STAFF HANDBOOK

Kids 'R' Kids of Beaumont West

Kids R Kids Learning Academy

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Welcome to Kids 'R' Kids!

Welcome to Kids 'R' Kids Learning Academies. We are a proud franchisee in The West End of Beaumont, Texas and look forward to many years of providing excellent educational day care. We are pleased you have chosen to join our team. Kids 'R' Kids is the fastest growing franchise of preschools in the country. Much of our success is based upon staffing enthusiastic people who are committed to providing the best in educational child care within a loving, safe and nurturing environment. We trust you will join in this spirit and in turn, we will strive to provide you with ample opportunity for growth based on your individual ability, merit, and effort. Kids R Kids hopes that your employment at Center #81 is a positive and pleasant experience.

This Handbook will provide you with information by outlining many of your Center's current benefits, practices and policies.

Please use this Handbook as a guide and reference throughout your employment at Center #81. As you read through this Handbook, please do not hesitate to discuss any questions or concerns with your Supervisor. Your Supervisor is a very important source of information and will be happy to assist you.

In the remainder of this Handbook, we will refer to the business as the "Center". At any time during your employment, please let me know if I can answer any questions or concerns.

Chardae Walker

Owner/President
Kids 'R' Kids Learning Academy of Beaumont West

Purpose of this Handbook

This Handbook is designed to acquaint staff members with our Center and give all parties a ready reference to answer questions regarding employment with us. Of course, please remember business conditions change, and this handbook is only a summary of the staff benefits, personnel policies, and employment rules which are in effect at the time we published the handbook.

Pursuant to applicable state law, this Handbook does not create an "employment contract" or other contractual rights. Although the Center intends that the benefits, policies and regulations outlined in this Handbook will generally remain in effect, the Center reserves the right at any time to amend, curtail or to otherwise revise the benefits, policies or regulations outlined in this Handbook.

This handbook applies to all staff members. However, where it conflicts with any contract, such as insurance summary plan descriptions, that contract shall control.

This handbook supersedes all prior inconsistent handbooks or policies and may be changed from time to time as the Center deems appropriate.

About Our Center

OUR PHILOSOPHY

We believe children should be **"Hugged First, Then Taught."**

OUR MISSION

Kids 'R' Kids Learning Academies provide a secure, nurturing, and educational environment for children; a place for children to bloom into responsible, considerate and contributing members of society.

Kids 'R' Kids wants all children to have the opportunity to grow physically, emotionally, socially and intellectually by playing, exploring, and learning with others in a fun, safe and healthy environment.

As a family owned and operated organization, Kids 'R' Kids welcomes positive family involvement and encourages a parent-teacher approach where the need of every child comes first to obtain successful early childhood education and school-age care.

We hold the future!

CURRICULUM

Kids 'R' Kids is proud of the Curriculum used in our Learning Academies. The writers in the Education Department at Kids 'R' Kids International, Inc. have more than 75 years in classroom instruction, administrative assignments, and Curriculum development. They embrace the concepts of renowned psychologist, Jean Piaget and meet the Curriculum standards of the National Association for the Education of Young Children – NAEYC. Knowing that children learn best through play, the Education Department provides each classroom with materials that promote hands-on learning.

PARENT/GUARDIAN SATISFACTION

An important aspect of the past and future success of Kids 'R' Kids is parent/guardian satisfaction. Our staff's attitude and interest in the parent/guardian and children are essential to maintaining this tradition of success.

Here are some points to follow:

- Treat all parents/guardians in a courteous, attentive manner
- Treat all children in a warm, caring, and responsible manner
- Know responsibilities and implement Kids 'R' Kids Policies and Procedures
- Show appreciation for the parent/guardian trust given to you and the Center by communicating in a friendly tone of voice.

Below are some steps which should be used to provide parental satisfaction:

- Welcome parents/guardians and children warmly, and listen to their needs and desires
- Show empathy; notice the family's and child's situation and perspective
- If the problem cannot be solved or assisting the parent/guardian or child seems difficult, notify another staff member or the Supervisor
- Display a positive attitude about work and the Center

Remember: Family satisfaction is everyone's responsibility.

HISTORY OF KIDS 'R' KIDS INTERNATIONAL, INC.

The founders of Kids 'R' Kids have been working with children and their families since March of 1961. Their first school was named Kiddie City Day Nursery and Kindergarten. After owning and operating this school for 23 successful years, Pat and Janice Vinson established their dream school from the ground up in May of 1985 and named it Kids 'R' Kids.

Because of their genuine love for children, Pat and Janice continued investing in the child care industry by opening two additional schools. One thing they found to be true; each school operated successfully when the owner was on-site and actively involved in the daily operations of the school. In order for their concept to work, they began franchising in 1988.

Kids 'R' Kids International, Inc., the Corporate Headquarters to all Kids 'R' Kids Learning Academies has since blossomed into a large corporation supporting franchises throughout the United States and beyond under the sole proprietorship of Pat and Janice Vinson.

With many years of experience in child care and reaching out with technological advances, Kids 'R' Kids has created a concept that is unique and remains leader of the preschool industry.

Center Benefits

PAID HOLIDAY

To best serve the children in our care, we may be required to work on days near a holiday or sometimes on a holiday. The Supervisor will set schedules in accordance with the children's needs.

Regular, full-time staff members who have been employed full-time for one full year enjoy the five (5) paid holidays listed below, per year, whenever the holiday falls on a regular workday:

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

All full time staff members who work on a holiday will be paid their regular wage. Any staff member who is absent or does not work a full day on the scheduled workday before or after the holiday without the Center's prior written approval, becomes ineligible for holiday pay. If a holiday falls during your vacation, arrange with the Supervisor to take an alternate day off or receive pay for the holiday.

PAID TIME OFF

In lieu of sick and vacation time, regular, full-time staff members become eligible for paid (PTO) time off on their one (1) year anniversary date of continuous, full time employment. Paid time off can be used when sick or for vacation. The length of paid time off each year depends upon your years of continuous, full time service with the Center:

After one (1) full year of employment: 10 days (80 hours) per year
After five (5) full years of employment: 15 Days (120 hours) per year

To maintain proper personnel coverage, staff members generally may not schedule two (2) weeks of back-to-back paid time off. All paid time off time must be used within one year after becoming eligible, and may not be carried forward to future years.

Paid time off is a benefit given to staff members so they are better able to perform their jobs when they return. For this reason, we request our staff take their paid time off, and we do not allow staff members to take time off pay in lieu of time off.

Paid time off must be scheduled with and approved by the Supervisor at least two (2) weeks prior to the vacation, and often longer during popular times of the year. Length of service prevails in scheduling paid time off.

We pay earned but unused paid time off to staff members who quit or are terminated, unless the staff member was terminated for a violation of a Center policy, or quit without giving at least two (2) weeks written notice, as determined by the Owner. Any Training Paid for by KidsRKids Beaumont West will be taking out of the last check issued.

YOUR PAY

All staff members are required to have their paychecks direct deposited into any bank account they chose. You may also choose to have our payroll/PEO company provide you with a free bank debit card.

The Center may make deductions from a staff member's pay for many different reasons. For example, we are required by law to deduct certain amounts for taxes, Social Security, garnishments, etc. Likewise, a staff member may authorize us to make deductions for benefit premiums, flexible spending accounts, uniforms, staff member purchases, loan repayment, etc. For our exempt staff, we do not make deductions for the quality or quantity of work except as allowed by law. If a deduction has been made to a staff member's pay in error, notify the Supervisor immediately. The Center will investigate the staff member's pay and deductions. We will not penalize a staff member for reporting a suspected error and we will reimburse a staff member for any improper deductions.

