learning Center uses a variety of assessments including performance based, curriculum based, and screenings.

DAILY CLEANING DUTIES

In addition to the daily cleaning checklist (Reference Cleaning Checklist in the Appendix), teachers are expected to conduct the following cleaning duties:

- Clear and wipe down toy shelves
- Thoroughly sanitize and wipe down toys
- Replace toys on shelf, organized
- Sanitize and wipe down tricycles, push toys, slides, all plastic toys on shelves
- Sanitize and wipe down housekeeping furniture, play food and dishes
- Thoroughly wipe down and sanitize chairs and tables
- Clean sinks, mirrors and towel dispensers
- Wiping down baseboards and walls

These cleaning duties are ongoing and are expected to be completed at times such as nap time.

LEAD TEACHER TO-DO'S DURING NAPTIME

- Fill out weekly progress reports and anecdotal logs
- Update ongoing developmental checklists
- Work on portfolios (insert artwork, handwriting samples, worksheets, pictures, etc.)
- Organize/clean supply cabinets and cubbies
- Prepare/set up for future classroom activities
- Organize game/toy shelves and block/housekeeping centers
- Write up and turn in supply lists for art, sensory, and office supplies

HAND WASHING PROCEDURES

- You must wash your hands at the following times (Reference Handwashing Procedures in Appendix)
 - Upon entering the building
 - Each time you enter a classroom
 - Upon your return from lunch
 - After taking out garbage
 - After using the restroom

- o After eating

DIAPER CHANGING PROCEDURE

Always use this method for changing diapers. This is the best way to stop diseases that spread through the intestinal tract. Reference Diaper Changing Procedure in Appendix.

- CHECK to make sure the supplies you need are ready.
 - fresh diaper or clothes;
 - pre-moistened disposable towelettes; and
 - plastic bag for soiled diaper
- SANITIZE diaper changing table by allowing the solution to sit on the surface for two (2) minutes.
- WASH your hands and put on clean disposable gloves
- HOLD the child AWAY from your body when you pick him up. When you know a child has soiled their diaper, use only your hands to carry them.
- LAY the child on the sanitized changing table.
- REMOVE soiled diaper or clothes.
- CLEAN the child's body with a pre-moistened disposable towelette
- Put the used towelette or paper towel in the plastic bag or plastic-lined receptacle.
- Put disposable diapers in a plastic bag or a plastic lined receptacle.
- Put soiled clothes in a plastic bag for parents to take home with the child at the end of the day. Tell the parents that washing or rinsing clothes soiled with stool at the daycare center might cause disease germs to spread.
- CHANGE gloves if necessary during disposal of soiled diapers or towelettes, or while putting soiled clothes into plastic bag
- DISPOSE of soiled gloves in plastic-lined trash receptacle
- WIPE your hands with a pre-moistened disposable towelette and dispose of it in the plastic bag or plastic-lined receptacle.
- DIAPER or dress the child. ** Do not put clean diaper or clothes on child with soiled gloves!**
- Remove the child from the changing table and place them next to you
- CLEAN and DISINFECT changing table by spraying with sanitizing solution and allowing to sit for two (2) minutes
- WASH the child's hands and yours
- RETURN the child to the clean crib or play area
- Wipe sanitizer off the changing table
- CLEAN and DISINFECT
 - equipment or supplies touched; and
 - soiled crib or cot, if necessary.
- WASH your hands again if necessary

If you have another child to change – put on a new pair of gloves and repeat procedure. Always be sure to use a trash receptacle with the foot operation pedal – NOT your hands!

TRANSITION OF CHILDREN

When children move from their current classroom to the next older room it will be determined based on their developmental readiness and chronological age. Children begin transitioning to the next classroom with a series of visits over a period of time, up to two weeks before their birthday. Parents are first informed of the upcoming transition with an email from the office staff. Included in the email is information about the transition process and the daily schedule of the new classroom. We ask our teachers to work with the parents and child to make the transition as smooth as possible.

Remember to communicate and be positive about the transition with both the parents, child and classroom teachers. (Reference APPENDIX - Transitions)

DAILY TRANSITIONS: Children should not be made to sit or stand in lines longer than is necessary. This is when trouble can occur. Do not line up the children or place in strollers, chairs or high chairs until you are ready to proceed to the next activity. Always use songs, games and fingerplays to ease the time between activities.

REST/NAP TIME: Licensing guidelines state that a child under 5 years of age in care for more than 4 hours shall have a nap or rest period. Children are not required to lie down in order to have a rest period. A rest period could be a time of solo play such as reading books, working puzzles or other solitary quiet activities. If the child does not nap after 30 minutes or awakens early he/she receives a quiet activity such as but not limited to: puzzles, books, stuffed animals, etc. These activities can occur in a moderately lit area that does not disturb other sleeping children. Children cannot be forced to be on their cot, and once children wake up they must be moved out of the nap room.