All issues regarding personnel issues, including rate of pay, performance reviews, bonuses, etc. are considered confidential. Improper disclosure of this information, either on purpose or inadvertently (i.e. leaving pay stub out in the open for others to see) is grounds for discipline up to and including immediate termination.

ANNUAL BONUS PROGRAM

At the end of each calendar year, the Owner and Supervisors evaluate each staff member and their contribution to the success of the Center that year. At the Owner's complete discretion and based upon a set of criteria including the staff member's attitude, teamwork, flexibility, punctuality, classroom cleanliness, safety awareness, interest in professional growth, etc., a staff member may be recognized by the award of a year end Bonus. The payment of any and all bonuses depends upon the Center having a financially successful year. It is important to understand NOT all staff members will necessarily receive a Bonus, and the Bonus is something "extra", and should not be expected every year.

SIMPLE IRA SAVINGS PLAN

The Center has established and maintains a Simple IRA savings plan to allow staff members a tax-leveraged means of supplementing their retirement planning. The Center currently matches a portion of staff member contributions to this plan. The Center provides staff members covered by its plan with Summary Plan Description booklets and other materials regarding this retirement plan, as appropriate. Enrollment in this plan is not automatic and the dates to enroll are annual. It is the staff member's responsibility to indicate an interest in enrolling in this plan by letting the Owner know, and returning the proper enrollment paperwork in a timely manner.

DENTAL INSURANCE

We make available dental insurance for regular full-time staff members after ninety (90) days of continuous employment. Premiums may be paid through automatic payroll deductions. A staff member may obtain assistance or additional information regarding this program from the Owner. Enrollment is not automatic, and it is the staff member's responsibility to let the Owner know they are interested in enrollment and to return the enrollment paperwork in a timely manner.

The Center provides covered staff members with Summary Plan Description booklets and other materials relating to its medical plans.

HEALTH INSURANCE

We make available medical insurance for eligible regular, full-time staff members after ninety (90) days of continuous employment. The Center pays a portion of a staff member's individual insurance cost after one year after 90 days if that staff member is a Lead Teacher. Family (dependent) insurance is also available at the staff member's expense and

is paid through payroll deduction. Insurance premiums and benefits are subject to change, and staff members may be responsible for paying future increases. Enrollment is not automatic, and it is the staff member's responsibility to let the Owner know they are interested in enrollment and to return the enrollment paperwork in a timely manner.

The Center's medical plans provide the type of medical insurance needed to protect our staff and their families. We must recognize the cost of our medical plans is based upon how much they are utilized. Therefore, everyone must be conscientious of unnecessary plan use. Our combined efforts will help to keep the cost of our health care down and enable us to continue to provide this very valuable benefit.

The Center provides covered staff members with Summary Plan Description booklets and other materials relating to its medical plans. In the event of a conflict, the insurance contract or plan documents will prevail over other documents. A staff member may obtain assistance or additional information regarding these programs from the Owner. We reserve the right to cancel the plan at any time.

Staff members and their dependents participating in the Center's group health plan may be eligible for eighteen (18) to thirty-six (36) months of benefits continuation. Eligibility for this benefit continuation under COBRA (Consolidated Omnibus Budget Reconciliation Act) is triggered by a "qualifying event" such as reduction in hours of employment to part time from full time, divorce, or termination of employment for reasons other than gross misconduct, and is subject to policy terms and conditions and applicable legal guidelines.

Should a staff member, their spouse, or dependent child covered under our group health plan become eligible for this continuation coverage, staff members should indicate to us whether they elect to participate in this plan within a certain amount of time from the date of the "qualifying event." In addition, a staff member must submit payment in good funds for the appropriate insurance premiums at least monthly by the 15th of the month for the following month. Otherwise, group health benefits will end immediately for non-payment. If questions arise regarding eligibility or how benefit continuation works, please see the Owner.

REASONABLE ACCOMMODATIONS/MODIFIED JOB DUTIES

To assist our staff members who are or become disabled and those staff members who suffer on-the-job injuries, we will make reasonable accommodations to enable such staff members to continue performing the essential functions of their jobs. Consistent with this policy, we may modify job duties to comply with medical requirements or restrictions. Other accommodations, such as transfer to a vacant position for which the staff member is qualified, may be appropriate, depending upon specific facts and circumstances of individual situations.

Obviously, there are limits to the accommodations which we can realistically make. For example, where an accommodation would cause an undue hardship to the Center, we would be unable to make the particular accommodation. Similarly, where placing an individual in a position, with or without accommodation, would cause the staff member to be a direct threat to the staff or others, we may be unable to place the staff member in a particular position.

If a staff member needs to request a reasonable accommodation because of a disability or on-the-job injury, please follow the procedure set forth in our "Problem-Solving Procedure." We will discuss the matter, investigate the request, and to the extent possible, attempt to reasonably accommodate the staff member.

We also make every effort to accommodate children and parents/guardians with disabilities. We will make reasonable modifications to our policies and practices to integrate children, parents, and guardians into our child care programs unless doing so would constitute a fundamental alteration. Examples of reasonable accommodations may, depending upon circumstances, include use of auxiliary aids and services, a modified diet, use of a service animal (i.e. "seeing eye" dog), or administering medication.

If a parent or child requests an accommodation as a result of a disability, please notify the Supervisor immediately, and we will make an individual assessment about whether we can meet the particular needs of the child without fundamentally altering our program.

SOCIAL SECURITY INSURANCE

Pursuant to the Federal Insurance Contributions Act, better known as the Social Security Act, the Center deducts a percentage of pay, matches it with an equal amount from the Center, and sends it to the government to be deposited in the staff member's Social Security account. If unfamiliar with the retirement and disability benefits provided under Social Security, check with the local Social Security office for a more complete explanation.

STAFF CHILD CARE

The Center offers staff members a reduced cost childcare benefit on a space available basis, as determined by the Owner. Although the rates are subject to change at any time, the discount for children under two (2) years of age is 25% and the discount for children over two (2) years of age is 25% of the normal rates. No other discounts apply.

Tuition will be deducted from the gross amount of the staff member's paycheck on a pre-tax basis, subject to certain limitations. The tuition will be a fixed weekly charge and not dependent on the child's or staff member's attendance. This benefit is dependent on the space available and there is no guarantee a staff member's child will be accepted. The same rules and regulations that apply to non-staff parents/guardians will also apply to staff parents/guardians. Staff members will not be able to leave their children at the Center unless they are working, except where special arrangements are made in advance.

If an employee is terminated or resigns the staffs childcare is also terminated and must reapply.

The Owner reserves the exclusive right to interpret this policy and to change it as it becomes necessary.

WORKERS' COMPENSATION

Workers' Compensation is not required by law and is not paid entirely by the Center. Workers' Compensation protects staff members in the event of occupational injury or sickness. All staff members are required to report immediately any on the job accident, no matter how small, to the Supervisor. Where medical care is required for on the job injuries, staff members initially must go to one of the designated medical facilities.

Time Away from Work

We encourage each of our staff members to accept his or her civic responsibilities. As a good corporate citizen, we are pleased to assist in the performance of civic duties.

CIVIC RESPONSIBILITIES

Jury Duty

If a staff member receives a call for jury duty, please notify the Supervisor immediately so we can plan the Center's work with as little disruption as possible. While on jury duty, although we are not required by law, the Center will pay hourly, full time staff, their regular hourly rate, less the amount received from jury duty, for a maximum of two weeks each year.

Staff members with jury duty must provide their Supervisor with a copy of the subpoena. Staff members who are released from jury service before the end of their regularly scheduled shift or who are not asked to serve on a jury panel are expected to call their Supervisor as soon as possible and report to work if requested.