FOOD SERVICE & LUNCH ETIQUETTE

Big Hearts Little Hands meets the nutritional needs of the children in our care by providing a balanced diet including breakfast, lunch, and an afternoon snack. No outside food will be allowed unless it is prepackaged and enough to share with the entire classroom.

The staff are responsible for cleaning their dirty dishes in a timely fashion. We understand things can get messy when we eat. When accidents occur, the children will **not** be disciplined or scolded; but only assisted with proper clean-up and assured accidents happen with a pleasant and patient tone.

When lunch is getting warmed up, it is inspected to ensure it follows our Nut Controlled Policy or that it contains acceptable levels of sugar.

ALLERGIES AND SPECIAL HEALTH CONDITIONS

State requires that all children's allergies and special health conditions are recorded on the Health History and Emergency Care forms. This form will also contain an action plan for assisting the children. A copy will be kept in the classroom of each child with allergies and in the lunchroom. Each classroom will post allergies or special accommodations needed for the specific child. These postings are confidential and should be kept on the teacher board under cover. It is our intention to keep children who have food allergies mainstreamed with the other

children and not singled out to eat alone. Teachers should take every precaution during snack and lunch time to accommodate these needs.

OUTDOOR PLAY & PHYSICAL ACTIVITY

At Big Hearts Little Hands we encourage physical activity whenever possible. Teachers should incorporate physical activity in their curriculum to get kids moving and exercising while learning.

Children must also conduct and be encouraged to increase physical activity by going outdoors when weather permits. Children under 3 years will go outdoors when the temperature is above 40°F (including the wind chill) and below 90°F. Children 3 years and above will go outdoors when the temperature is above 30°F (including the wind chill) and below 100°F. The Director will check the current weather conditions and forecasts.

AWAY FIELD TRIPS

Preschool aged children will go on various field trips during the summer months. The schedule of field trips for preschool will be posted in advance. School age children may be on multiple field trips over the summer. Parents will be notified in advance of the date of the trip and any fees associated with the trip. A permission slip will need a signature. Parents are highly encouraged to attend any field trip.

PLAYGROUND EXPECTATIONS

We have developed a playground policy and code of practice to inform and guide the supervision of the children in our care in order to ensure their welfare, health and safety while on the playground. We want every employee to understand that the most important task is to monitor all play areas constantly. ([Reference Playground Guidelines in the Appendix](#))

TRANSPORTING CHILDREN

- Regularly scheduled maintenance of the vehicle(s) and a maintenance log for each vehicle;
- Policy and routine to protect children from being forgotten in vehicles, or being left unattended and unsupervised, both inside and outside of vehicles during times of entering or departing;
- A protocol that includes a final bus walkthrough by a lead teacher, bus driver, or bus monitor;
- Current liability and vehicle insurance;
- Transportation logs
- The use of age appropriate restraint systems for all children, (if available or required by the state);
- Adequate supervision for children being transported;
- Emergency information for each child available on each vehicle;
- A first aid kit properly equipped for each vehicle.

HEALTH AND SAFETY

SAFETY

Big Hearts Little Hands Learning Center values the safety of our employees. Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees are required to report any unsafe conditions to their supervisor. Additionally, your compliance with the following rules is mandatory:

- Employees must report immediately any accident that results in injury, no matter how insignificant the injury may seem.
- Be sure you know the emergency numbers (posted in front office)
- Know the location of fire exits, first aid kits, fire extinguishers, gas shut off valves, and any MSDS (material safety data sheets)
- Vehicles' engines must be turned off when at the fuel island
- When performing duties and operating vehicles, you must take care to protect your own safety, as well as that of your co-workers, students, and public
- Wear seat belts at all times while operating company vehicles
- Clean up all spills immediately
- Jumping from elevated areas is not permitted.
- When driving vehicles on the lot, keep doors closed
- Do not leave vehicles unattended while the motor is running
- Only allow students to walk in front of vehicles, never behind
- Do not drive at a speed that is more than the posted speed limit
- Do not lift awkward or especially heavy materials by yourself. Get help if assistance is needed.
- Keep your work environment clean. This includes the following:
 - Keep floors dry and free of trip hazards
 - Passageways to exit doors and through classrooms should remain open and not be blocked
 - Desks and cabinet drawers/doors should be kept closed when not in use
 - Clean up after yourself in all common areas, bathrooms, kitchen, and classrooms.
- Know your responsibilities in an emergency.

INCLEMENT WEATHER/EMERGENCY CLOSINGS

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. In extreme cases, the owner may require the facility to close. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid.

DAILY HEALTH SCREENINGS

Employees are trained to do daily health screenings along with a record of the teachers' concerns. The daily screenings include the following:

- Changes in usual behavior or appearance;
- Taking the child's temperature with a thermometer, if there are changes in the child's behavior or appearance,
- Skin rashes, itchy skin, or lice/nits (during a lice outbreak);
- Complaints of pain or not feeling well;
- Other signs or symptoms of illness (including drainage from eyes, vomiting, and diarrhea);
- Reported illness or injury to child since last day of attendance.

CENTER ABUSE POLICY AND REPORTING

As providers of service to children we are responsible for the prevention and control of abuse. All child care staff are mandated reporters for child abuse and neglect. Abuse is defined as an act or omission of an act by a person responsible for the welfare of children that may cause or does cause actual physical or emotional injury, or any act, which willfully deprives the child of his/her rights.

Any staff member suspecting child abuse and or neglect must notify the Director immediately for the safety of the child. Together, we will contact CPS, as necessary. Please understand that for the protection of the child, we will call CPS when there is any evidence of abuse or neglect.

Abuse may include, but is not limited to: Gross neglect, verbal or corporal maltreatment, humiliation. It also includes seclusion or restraint of any sort. Abuse to children will not be tolerated. Associates who are found to have committed abuse or not reported it will be immediately terminated. Associates who fail to report cases of suspected abuse will be subject to disciplinary action just the same as a perpetrator.

Staff is required to complete an online training on Child Abuse and Neglect every one (1) years.

Child Abuse reporting hotline : 1-800-422-4453

ACCIDENTS

All employees are covered by Workers Compensation Insurance. Please refer to that policy for specific information regarding Employee injuries and accidents in the workplace.

Accidents or injuries involving children must be reported immediately to the director. Employees will be required to complete accident/injury reports for these incidents. Employees will be advised by the director to call the child's parents to apprise them of the incident/accident as necessary. A parent is required to sign the accident/injury report that same day. A copy of the signed accident/injury report will be given to the child's parent/authorized pick up person that day and a copy will become a part of the child's record.

Accidents involving parents or visitors must be reported immediately to the director. Employees will be required to complete accident/injury reports for these incidents. The accident/injury report will become part of the centers record.

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

Injuries requiring emergency treatment or hospitalization

All incidents/events where a child is either injured or something out of the usual occurs will require that an incident report be completed by the staff member closest to or directly witnessing the event. In the event a child is injured; direct care of the child is foremost a priority where first aide, and nurturing care will be sufficient for minor bumps, bruises and abrasions usually occurring during active play. All pertinent informational areas on the incident report must be completed in a clear, complete and informative manner, ending with your signature, date and time of incident. Then, the incident reports must be signed by the parent or pickup person that same day. If it is not a parent/guardian that picks up you must provide a copy of the incident report for the party picking up to give to the parent.

Signatures are an important piece of incident reports. Signatures are required of the staff completing the report, parent or guardian picking up the student, and the management staff.

Caution; any event that could be worse than it looks; a small visible mark but a child who doesn't calm quickly, or a bump in a concerning area always warrants a call to the parent/guardian to inform them of the incident and to determine if medical evaluation is prudent.

If it is an injury that does not require 911 and the director is able to reach the parent; it is possible to wait for the parent's arrival if the child is stable and allow them to bring their child to their own physician to get a medical assessment.

In the event of a serious illness, accident, injury or emergency notify the director or the closest staff member to you, to get the director or designee to assist you as soon as possible. After a quick Director's evaluation of the child's condition, it will be determined if it is a serious issue and if 911 will immediately be called along with a call to the parent/guardian. If unable to reach the parent/guardian, call the authorized persons in that child's file. Continue first aide, CPR, etc. until the emergency professionals arrive and officially take over the care of the child.

In these cases, the Director will determine if a call to the department of children and families representative is necessary. Probably not for bumps and bruises, or the occasional seizures for a known and monitored ongoing child's health condition; but yes, for any preventable serious event that resulted in the potential for or the injury of a student. Staff can also always call the mandated reporting line at 1-800-96-ABUSE (1-800-962-2873) for in the end it is each child care personnel responsibility to report suspected abuse and/or neglect. Self-reporting is the first step to improving quality care, especially knowing that systems can fail, and systems can be improved.

For communicable disease concerns, a call to the Department of Health for information and reporting is warranted.