Witness Duty

If a staff member is subpoenaed to appear as a witness, please notify the Supervisor immediately so we can plan the Center's work with as little disruption as possible. We do not pay staff members who are subpoenaed to appear as witnesses.

Staff members with witness duty must provide their Supervisor with a copy of the subpoena. Staff members who are released from witness service before the end of their regularly scheduled shift are expected to call their Supervisor as soon as possible and report to work if requested.

Voting

Although polls are open most of the day, we realize that in some instances our staff members are required to work overtime and may find poll hours insufficient. If a staff member has a problem in this regard, please let the Supervisor know so we can make arrangements for you to have time to vote.

LEAVE OF ABSENCE

Staff members may be allowed to take an unpaid leave of absence, not to exceed twelve (12) months following the last day worked. Staff members who take such leave are not guaranteed to be returned to work or reinstatement to a particular job, rate of pay or shift at the end of their leave. However, the Center will attempt to return staff members to their regular position if it is available. If it is not available at the time reinstatement is sought, we will attempt to place staff members in a similar job for which they are qualified, if such job is available. Staff members on leave may maintain their insurance benefits, subject to policy terms and conditions by paying the applicable COBRA premiums in a timely manner.

Staff members on leave may be subject to discipline, up to and including immediate termination of employment for:

- Failure to return to work within twelve (12) months of the beginning of a leave;
- Providing false or misleading information or omitting certain information in connection with a leave;
- Violation of any of the Center's rules and regulations relating to a leave (or any other policy or performance standard); or
- Engaging in outside employment during leave.

MILITARY LEAVE OF ABSENCE

The Center allows staff members who require time off from work to fulfill military duties to meet those commitments. Staff members with such commitments are expected to notify their immediate Supervisor and to provide the Center with a copy of the orders as soon as possible. We ask each staff member to be sensitive to the Center's needs when scheduling military duty or training.

STATE LEAVE LAWS

Where a particular state gives employees additional leave rights, we will comply with those laws.

Basic State Child Care Rules & Regulations

Please review this section of the handbook very carefully, as it will be a guide throughout your employment for the day-to-day interactions with the children enrolled at our Center. The care of children is a very important job and a highly regulated industry. The Center must abide with laws that govern child care to maintain its license and continue providing child care services to children. All of our jobs depend on maintaining standards which meet or exceed those required by law. Any violations of these rules or others that we may publish from time to time will result in discipline, up to and including immediate termination of employment.

CRIMINAL BACKGROUND

Texas State law forbids the Center from employing someone who has a criminal record in the capacity of teacher, caregiver, aide to assist teachers and caregivers or in any other position responsible for the care of children enrolled at the Center. All staff members must undergo a criminal records check prior to beginning work at the Center. In addition, all staff members must report any incidents, such as any arrest or conviction, which may change their criminal record immediately to the Center Supervisor. In no case shall a staff member wait more than five (5) days to inform the Center Supervisor of a change in his or her criminal background status. Violation of this policy may result in discipline, up to and including immediate termination of employment.

ORIENTATION

Each staff member, prior to beginning work at the Center, will receive orientation instruction from their Supervisor. The orientation will include instruction on, among other things, the various rules regarding the care, health and safety of children; the Center's policies and procedures; emergency weather plans; the staff member's assigned duties and responsibilities; the reporting requirements of child abuse, neglect or deprivation, communicable diseases, and serious injuries; and other information required under Georgia law.

TRAINING

Within one (1) year of employment at the Center, all staff members who provide any direct care to children must obtain 30 hours of training or instruction in child care issues from an accredited school or other source approved by (state) Rules and Regulations.

One hundred percent (100%) of Kids 'R' Kids staff are required to receive and maintain certification in First Aid and Infant, Child and Adult CPR.

A caregiver must complete two hours of annual training on transportation safety in order to transport a child whose chronological or developmental age is younger than nine years old. This training is in addition to other required training hours.

The caregiver must obtain these two hours of transportation safety training prior to transporting children.

Source:
https://www.wonderschool.com/p/child-care-provider-resources/texas-family-child-care-licensing-training-requirements/
Prosolutions.com

Custodial, maintenance personnel or volunteers who provide no direct care to children do not have to meet this training requirement.

Evidence, in its original form, of each staff member's satisfaction of the initial and/or continued training requirements must be retained by the Center. These training requirements are imposed by state law and cannot be altered by the Center. Staff members who fail to meet these training requirements will be disciplined, up to and including immediate termination of employment.

The Center provides approved sources for annual training and will reimburse staff members for the full cost of required training and working time at the minimum wage for time spent in such training, provided that staff members receive advanced approval for the training. If a staff member signs up for training, and fails to attend, the Center will not reimburse the staff member and the staff member will be responsible for the full cost of the training.

Required Staff Reporting

CHILD ABUSE

An important part of providing quality care to children is to ensure their safety and health at all times. Children under the age of three (3) are most vulnerable to abuse. Child care providers can play an important part in protecting the health and safety of children by responsibly reporting all suspected incidents of physical, sexual, emotional and/or neglectful abuse. In order to fulfill this role, the Center has adopted the following policies and procedures to prevent abuse and assist in identifying and reporting suspected child abuse. All staff members must immediately report any suspected child abuse to the Center Supervisor within one hour of such suspicion.

We are aware of our legal responsibilities as a mandated reporter of suspected child abuse and have done so and will continue to report any suspected acts of abuse.

Staff members may have reason to suspect child abuse if:

- The child verbally expresses that he/she has been abused by an individual;
- Another individual says that a child has been abused;
- There is physical evidence of unexplained injury;
- Explanations of injuries are inconsistent between parent/guardian and child.

The procedure of reporting suspected child abuse can be very sensitive, complicated and sometimes uncomfortable. It is important that the following procedure is followed closely.

When a staff member becomes suspicious of child abuse, the staff member shall immediately report the suspicion to the Supervisor or Owner of the Center.

If the staff member is uncertain whether there is sufficient reason to suspect abuse, the staff member should notify the Supervisor or other person in charge of his/her concern. In either case, together, they shall determine whether there is reason to suspect and whether to call the appropriate authorities.

There shall be no discussion with other staff members, parents/guardians, children, or other individuals within or outside the Center. The staff member and the Supervisor shall prepare a written report documenting the circumstances.

If and when it has been determined there is reason to suspect child abuse, the Supervisor shall notify the Owner and, together, they will document the above procedure, and notify the proper authorities immediately. The staff member shall be notified a report has been made.

There shall be no further discussion concerning the issue within the Center except between the staff member who made the initial report and the Supervisor and Owner. The staff member, Supervisor or Owner of the Center **shall not interview the child** for more information regarding the suspected abuse. The proper authorities shall be the only agency to interview the child regarding the suspected abuse.

If the Supervisor determines there is not cause to suspect abuse, the staff member will be notified immediately. If the staff member maintains belief there is cause to suspect abuse, the Supervisor will notify the Owner and the Supervisor and the Owner will call the authorities on behalf of the staff member.

If the Supervisor or Owner determine there is no cause to suspect child abuse, but the staff member still has reasonable doubt, he/she is ultimately responsible to report the incident to the proper authorities.

Staff members shall not disclose any information related to the incident, unless specifically authorized to do so by the Supervisor or Owner or otherwise compelled by law.

ACCIDENTS, HAZARDS AND ABUSIVE BEHAVIOR

Definition

Including the death of a child while in the Center's care; any serious illness or injury of a child while in the care of the Center requiring hospitalization or professional medical attention other than basic first aid; any fire; any structural disaster; and any emergency situation requiring temporarily relocating children and staff.

Action

Accidents, hazards and incidents of abusive behavior must be reported immediately to the Supervisor; these include incidents that do not involve serious injury and those involving non-staff. Only through a full knowledge of accidents, hazards and individuals of abusive behavior, can the Center become a safer, healthier place to work for everyone.

In the event of an accident or behavioral incident with a child, staff members must immediately report the incident to the Supervisor. The Supervisor will ensure the child receives appropriate attention and that parents/guardians are informed of the incident.

Immediately report any unsafe conditions, defective tools or equipment, or other hazards to the Supervisor. This includes unsafe conditions anywhere in the Center, the playground, or parking lot/grounds area. Each staff member is expected to assist the Center in maintaining safe conditions. Safety is everyone's responsibility.

CRIMINAL RECORD CHANGES

Definition: Any changes (incident, arrests or convictions to a staff member's criminal record.

All staff members must immediately report any incidents, such as any arrest or conviction, which may change their criminal record to the Center Supervisor. In no case shall a staff member wait more than five (5) days to inform the Center Supervisor of a change in his or her criminal background status. Violation of this policy may result in discipline, up to and including immediate termination of employment.

Staff Rules

Violation of any of the following policies may result in discipline up to and including immediate termination.

COMMUNICABLE DISEASES

Definition

All cases or suspected cases of communicable diseases shall be reported to the Health Department. The Health Department shall determine the severity of the situation and proceed with the proper protocol. Families attending the Center shall be made aware of the disease by official postings at the Center. The child/teacher who has been infected by the disease shall be suspended from attending the Center until all physician notices have determined re-entry into the Center.

Action

Under no circumstances shall any staff member or other person being supervised by the staff member come to work or be allowed in the Center who knowingly has or presents symptoms of fever, diarrhea, or any other contagious condition. Staff members must contact their Supervisor as soon as possible to report their absence and maintain daily contact with their Supervisor of their expected return to work. A physician's note may be required to substantiate periods of absence or to ensure that a staff member can return to work without presenting a risk to the children and other staff members at the Center. Violations of this policy may result in discipline, up to and including immediate termination of employment. If and when a communicable disease has been noticed at the Center, a parent/guardian notice (see KRK notices) of the disease shall be posted on the classroom door and the front door to alert others of potential symptoms.

HYGIENE

Staff members shall ensure the following good hygiene practices:

- Children's hands are washed for twenty (20) seconds using soap and warm running water;
  - Upon arriving to and before leaving the classroom for the day
  - Before and after eating meals or snacks
  - Before and after toileting or diaper change
  - Before and after sand and water play
  - After outdoor play and when visibly dirty
  - After handling classroom pets or their equipment
  - After coming into contact with bodily fluids
- Washcloth or sanitary cloth hand washing shall be restricted to children under the age of one (1) year and to those children not capable of washing their own hands.
  - An individual washcloth or sanitary cloth should be used for each child
  - Washcloths should only be used one time between laundering
- Between each diaper change, the diaper change surface shall be disinfected with a bleach solution, letting it stand on the surface for two (2) minutes prior to wiping dry with a single-use disposable towel.
- Staff members shall wash their hands for twenty (20) seconds using soap and warm running water;
  - Upon arriving to and before leaving the classroom for the day
  - Before and after eating meals and snacks
  - Before and after feeding a child
  - Before and after helping a child at the toilet or diaper change
  - After helping wash a child's hands
  - After wiping a child's nose or face

- After wiping nose or face
- After using tobacco products
- After handling classroom pets or their equipment
- When visibly dirty
- After coming into contact with bodily fluids

Disposable gloves should be worn when the risk of bodily fluid is present. This pertains to urine, feces, mucus, saliva, blood, and when feeding breast milk to a child. Wearing gloves does not excuse a staff member from using the appropriate hand washing techniques once the gloves are removed and discarded.

INFANT SLEEPING REQUIREMENTS

To reduce the risk of Sudden Infant Death Syndrome (SIDS), staff members shall put infants to sleep on their backs, unless the infant's physician has provided the Center with a written statement authorizing another sleep position for that particular infant. Infants shall be placed for sleeping only on firm, tight-fitting mattresses in a crib. Staff members must not place or allow a parent/guardian to place any pillows, quilts, comforters, bumper pads, sheepskins, stuffed toys or other soft items in the crib. If a blanket must be used, the infant's feet shall be placed at the foot of the crib and the infant shall be covered with the blanket only to chest level with the blanket tucked firmly under the crib mattress. Staff members must be sure to keep the temperature in the infant's sleeping area between sixty-five (65) and eighty-five (85) degrees Fahrenheit, depending on the season.

When an infant can easily turn over onto his or her stomach, staff members must continue to put the infant to sleep initially on his or her back, but allow the infant to roll over onto his or her stomach as the infant prefers. Under no circumstances shall a staff member place positioning devices that restrict an infant's movement in the crib, unless the infant's physician has provided a written statement authorizing the use of such device for that particular infant. If a staff member is approached by a parent and instructed to use such device without a physician's authorization, the staff member must immediately contact the Center Supervisor.

Operational Rules & Procedures

GREETING PARENTS/GUARDIANS

All parents/guardians and visitors should be acknowledged by all staff members regardless of the child's classroom.

It is important the Center staff establish a positive rapport with the children enrolled and their parents/guardians. We want parents/guardians to trust us to provide the best care possible for their children. The best way to begin establishing such trust is to warmly greet parents/guardians as they drop off and pick up their children or otherwise visit the Center. Each parent/guardian or visitor shall be greeted when they enter the Center and each classroom. Staff members should greet children and parents/guardians by name when they arrive and leave the Center, and strive to help the transition in whatever way possible.

RESPECT AND MANNERS

We are role models for the children enrolled at the Center. We must be positive role models in manners, language, and tone of voice when dealing with parents/guardians, children and other staff members. Staff members must not discuss personal matters, other children or other parents/guardians with parents/guardians or with staff members in front of parents/guardians. We should be attentive and cheerful when dealing with parents/guardians. If a staff member is engaging in conversation with another staff member and a parent/guardian or visitor walks in, both staff members should stop talking and attend to the parent/guardian or visitor immediately. Often, these few minutes parents/guardians and visitors stop by are our only opportunity to create a favorable impression.

DISCIPLINE OF CHILDREN

At Kids 'R' Kids, we implement a positive approach to child care. Our number one tool for inappropriate behavior is redirection. Redirection requires the staff member to guide the child to the appropriate behavior.

Positive tools to use:

- Take a positive approach with each child from day one and each day thereafter.
- Start a clean record with each child each day.
- Be loving, patient, compassionate, and understanding.
- Talk to a child on their own level, making eye to eye contact.
- Encourage and praise good behavior.
- Be aware of the child's needs in any situation.
- Always consider the child's age and emotional and intellectual development.
- Be fair and consistent.
- Keep discipline constructive to guide a child in the direction they need to grow.

Inappropriate means of discipline:

- **Never** use physical punishment for any reason at any time.
- **Never** verbally abuse, intimidate, or threaten a child.
- **Never** touch a child with force in any way.
- **Never** humiliate, shame, or frighten a child.
- **Never** isolate a child from a group's supervision.
- **Never** take away or threaten to take away outdoor play, restroom privileges, water breaks, meals or snacks.

Any violation of these rules is grounds for immediate termination with no other warning.

Kids 'R' Kids Policy prohibits anyone from using these inappropriate means of discipline mentioned above. If a staff member witnesses such violations they must document and report them to the Supervisor. The Center may immediately terminate any staff member for these violations. Witnessing but not reporting a violation also will result in immediate termination.