Potential Death of a Child, Staff Member or Visitor

In the case of a potential death of a child, a staff member or a visitor, the director or designee will immediately call 911 for the appropriate assistance. Staff members will assess the potentially dead person and provide CPR until authorities and emergency assistance arrives.

At no time should the CPR voluntarily end if the emergency assistance is delayed, but instead staff should take turns until only exhaustion prevents continuation of CPR or there is a resumption of a heart beat and a determination of whether rescue breathing is necessary. Continuously monitor and adjust interventions as needed until emergency personnel arrive and relieve the staff in the emergency care of the individual.

Emergency responders will take over the emergency event, while the director and staff must continue the safe care of the remaining school children, and in the operations of the school. In most cases, after the initial treatment and care of the afflicted individual, even if this is resolved positively, a director will make the decision to start a call tree to notify parents, so they can come and pick up their children. Follow up to the event would depend on a multitude of events and decisions and would be guided by emergency personnel and the administrative staff.

INCIDENT REPORTING

The program maintains a file or log, tracking all injuries that occur at the facility. Reference Appendix Injury Report Form. A copy of every injury report form will be kept in a designated area in the center office.

This injury log must include:

- Name, gender, and age of the injured person;
- Description of the injury;
- Date and time of injury;
- Location where injury took place;
- Body part(s) involved;
- Description of any consumer product involved;
- Name of the staff member responsible for supervising the child at the time of the injury;
- Actions taken on behalf of the injured following the injury;
- Name of person who completed the report;
- Name and address of the facility.

TRACKING OF ILLNESS AND COMMUNICABLE DISEASES

Tracking of all illnesses and/or communicable diseases. This illness log must include:

- The date, time, and name of the person impacted;
- Identification of the symptoms;
- Detailed explanation of how the teacher responded to the symptoms;

- Person contacted, including a parent/guardian, emergency contact, nurse, or local health department (if warranted);
- The name of the person who filled out the log.

UNIVERSAL PRECAUTIONS

Staff will adopt universal precautions when exposed to blood and blood-containing fluids and injury discharges of all children. All persons exposed to blood or blood-containing body fluids and tissue discharges will wash their hands immediately with soap and warm water. Single use disposable gloves will be worn if there is contact with blood-containing body fluids or tissue discharges. Hands will be washed with soap and water after removal of gloves. Gloves will be discarded in plastic bags. For spills of vomit, urine, feces, blood or other bodily fluids, staff will clean and disinfect the area including floors, walls, toilets, tabletops, toys or other areas.

REDUCING BACK INJURIES

Back injuries are the most common cause of occupational injury for a child care teacher. How can staff prevent back injuries?

- Proper lifting techniques such as, but not limited to, bending at knees, using legs to do the lifting and bare weight, and avoid twisting when lifting up or setting down.
- Adult height changing tables and sinks.
- Bring changing pads to the ground instead of lifting children.
- Using strollers to transport children for long distances.
- Glider rockers with back support for holding children for extended periods of time.

Staff may be asked to take a lift and carry test prior to their start date. All employees need to be able to lift and carry 40 lbs.

DISASTER PLAN

Big Hearts Little Hands will have an established Disaster Plan not only on file, but will ensure training is completed as required. Reference the Disaster Plan.

The following plan will ensure our organization will help our team take actions to:

- Reduce injury, loss, and destruction in the event of an emergency or disaster
- Keep children and staff healthy and safe until they can be reunited with their families
- Provide child care services as soon as possible following an emergency or disaster
- Support the recovery process for children, families, and staff

The Emergency Plan will be kept in the office and updated on an annual basis. The Owner, Center Director and Assistant/Program Director will account for the location of each staff member and child during an emergency. Procedures and planning is based on the type of disaster our center may or may not encounter.

FACILITY MAINTENANCE

BUILDING SERVICE LOSS

In the event our facility loses main power to items such as heat, air conditioning, water, electricity, telephone, or exhibits any plumbing problems, the Facility Manager will be contacted immediately through a chain of command. If our facility's main power is not restored within two hours, staff members will contact parents or guardians to pick up their child promptly on the reach out function of Procure.

SEVERE WEATHER

Reference the Big Hearts Little Hands Disaster Plan for a detailed plan of most disaster events. For extreme weather, we will make every attempt to be open. Parents are counting on us so that they may get to work. Please check with the local weather stations for closures. If we find the weather is deteriorating during the day, we may call parents to pick up children as soon as possible.

EQUIPMENT/MAINTENANCE CHECKS

All staff members are responsible for observing safety hazards daily and reporting any concerns to the Director. All broken and unrepairable equipment is to be removed from the classroom. Staff is expected to provide alternatives to missing equipment (this requires going to storage and gathering new items).