PARENT/GUARDIAN CONCERNS AND COMPLAINTS

Definition

Any complaint mentioned by a parent/guardian to a teacher regarding the care of their child or any other Center-related issue.

Action

The Center cannot succeed without open communication between the Center and the parents/guardians. The Center will take every opportunity to keep parents/guardians informed, to answer their questions/concerns as well as complaints and to offer them a chance at being involved with their child's daily activities. Still, a parent/guardian may have a concern or complaint and may tell the closest person available instead of reporting it to the Supervisor. If a parent/guardian expresses a concern or complaint about anything or anyone to a staff member, that staff member must report the complaint immediately to the Supervisor.

ACCIDENT REPORTS

When accidents or behavioral incidents occur, it is important to do the following: Complete a "Boo-Boo Report" or "Oh-No Report", take it to the front desk for a Supervisor or Owner to initial it. They will contact the parent/guardian before pick up time if they feel it's necessary. They will have the parent/guardian sign the original copy, and make a photocopy for the child's file. Report such incidents or accidents, no matter how minor they may seem, to the Supervisor or Owner.

RESOURCE MATERIALS

The Center will provide each staff member with the resources and materials necessary to maintain each classroom. In order to provide materials in a timely fashion, each responsible staff member must submit a request for materials by Wednesday of the week before they are needed. Supply Requisition Forms must be used and are available in the Supervisor's office.

VISITORS

The Center frequently hosts numerous visitors, including parents/guardians of prospective enrollments, State representatives, Kids 'R' Kids Corporate staff, and new staff members. When the Center has advanced notice of a visit, the Supervisor will advise staff members of the impending visit. However, staff members must be prepared for visitors to drop by at any time, whether in the classroom, cafeteria, hallway, lobby or on the playground.

When the visitors are parents/guardians of prospective enrollments touring our facilities, staff members should make every effort to continue their normal routine so parents/guardians can have an opportunity to see a typical day at the Center.

Visitors are not allowed to walk through the Center without a member of management accompanying them on their visit. If an unfamiliar person is seen walking around unattended, please report it to the Supervisor immediately. If at all unsure about a visitor and whether they should be accompanied, call the Supervisor immediately.

Staff members are not allowed to have visitors while on duty. If it is necessary to have a visitor, notify the Supervisor immediately. The Supervisor will attempt to arrange a replacement for the staff member receiving a visit.

TELEVISION AND DVD/RADIO USE

The Center has televisions and DVDs for use in special circumstances when the Curriculum requires a program to be viewed or when a program needs to reinforce themes or concepts currently being taught.

Regular network television programs and any radio programs are generally not appropriate for the classroom to view or listen to while at the Center. Staff members are not allowed to use the television or DVD for personal viewing except for viewing training tapes provided by the Center and scheduled by the Supervisor. Under no circumstances should staff members watch television or a DVD while they are responsible for the care of children, even if the children are napping or otherwise occupied. Staff members must actively supervise the children under their care.

USE OF CELL PHONE

While staff members are clocked in, all personal cell phones including camera phones, are to be turned off and stored in a locked cabinet with other personal belongings. Under no circumstances are any cell phones to be used in the classrooms. Only during breaks when a staff member is clocked out, is it appropriate for a staff member to use their cell phones. This is a safety issue because proper supervision cannot take place while cell phones are in use.

WRITTEN COMMUNICATIONS TO PARENTS/GUARDIANS

The Center recognizes the importance of regular and accurate communication with parents/guardians and has developed various materials and procedures for doing so. If a staff member deems it necessary to provide any information to parents/guardians in written form, it must be approved by the Supervisor before being given to the parents/guardians.

SUPERVISION/RATIOS

Children must be properly supervised at all times with NO exceptions. In each classroom, teacher to child ratios is posted. Understand and observe these ratios. Second, the States ratios are absolute, and must be adhered to 100% of the time. Name-to-face checks in PROCARE are required, and transition sheets must be completed to ensure proper supervision during all transitions, both inside and outside the building.

Staff/Child Ratios

Age of Child	State Law
0 to 1 year	4
Under 18 mos. not walking	5
1 year & walking	5
2 years old	11
3 years old	15
4 years old	18
5 years old	22
6 years & older	26

EMPLOYMENT OF MINORS

From time to time, our Center does employ staff members under the age of eighteen (18) years through work-study programs from local schools. Per state regulations, anyone under the age of eighteen (18) years cannot supervise children without the representation of a staff member eighteen (18) years or older.

PARKING

Spaces directly in front of the building are reserved for parents/guardians picking up and dropping off only. Staff members are asked to park where the Supervisor designates.

PROMOTIONS

Our Center prefers to promote from within the Center whenever possible. Opportunities for promotion may arise after staff members have been with our Center for a reasonable period of time and demonstrated proficiency in the current position. In addition, there are sometimes opportunities to move to a different classroom if a staff member shows interest. Please make a Supervisor or Owner aware of this interest to be considered for other positions as they arise.

HOUSEKEEPING

Keeping the classrooms and the Center clean at all times is critical. Parents/guardians often judge our Center on what they see and smell as they enter. Be aware of bad odors, clutter and smudges on glass doors and windows. Take out the trash often during the day, especially in diaper changing rooms and even if the trash is not full. Wipe down glass doors and windows several times each day, sweep and spot mop floors to ensure a clean appearance and keep classroom bathrooms looking and smelling nice throughout the day. For safety reasons, keep doors and exits free of all toys and furniture.

PLAYGROUND AND SUPERVISION POLICY

Here are some important things to remember about the playground:

- The outdoor play area is an extension of the indoor learning environment and should be treated as such. Staff members should be involved with the children, observing them at play and guiding them toward productive activities.
- Ninety (90) percent of all accidents in preschools happen on playgrounds, so active supervision of children is a must. Please do not congregate in groups with other teachers and chat. Observe the "triangle rule" and maintain stations amongst the children to ensure their safety.
- Chairs are not allowed outside. In order to maintain maximum supervision, sitting is not allowed.
- Any hazardous conditions should be reported to the management immediately. Hazardous conditions include, but are not limited to, exposed rocks in the play areas, open "S" hooks on swings, mulch washed or kicked away from fall areas of play equipment, and insect or rodent infestation.
- Always be aware of the number of children being supervised. Before entering and leaving the playground, count heads and match names to faces to ensure the proper and correct children being supervised.
- One teacher should always make a complete walk around the playground checking blind spots for hiding children.
- Leaving a child unsupervised on the playground or in a classroom, is illegal, and may result in discipline up to and including immediate termination of employment.
- Not knowing how many children are being supervised in a classroom or on the playground when asked by a Supervisor or Owner may result in discipline up to and including immediate termination of employment.

TEACHER'S LUNCHES

Please remember all food and snacks are for the children, however, a child sized meal will be prepared for each teacher to eat with their class. We feel meal times are great opportunities to maximize manners and conversation, and each teacher is expected to sit and eat with their class during meals and snacks to help model this behavior.

For lunch break, teachers are expected to bring their own lunches each day or go out to lunch if desired. Do not eat or drink personal food or drinks in front of the children; only drinks poured into a non-recognizable cup are allowed in the classrooms. Hot liquids such as coffee or tea is not allowed in the classrooms.

HOME TIME

One of the most important times each day is "home time". Preparing a child to be picked up by their parents/guardians is critical. Parents/guardians view the child's entire day during this small portion of time. In preparation for this important time, please consider the following:

- Begin straightening the classroom around 3:00 Be sure it is presentable and odor free. Please do not mop or vacuum during this cleaning period. Hazards such as a wet floor and vacuum chord should not be present during pick up time. Maintain a structured lesson plan during this time of day. Activities such as group reading, music and movement, puzzles and play dough should be scheduled. Free play is not an option during pick up time.
- Make sure the children's hands and faces and clothes are clean before they go home.
- Make certain shoes are on the correct feet and tied.
- Make certain all children wearing diapers or pull-ups are clean and have been recently changed.
- Greet all parents/guardians warmly as they enter the room.
- Say positive things about their child's day.
- Send child home with their Daily Report and any other personal items.
- Never complain to parents/guardians about any personal or classroom problems.
- Put any and all extreme concerns about a child in writing to the person in charge. A plan of action should be made before speaking to the parent/guardian about extreme concerns.

LIFTING REQUIREMENTS

All teachers and staff may be required to lift a child in the event of an accident, injury, tornado, fire alarm or other emergency situation. For these operational and safety related reasons, we require all teachers and staff be able to lift at least forty (40) pounds as part of their essential job duties.

Staff Work Rules

This section of our Handbook discusses a staff member's responsibilities to the Center. Please become familiar with these policies and apply them during work. Compliance with these policies will help ensure a more efficient, productive, and pleasant atmosphere for our staff, our children, and suppliers.

Beginning of Employment

STAFF MEMBER STATUS

According to applicable state law, all staff members are employed "at-will", which means they can be terminated at any time, with or without cause and with or without advance notice. This "at-will" relationship can only be changed in a written document signed by the Center's Owner.

Regular, full-time staff members are staff members who are normally scheduled to work thirty-five (35) hours or more per week.

Temporary, full-time staff members are staff members who are normally scheduled to work thirty-five (35) or more hours per week but are only employed on a short-term, temporary, seasonal, or special project basis.

Regular, part-time staff members are staff members who are normally scheduled to work fewer than thirty-five (35) hours each week on a consistent basis.

Regular, full-time staff members are eligible for benefits as outlined in this handbook, subject to certain other requirements which may be described in individual policies.

All other staff, including temporary full-time staff members, regular part-time staff members and independent contractors are not eligible for all benefits.

For the purposes of family and medical leave, insurance, and certain other benefits, eligibility requirements may be different. If so, plan documents or applicable law will control eligibility.

If questions arise concerning the status or benefits which qualify a staff member, please ask the Supervisor or contact Human Resources.

INTRODUCTORY PERIOD

For every new staff member, the introductory period of employment is a trial period for both staff member and the Center. During this time, learning about the Center, the job, and new surroundings will be essential. At the same time, the Supervisor will assist new staff members in learning the job. The introductory period is the first ninety (90) days of employment.

During the introductory period, the Center will consider the job performance, attendance, attitude, overall interest in the job, among other factors, and make a decision concerning continued employment. After the introductory period is complete, the Center will continue to periodically review the overall job performance, generally on an annual basis. Completion of the introductory period does not change the at-will employment status.

If a staff member is absent from work for more than three (3) days during the introductory period, the Center may choose to extend the introductory period as necessary to provide an opportunity to demonstrate ability to do the job.

VERIFICATION OF EMPLOYMENT ELIGIBILITY

The Federal Immigration Reform and Control Act of 1986 require employers to verify the legal working status of all staff members hired on or after November 7, 1986. The Act makes it unlawful to hire anyone who is not either a citizen or an

alien who has the legal right to be employed in the United States. All staff members will be required to complete Form I-9 and provide current documentation from time to time, as required by federal law.

WORK SCHEDULE

The Supervisor will set each staff member's schedule in accordance with the Center's business needs. Staff schedules may vary and are subject to change at anytime. The Center cannot guarantee any particular number of hours or any particular schedule each week. Teacher to child ratios will vary according to seasonal enrollment needs.

It is very important that work schedules are followed exactly as indicated by the Supervisor or Owner. This includes taking a full lunch (generally sixty minutes), and clocking in and out at the exact time the schedule indicates. If a staff member is absent for any reason, hours lost cannot be made up by taking shorter lunches or by varying clock in or out times.

Schedules, lunch and break times are set by the Supervisor and may be varied to meet the children's needs. Generally, staff members will have a meal period, which is deducted from total hours worked, and a break period, which is not deducted from hours worked. Staff members are prohibited from leaving Center premises during the non-deducted break or during working time without written authorization by management in advance. If a staff member does leave the premises for any reason, including but not limited to smoking, going to the store or eating, clocking out is required.

Staff members are allowed to enter the Center up to thirty (30) minutes before the work schedule begins; however, no work shall be performed before the normal shift begins. Staff members should not begin work or clock in before the normal scheduled shift. Staff members should also clock out after the end of the scheduled shift and not perform work unless asked to work overtime by the Supervisor.

Communication Information

ABSENTEEISM AND TARDINESS

Each of our staff members plays an important role in getting the day's work done. Therefore, each staff member is expected to be at his or her work station on time each day. Absenteeism or tardiness, even for good reasons and even just 5 minutes, is disruptive of our operations and interferes with our ability to satisfy our children's needs. Therefore, any absenteeism or tardiness can result in discipline up to and including immediate termination of employment and staff members terminated for tardiness or absenteeism may not be eligible for unemployment benefits.

If a staff member is late or absent from work for any reason, a personal phone call must be made to the Supervisor as far in advance as possible so proper arrangements can be made to handle the absence. Some situations may arise in which prior notice cannot be given. In those circumstances, a phone call to the Supervisor should be made as soon as possible, but generally not less than one and one half (1½) hours before the scheduled start time. Failure to notify the Supervisor may result in discipline up to and including immediate termination of employment.

Failure to report to work for a single scheduled working day without notifying the Center may result in automatic termination. When a staff member's absence is due to illness, the Center may require the staff member to provide appropriate medical documentation.

BASIC WORK RULES

This Center has certain policies and rules to govern the conduct and performance of our staff. Our most important rule is to use "good common sense" at all times. We also have established some other basic work rules that should not be violated. **Violation of these or similar rules may result in discipline up to and including immediate termination of employment.**

Absenteeism or Tardiness

When a staff member fails to report to work as scheduled, it makes it more difficult for us to serve the children entrusted in our care. Every staff member plays an important role in our operation, and his or her absence or tardiness places an unnecessary burden on other staff members. Staff members are expected to report to work on time as scheduled, to limit breaks to the time allowed, and stay on the job until the end of his or her scheduled work day.

Access to Center Premises

Staff members are allowed on Center premises only during scheduled work hours, unless otherwise authorized by the Supervisor.

Breach of Confidence or Security

Because of the nature of our work, we cannot tolerate any breaches of our security measures or unauthorized disclosure or use of confidential information.

Conflict of Interest

We prohibit staff members from transacting any business that competes with the Center. Activities that would violate this policy include but are not limited to:

- Employment with a competitor, customer, or supplier of Kids 'R' Kids
- Ownership (or part ownership) of a privately held firm that is a competitor, customer or supplier to Kids 'R' Kids
- Performing outside work during regular Center hours
- Using Center facilities, equipment, labor, or supplies to perform outside work

- Accepting substantial (more than $25.00 in value) gifts, meals or entertainment from parents/guardians, children or suppliers

Staff members should notify the Owner immediately if such a conflict exists.

Damage to Property
We have made a tremendous investment in our facility and equipment to better serve our Children, parents/guardians, and staff. Deliberate, reckless, or careless damage to the Center's property or children's belongings or their parents/guardians' property will not be tolerated. If appropriate, damage to property will be reported to law enforcement agencies.

Discourtesy or Disrespect
We expect all staff members to be courteous, polite, and friendly to the children, parents/guardians, vendors, and to other staff members. No one should use profanity or disrespect a child, parent/guardian or co-worker, or engage in any activity that could harm our Center's reputation.