To ensure playground safety, a daily inspection log will be completed. ([See Daily Playground Inspection Log in the Appendix](#))

INSIDE TEMPERATURE

The temperature indoors will not be less than 67°F or greater than 78°F. If the temperature falls outside of those requirements, contact Center Director immediately. Staff are also encouraged to utilize fans for air circulation until the temperature falls within range. The management staff will be responsible for taking care of these matters.

APPENDIX

CHILD TRANSITION PROCESS

Good communication and flexibility is the key to a good transition. Staff need to make themselves available to parents and be reassuring. It's our job to make each transition in and out of a classroom as comfortable and smooth as possible. When children are transitioning to a new classroom, the teachers and parents will work together. All efforts will be made to make this transition smooth. Since all children handle change differently, the following will be a guide that staff will use. If needed, another week can be added to the transition.

1. A transition email is sent out to all families by the office staff to notify them of the upcoming transition for their child at least a week prior to the transition. This email includes:

- The dates of the transition and their child's new classroom and teachers.
- Schedule for the week of transition.
- The new classroom's daily schedule.
- Infant and toddler children transitioning: additional information
- Older classrooms: Big Kid questionnaire

2. Once parent emails are sent out notifying them of the upcoming transition, teachers from the current classroom will introduce the family to the new classroom teachers. This will happen before the transition week begins. This is an opportunity for the teachers to answer any questions or concerns the parent may have about transitioning and reassure them of their child's success. Transition packets are handed out to classroom teachers the week prior to transitioning as well. These packets are handed out by the office and will contain:

- An information sheet to be filled out by the current teacher about the child (schedule, allergies, likes, dislikes, etc.) for the new teachers to use to get to know the child better.
- A welcome sign for the NEW classroom to hang outside their door.
- The information sheet is filled out about the child transitioning by their current teacher(s) and given to the new classroom along with the welcome sign within that same week.

3. During the week of the transition (week two), the center schedule will show who will visit their new classroom and on which days. Often when several children are transitioning at the same time, they need to take turns visiting and cannot do so all on the same day. Any child that feel uncomfortable with the transition, will be allowed to modify the speed of the transition process.

4. Classroom staff to child ratios adjust to accommodate transitioning children.

On FRIDAY of transition week, the transitioning child's personal items are transferred to their new classroom including, but not limited to, their diapers, wipes, ointments, sunscreen, extra clothes, emergency card, paperwork, etc. A new cubby can be made for the transitioning child; HOWEVER the transitioning child should continue to use their old cubby during all of transition week. The new cubby should not to be used officially until Monday to eliminate confusion for the family.

POSITIVE GUIDANCE & DISCIPLINE GUIDELINES

Your role as a teacher is to help children grow in a positive way and learn what acceptable behavior in the classroom is, as well as in society and in general. Your patience must be constant. If a child acts out, oftentimes, there is an underlying reason. Positive behavior is encouraged through positive reinforcement by providing sincere encouragement for a child's behavior we would like to see again.

We need to look beyond the behavior and understand the child. Teachers speak so children understand their feelings are acceptable, but their action or behavior may be unacceptable. Younger children may need extra attention. This seems contradictory to bad behavior. Teachers may think they are reinforcing bad behavior, but in truth, it is showing them that you like them regardless of what they do.

Time-outs are illegal under the age of two and teachers will do their best to avoid them for older children.

Younger children should be redirected, their attention taken elsewhere, but their behavior explained to the child in a simple manner focusing on the positives.

Older children may be taken away from their activity, but allowed another choice after providing the child with positive guidance and a description of the limits of the classroom by helping develop self-control.

In extreme cases, please call for help from the office. The Director/Management Staff will remove the child from the classroom and call the parent, if necessary.

We will not allow any disrespectful behavior, bullying or physical harm to come to any of the children or staff. Staff will immediately intervene if a child's behavior is a threat to themselves, to others, or to property. Staff will remain calm, while showing an understanding to the child's needs and feelings.

Staff will model good behavior and manners by using "please" and "thank you" when addressing children.

Prohibited Staff and Teacher Behaviors

Any form of child maltreatment is prohibited including emotional abuse, teasing, humiliating, ignoring, isolating, bullying, and harassment; the withholding or use of food,

meals, or snacks; and verbal abuse, including taunting, speaking harshly, or sarcastically that is meant to demean the child in any way. The use of corporal punishment is not by any staff, teacher, substitute or volunteer. Corporal punishment is defined as physical punishment that intentionally causes pain and discomfort on children in response to undesired behavior.

Employee Agreement to the Positive Guidance and Discipline Policy

I, _____, have read and understand the Positive Guidance and Discipline Policy. I agree to and understand that I must follow this policy at all times or there will be consequences which could affect my future employment with Big Hearts Little Hands.