Fighting, Threats, or Weapons
We do not allow fighting, threatening words or conduct, loud or abusive language, or any other actions that could injure a child, co-worker, parent/guardian or member of the public, regardless of where such words or actions occur. We also do not allow the possession of weapons of any kind on Center premises, which is defined as any instrument or device for use in attack or defense in combat, fighting, or war.

Fraud, Dishonesty or False Statements
No staff member or applicant may falsify or make any misrepresentations on or about any application, resume, document establishing identity or work status, medical record, insurance form, invoice, paperwork, time sheet, time card, or any other document. If fraud is observed, such a violation should be reported to the Supervisor or Owner immediately.

Gambling
Staff members may not engage in any form of gambling on Center premises.

Harassment
Our No Harassment Policy, which we have set forth in detail in this handbook, strictly prohibits harassment based on race; color; religion; national origin; sex (including same sex); pregnancy, child birth, or related medical conditions; age; disability or handicap; citizenship status; veteran status; or any other category protected by federal, state, or local law.

Inappropriate Discipline of Children
- Staff members shall not inflict corporal or physical punishment on a child; shake, jerk, pinch or handle a child roughly;
- Isolate a child in a dark room, closet or unsupervised area;
- Withhold a child from regularly scheduled meals or snacks;
- Deny a request for water;
- Deny a request to use the bathroom;
- Force or withhold nap;
- Or otherwise discipline children in a manner that is not appropriate or prohibited by law.

Injuries and Accidents
Every injury, no matter how slight, must immediately be reported to the Supervisor for first aid treatment or medical care. A staff member with a job-related injury/accident must see a doctor designated by the Center, and report the injury to the Owner immediately. We may require a doctor's release before the injured staff member can return to work.

Insubordination
Staff members must not refuse to follow the directions of the Owner, Supervisor, or other members of management.

Leaving Early and Returning Late
Leaving early or returning late from breaks or lunch is prohibited. Leaving the classroom before the scheduled time to clock out is prohibited.

Misuse of Property
Staff members may not misuse or use without authorization any equipment, vehicle, or other property of parents/guardians, vendors, other staff members, or the Center.

Poor Performance
We expect all staff members to make every effort to learn the job and to perform at a satisfactory level. Staff members who fail to maintain a satisfactory level of performance are subject to discipline, up to and including immediate termination of employment.

Sleeping or Inattention
To protect the safety of all staff members and children, all staff members should remain fully alert while on the job. We cannot tolerate sleeping or inattention on the job.

Smoking
It is unlawful to smoke or use tobacco on Center premises, including the playground, parking lot, or Center vehicles used to transport children, during the hours that the Center is in operation. The Center does not allow smoking or tobacco use of any kind at any time on Center premises. If a staff member does smoke, they must step off Center premises. While off Center premises, the staff member must clock out. If staff members smoke before work, during lunch or after work, clothing or name tags with company logos, names or symbols shall be removed beforehand.

Solicitation or Distribution
We prohibit solicitation by a staff member of another staff member during the working time of either staff member for any reason. Distribution of advertising materials, handbills, or other literature is prohibited in all working areas at all times. We also prohibit solicitation and distribution by non-staff on Center premises at all times.

Substance Abuse
It is unlawful for Center staff to be under the influence of or to consume alcohol, marijuana or other controlled substances on Center premises during the hours of operation or at any other time or place where there are children present. The Center will not tolerate substance abuse or violation of our Drug and Alcohol Policy. Staff members who test positive for the presence of drugs or prohibited amounts of alcohol are subject to discipline, up to and including immediate termination of employment.

Theft
Our society has laws against theft and so do we. Stealing or attempting to steal Center property or property belonging to others is strictly prohibited. For the protection of all staff members involved in the center, we reserve the right to inspect all purses, briefcases, packages, lockers, desks, cabinets, vehicles, and any other containers or items on Center property. If staff members wish to remove any Center property from the premises, written permission from the Supervisor must be obtained in advance.

Unlawful, Unethical or Unprofessional Activity
It is unlawful for staff members to commit any criminal act in the presence of any child enrolled in the Center. Furthermore, staff members should not engage in any unlawful, unethical or unprofessional activity, including, but not limited to activity either on Center property, while performing work off site, or off the job, since such activity can adversely affect the Center or its reputation.

Unsafe Practices
We are committed to providing a safe place to work and for children to learn and play, and we have established a safety program to ensure that everyone understands its importance. This program requires all staff members to exercise good judgment and common sense in day-to-day tasks. Horseplay and practical jokes can cause accidents and injuries and, therefore, are prohibited.

Any violation of these or similar rules may lead to discipline, up to and including immediate termination of employment and may make staff members ineligible for unemployment benefits.

Obviously, this list is not all inclusive and there may be other circumstances for which staff members may be disciplined or terminated. If any questions about these rules or expectations arise, please discuss them with the Supervisor or Owner.

COMPLIANCE WITH APPLICABLE LAWS

The Center intends to comply with all applicable state and federal laws, including but not limited to those relating to the Texas state Minimum Standards, Department of Family and Children's Services; medical, family or military leave; equal opportunity; wages and hours; environmental regulations and laws; safety; health; and laws regarding any other terms and conditions of employment. Similarly, child care Centers are highly regulated and we expect our staff to be familiar with and comply with all laws that apply to their jobs as a condition of their continued employment.

JOB RESPONSIBILITIES

To best serve the children in our care, we expect and require our staff to do a variety of tasks from day to day. Where possible, we attempt to cross-train our staff so they can perform as many tasks as possible. This practice allows us to achieve maximum efficiency, as well as providing better job security for our staff.

Whenever child service needs require us to assign staff members to a new task, either temporarily or permanently, we will provide additional safety training, if necessary.

From time to time, we may publish lists of tasks to be performed by staff members as part of their jobs. These lists are only guidelines intended to facilitate communications with staff members and should not be viewed as an exhaustive listing of a particular staff member's job requirements.

All staff members are responsible for compliance with the various federal, state, or local laws that apply to and regulate their job duties.

OUTSIDE EMPLOYMENT

The Center considers other employment or "moonlighting" impractical given a staff member's full-time duties here. A staff member should be careful how extra hours of work may affect the safe performance of the Center's daily task requirements. Additional employment may leave staff members tired and slow to react in certain instances. All staff members must notify their Supervisor of any second job or outside employment.

Center staff are specifically forbidden from providing nanny-type services, including transporting or otherwise caring for children enrolled at the Center outside of their employment at the Center. Taking on such services creates a potential conflict of interest and may create liability for staff members and potentially even for the Center. Staff members must report to the Owner or Supervisor within one (1) business day if a parent has offered employment of any type. Only with prior written permission from the Center Owner and a written disclaimer from the parent may a staff member engage in this activity and not as a staff member of the Center. Violations of this policy may result in discipline, up to and including immediate termination of employment. We discourage parents/guardians from hiring our staff by charging parents/guardians a significant "placement fee" similar to what an employment agency would charge.

Staff members must report to the Supervisor if a parent/guardian inquires about or offers any outside work that may be covered by this policy.

OVERTIME

The Center may periodically schedule overtime or weekend work to meet our business needs. We will attempt to give staff members advance notice, if possible. We expect all staff members who are scheduled to work overtime or who are called to work on special projects will be at work unless specifically excused by a Supervisor. Failure to report for scheduled overtime work may result in discipline, up to and including immediate termination of employment.

We only pay overtime to non-exempt staff. All hours worked in excess of forty (40) hours per work week are overtime hours. All staff members must have overtime approved by the appropriate Supervisor. For purposes of calculating overtime, only actual hours of work will be considered. Paid time off is not considered for purposes of calculating overtime.