CLEANING CHECKLIST

- Windows/Window Seals/Blinds (at least 2x a week)
- Table legs and chairs (at least 2 x a week)
- Trash cans & Lids
- Keep tops of cubbies free from clutter
- Wipe down doors and frames/door knobs
- Sanitize toys/wipe down shelves (3x a week)
- Deep clean bathrooms (2x a day)
- Please move trash cans and sweep and mop under them
- Move shelves and clean behind them at least once a week
- Please sweep and mop floor good at least once a day (Move furniture if needed)
- Keep tops of cabinets free from clutter.
- Vacuum rooms everyday

**** This must be done every week and will be checked by management****

Not doing this cleaning checklist will result in immediate write up and or / disciplinary action.

HANDWASHING PROCEDURES

Handwashing Procedure



Thoroughly rub damp hands with liquid soap, optimally for 20 seconds but no less than 10, and rinse off hands with warm, clean, running water.



Dry hands with a single-use paper towel or dryer and turn off faucet with the paper towel or other hands-free method to prevent re-contamination.



Deposit used paper towel into hands-free trash receptacle.

DIAPER CHANGING PROCEDURE

Diaper Changing Procedure

1

HAVE DIAPERING SUPPLIES READY

Ensure supplies are within reach of staff, but not accessible to children. Perform proper handwashing and put on disposable gloves.

2

PLACE THE CHILD ON NON-POROUS SURFACE

Keep one hand on the child at all times. Unfasten the diaper, but leave the soiled diaper under the child. Avoid contaminating additional items.

3

CLEAN THE CHILD'S DIAPER AREA

Lift the child's legs as needed and use a fresh wipe each time you wipe front to back. Place the soiled wipes into the soiled diaper or directly into a covered, plastic-lined, hands-free trashcan.

4

REMOVE THE SOILED DIAPER

Fold the soiled surface of the diaper inward. Place soiled disposable diapers in a covered, plastic-lined, hands-free covered trash can. Remove gloves using the proper technique.*

5

PUT ON A CLEAN DIAPER AND DRESS THE CHILD

Slide a fresh diaper under the child. Use a clean disposable glove to apply any necessary diaper creams. Fasten the diaper.

6

WASH THE CHILD'S HANDS

Use proper handwashing technique.** Return the child to a supervised area.

7

CLEAN AND SANITIZE THE CHANGING TABLE

Clean changing table with water and soap solution. Rinse table. Wet the entire changing surface with a disinfectant. Put away the disinfectant and let sit according to manufacturer's instructions. Wash hands using proper procedure.

*Remove each glove carefully. Ball-up the dirty glove in the palm of the other gloved hand. With the clean hand strip the glove off from underneath at the wrist, turning the glove inside out.

**Please see Resource Section Three of the NECPA Standards Book for handwashing procedure.

Adapted From: Caring for Our Children Standard 3.2.1.4: Diaper Changing Procedure

PLAYGROUND GUIDELINES

This policy and code of practice has been developed to inform and guide supervision of the children in order to ensure their welfare, health and safety while on the playground.

Expectations of Teachers/Staff

- Your most important task is to monitor all play areas constantly. You must be close enough to children on the playground to redirect or stop dangerous activities immediately. If your hands can't reach the children, your words will not either. Always keep your eyes on the children. When you are on the playground, move to where the children are. Be aware of the other teachers on the playground and choose a location that increases coverage. There should never be more than two teachers standing together supervising the same area.
- Practice active and positive supervision with children on the playground. By engaging with the children, teachers/staff will be aware of activities happening on the playground, continuously circulating the playground and not standing in one place, and will help establish clear and simple rules by teaching the children how to use the playground equipment safely.
- Scan the playground for any potential safety hazards when first entering the playground. If play equipment becomes hazardous (broken or inoperable), item needs to be removed from the area until repaired or replaced. Be sure to inform other teachers before leaving playground so all children remain safe. Make sure to inform Center Director so repairs can be made or replaced items can be purchased.
- We have a zero tolerance cell phone policy on the playground. There will be no texting, talking, and browsing on a cell phone while supervising the children on the playground. Teachers/Staff watching children on the playground must know that using their phones can significantly reduce their ability to effectively watch children.
- Always able to account for the children in care. Continuously scan the playground to know where everyone is and what they are doing. Teachers/Staff need to count the children frequently.
- Plan playground activities on a weekly basis (curriculum should be used outdoors as well!) These activities should be modified based on skills, abilities and age of children in class.
- Continue to allow children to also have unstructured/free play while on playground. Teachers will continue to supervise during this time. If you are in doubt about an activity

or game (structured or unstructured), ask yourself: Is the child learning? Is the activity safe? Is the activity friendly? If the answers to these questions are negative, then you will need to intervene by redirecting or by stopping the activity. Children will not always be happy with our decisions. Their safety is our primary responsibility.

- Teachers/Staff are the most influential role models to the children in their classrooms and care. We expect that everyone (teachers/staff/children/volunteers) follow the Playground Safety Rules that are posted. Reviewing the rules with your classroom will only help prevent injuries from happening.
- Fresh water will be offered to children while playing outside.

I, _____, have read and understand the Playground Guidelines. This Playground Guideline must be followed and implemented by all staff at all times. Teachers must be vigilant and observant in their supervision to ensure the safety, health and well-being of the children at all times.

I, _____, agree to actively supervise the children while on the playground by:

- Continuing to move around so I'm able to see and hear all children I am supervising
- Inspecting playground equipment and area for any potentially safety hazards
- Not using a cell phone while supervising children (zero tolerance policy)
- Planning age appropriate outdoor activities for my classroom or the classrooms I help in.

Staff/Teacher Signature

Date

Director Signature

Date

EMPLOYEE RETENTION PLAN

Evaluation and performance review process

To ensure the success of our employees, it is essential that employees are provided feedback on their performance. Although supervisors are encouraged to provide ongoing feedback to their employees, they will perform performance reviews at least annually. Performance reviews are designed for the supervisor and employee to discuss his/her current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals. These reviews are intended for the employee and his/her supervisor to make and agree on new goals, skills, and areas for improvement.

Performance evaluations will be completed after the employees first 90 days and on or near the anniversary of your hire date.

Aspects to be evaluated, but not limited to:

- Timeliness and Attendance
- Attentiveness and Care of Children
- Staff Relationships
- Accuracy of Legal Documents
- State Licensing Rules & Procedures
- Accreditation Ratings and Procedures
- Review of Contingency Plans, Evacuation and First-Aid Procedures
- Parent and Teacher Communication
- Up-to-date Lesson Planning and Child Portfolios
- Maintaining State Requirements, such as CPR/First Aid Training, Continuing Education
- Cleanliness and Organization
- Teamwork (within your classroom and with other teachers)
- Overall Attitude

Pay

Company salary ranges, contract rates, and hourly wage schedules will be adjusted on an ongoing basis. This does not automatically grant employees a “cost of living” increases. Performance and increasing responsibility is the key to wage increases in the Company. Several factors are considered as indicated below along with other relevant factors including the financial condition of the Company and where your current pay falls within the pay range of your position held are also considered.

Performance	Each employee receives a performance review a minimum of once per year with a job performance summary that is reviewed with each employee. Employees job performance against job description expectations, improvement goals, staff parent feedback, and financial performance of Company, determines if an employee receives an increase in pay. If a pay increase is to be made, performance determines how much an employee's increase will be. Increases may be based on the Consumer Price Index (https://www.bls.gov/cpi/home.htm) but are not guaranteed.
Years of Experience	Years of successful experience working with children adds to the skill level of new and existing employees. As years of successful experience can relate to an employee's performance, rate of pay is evaluated on this criteria.
Child Care Experience	Specific experience in child care is also evaluated when determining rate of pay for new employees and existing employees.
Leadership	An employee capable of a broad range of roles and successfully leading new projects and challenges is evaluated positively. Employees who seek out and take on new responsibilities and result in positive outcomes will be evaluated positively for pay increases.
Education Level	Education level is one component of pay levels. Associates degree vs. bachelor degree teachers (particularly in Child Care field) are evaluated for pay level. Usually, bachelor degree teachers secure a higher pay level vs. associate degree teachers, but not always! The degree level alone is not the only factor in determining pay rates.

Career advancement and promotions

Supervisor will goal set with all employees not only during the on-boarding period but also, at a minimum annually, to ensure a clear development path is defined. Employees are encouraged to communicate their desires to advance within the company so their manager is aware, can provide plans and resources to help obtain goals.

Professional development, training opportunities and resources

Company will provide professional development opportunities in a variety of ways that employees are at times, required to attend, or have the option to attend.

At a minimum, full time teaching positions are required to have at least 30 clock hours of job-related continuing education in the first year of employment and at least 24 clock hours of continuing education based on individual competency needs each year thereafter;

Opportunities include but are not limited to:

- Staff meeting training
- Tuition reimbursement (pertaining to childcare) - cost is evaluated on a case by case basis
- Paid on the job training

Use of talents

We want to know your talents and encourage you to creatively think about how to use those talents within our Company.

Employee Incentives

- Employee of the month bonus - \$100 / monthly
- Perfect Attendance bonus - \$100/ monthly
- Christmas bonus - Based on performance and service

Referral Program

Big Hearts Little Hands currently does not have a referral program.



BENEFITS & PERKS

VACATION:

Big Hearts Little Hands Learning Center provides a break in the work schedule by awarding vacation days to eligible employees. Vacation time is awarded according to the length of time served with the Company, as follows:

- » 1-2 years of employment – 1 week vacation and 3 paid sick days
- » 3-5 years of employment – 2 weeks' vacation and 3 paid sick days
- » 5+ years of employment – 2 weeks' vacation and 1 week paid sick days



PAID HOLIDAYS:

Big Hearts Little Hands Learning Center observes the following paid holidays per year:
New Year's Day, Memorial Day,
Independence Day, Labor Day,
Thanksgiving Day, Christmas Day

SICK LEAVE:

We provide paid sick leave benefits for eligible employees. Employees who are hired in mid-year will be entitled to a prorated amount of paid sick leave. New employees must complete at least 90 days of continuous service with the Company before accessing prorated sick time. Employees may not accrue unused sick leave. If hours are not used within the same calendar year, they are forfeited. Employees must give reasonable notice (two weeks) upon voluntary termination of employment to still be entitled to any payment of unused sick leave. If you are discharged from the Company for reasons of misconduct, you will not be entitled to any payment for unused sick leave.



SIMPLE IRA PLAN:

Big Hearts Little Hands Learning Center provides eligible employees with a Simple IRA Retirement plan, which offers a sound means of long term savings to supplement your Social Security benefits upon retirement. Please refer to the separate Summary Plan Description for details of this plan.

PROFESSIONAL DEVELOPMENT:

Prior to or within three (3) months of employment, staff counted to meet staff-child ratios participate in a Tier II entry-level training course that provides at least 20 hours of training. Staff who have previously received this training are not required to repeat it unless there is a two (2) year break in service.



Benefits package is available to eligible employees who work Full-Time. We are an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

EMPLOYEE HANDBOOK ACKNOWLEDGMENT

I, _____, an employee at Big Hearts Little Hands Learning Center, acknowledge that I have access to Big Hearts Little Hands Learning Center Personnel Policies both online at <http://bigheartstulsa.com/> and as a hard copy. I acknowledge I have received training on this handbook with covered the personnel policies I am expected to perform.

I further acknowledge that I have read the online Personnel Policies and had the opportunity to ask questions related to the policies in the manual. I acknowledge that I have regular access to the internet and will refer to the online Personnel Policies as needed and when directed by Big Hearts Little Hands Learning Center. Furthermore, I understand and agree to abide by the policies set forth in the online Personnel Policies.

I understand that the policies described in the manual are conditions for continued employment, but the language does not create an employment contract between Big Hearts Little Hands Learning Center and its employees for any specified period of time. Big Hearts Little Hands Learning Center reserves the right to alter, amend, or otherwise modify these guidelines, in its sole discretion, without prior notice.

I acknowledge that I have received and read the Big Hearts Little Hands Learning Center Employee Handbook. I acknowledge that I am responsible for adherence to the policies and procedures outlined therein, that I have had the opportunity to ask questions about them and that I understand them. I further acknowledge that I agree to abide by and enforce the policies and procedures outlined in the Big Hearts Little Hands Learning Center Employee Handbook.

I understand that the Employee Handbook are the property of Big Hearts Little Hands Learning Center and it must be returned to Big Hearts Little Hands Learning Center at the time my employment ends. I understand that my failure to return this and other agency property will affect accrued benefits to which I might otherwise be entitled.

Employee Signature _____ Date _____

HANDBOOK REVISION LOG

Handbook changes will be logged below and a record will be kept acknowledging employees read, understand, and agree to follow the revised procedures.

Handbook Revision Date	Detail of Handbook Change	Signature that employee has read, understands, and agrees to follow the revised procedure/policy

CHANGES IN POLICY

This handbook supersedes all previous employee handbooks, policies, procedures, practices, and memos that may have been issued from time to time on subjects covered in this handbook and/or the policy and procedures. At a minimum, Big Hearts Little Hands Learning Center will review the handbook annually. A log of changes is located in the Appendix and includes a signature line for employees to acknowledge their receipt and understanding.

However, since our business is subject to change, Big Hearts Little Hands Learning Center reserves 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. Employees will be notified of these changes either in writing or verbally.

Changes will be effective on the dates determined by Big Hearts Little Hands Learning Center, and after those dates all superseded policies will be null. If you are uncertain about any policy or procedure, make sure to obtain clarification.