TIMEKEEPING PROCEDURES

Unless otherwise notified, each staff member is required to record his or her hours of work for the Center through the use of the check-in computer at the front desk. Accurately recording hours of work is required to ensure full pay for each staff member. All staff members are expected to follow the established procedures in keeping an accurate record of hours worked. Time must be recorded as follows:

- Immediately before beginning work in the morning.
- Immediately after completing work before lunch.
- Immediately before resuming work after lunch.
- Immediately after completing work in the evening.
- Immediately before and after any other time away from work or leaving the premises.

Additionally, when applicable, staff members must clock out for any other non-working time (other than brief breaks) such as time away from the Center for errands, doctor appointments, leaving premises, etc.

Under no circumstances may any staff member clock in or out for another staff member or ask another staff member to clock in or out for them. Clocking in or out for another staff member may result in discipline, up to and including immediate termination of employment.

Protecting People & Property

INFORMATION BOARDS

The Center maintains information boards at various locations throughout our facilities as an important information source. These boards are to be used solely to post and distribute information approved by the Center regarding Center policies, governmental regulations, training, and other matters of concern to all staff members related to the staff members' employment by the Center. Please form a habit of checking the bulletin boards daily to remain familiar with the posted information. No information may be placed on these boards without approval of the Supervisor.

BUSINESS RECORDS

The Center maintains various types of written and electronic records related to the Center's business. All such records maintained on the Center's premises and in the Center's systems are considered to be Center property and, thus, are subject to review or inspection by the Center, its staff, or agents at any time without further advance notice. For these and other reasons, please do not use our computer systems or other business systems for personal matters or matters not related to the Center's business. The Center is required to maintain certain records on children and these records may not leave the premises.

CHANGES IN PERSONNEL RECORDS

To maintain each staff member's personnel records, to ensure the Center has the ability to contact staff members, and to ensure the availability of appropriate benefits, staff members must notify the Center promptly of any change in name, address, telephone and cell phone numbers, marital status, emergency contacts, number of dependents, tax or immigration status, beneficiaries or other applicable information.

CONFIDENTIAL INFORMATION

Staff members may, by virtue of their employment with the Center, obtain access to sensitive, confidential, restricted and proprietary information about the Center and its clients not generally known or made available to the public or competitors and which the Center has made reasonable efforts to keep confidential, including but not limited to financial records, vendor records and files, referral or mailing lists, children's records, or information regarding their family situations, mental status, and similar information whether stored electronically or as documents.

Such confidential information shall be used solely by staff members in the performance of their job duties for the Center and shall not be used in any other manner whatsoever during their employment. Staff members shall not, without the prior written consent of the Center, use, disclose, divulge, or publish to others any such confidential information acquired in the course of their employment. Such confidential information is the exclusive property of the Center and under no circumstances whatsoever shall staff members have any rights to use, disclose or publish to others such confidential information subsequent to the termination of their employment.

It is unlawful to release information pertaining to children enrolled at the Center without first obtaining written consent from the parents/guardians, except information relating to a child's family situation, medical status and behavioral characteristics, which may be shared by Center staff among caregivers on the Center's staff, with Bright From The Start Department of Early Care and Learning, the Department of Family and Children Services, or other persons in emergency circumstances.

Unauthorized use or disclosure of confidential information may result in discipline, up to and including immediate termination of employment, prosecution, or other available action.

Upon termination of employment, staff members must deliver to the Center any and all confidential information whether stored electronically or as a document, including but not limited to all copies of such documents prepared or produced in connection with their employment with the Center that pertain to the Center's business or the staff member's services for the Center, whether made or compiled by the staff member or furnished to the staff member in connection with such services to the Center. In addition, at termination, staff members must return to the Center the entire Center's non-confidential property, documents, or electronic information. From time to time all staff members are required as a condition of initial and continued employment to execute a Confidentiality and Business Ethics Agreement. Neither this policy nor that Agreement is intended to limit the Center's common law and statutory rights.

CONTACT WITH GOVERNMENTAL AGENCIES

Anyone who is contacted by a representative of a governmental agency or unit, including a process server, should not accept any document on behalf of the Center and should not answer any questions on behalf of the Center. The government representative should instead be referred to the Center's Supervisor or Owner. The purpose of this policy is to ensure that Center management receives all information pertaining to the Center at the earliest date possible so it may fulfill any obligation imposed upon it by law or regulation. This policy is not designed to prohibit an individual's cooperation with a government investigation or to prohibit a staff member from meeting with his or her obligations under state or federal law.

ELECTRONIC COMMUNICATIONS

This policy contains guidelines for Electronic Communications created, sent, received, used, transmitted, or stored using the Center's communication systems or equipment and staff member provided systems or equipment used either in the workplace, during working time or to accomplish work tasks. "Electronic Communications" include, among other things, messages, images, data or any other information used in e-mail, instant messages, voice mail, fax machines, computers, personal digital assistants (including text messaging devices), pagers, telephones, cellular and mobile phones including those with cameras, Intranet, Internet, back-up storage, information on a memory or flash key or card, jump or zip drive or any other type of internal or external removable storage drives. In the remainder of this policy, all of these communication devices are collectively referred to as "Systems."

Acceptable Uses of Our Systems

Staff members may use our Systems to communicate internally with co-workers or externally with parents/guardians, suppliers, vendors, advisors, and other business acquaintances for business purposes.

Center Control of Systems and Electronic Communications

All Electronic Communications contained in Center Systems are Center records and/or property. Although a staff member may have an individual password to access our Systems, the Systems and Electronic Communications belong to the Center. The Systems and Electronic Communications are accessible to the Center at all times including periodic unannounced inspections. Our Systems and Electronic Communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Our Systems and Electronic Communications are not confidential or private.

The Center's right to use, access, monitor, record and disclose Electronic Communications without further notice applies equally to staff-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

Personal Use of Our Systems

Although incidental and occasional personal use of our Systems that does not interfere or conflict with productivity or the Center's business or violate policy is permitted, personal communications in our Systems are treated the same as all other Electronic Communications and will be used, accessed, recorded, monitored, and disclosed by the Center at any time without further notice. Since all Electronic Communications and Systems can be accessed without advance

notice, staff members should not use our Systems for communication or information that staff members would not want revealed to third parties.

Prohibited Uses of Our Systems

Staff members may not use our Systems in a manner that violates our policies including but not limited to No Harassment, Equal Employment Opportunity, Confidential Information, Business Records, and No Solicitation. Staff members may not use our Systems in any way that may be seen as insulting, disruptive, obscene, offensive, or harmful to morale. Examples of prohibited uses include, among other things, sexually explicit messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs; or any other message or image that may be in violation of Center policies.

In addition, staff members may not use our Systems:

- To download, save, send or access any defamatory, discriminatory or obscene material;
- To download, save, send or access any music, audio or video file;
- To download anything from the internet (including shareware or free software) without the advance written permission of the Systems Supervisor;
- To download, save, send or access any site or content that the Center might deem "adult entertainment;"
- To access any "blog" or otherwise post a personal opinion;
- To solicit staff members or others;
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or systems of the Center or any other person or entity;
- In connection with any infringement of intellectual property rights, including but not limited to copyrights; and
- In connection with the violation or attempted violation of any law.

Electronic Forgery

A staff member may not misrepresent, disguise, or conceal his or her identity or another's identity in any way while using Electronic Communications; make changes to Electronic Communications without clearly indicating such changes; or use another person's account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

Intellectual Property Rights

Staff members must always respect intellectual property rights such as copyrights and trademarks. Staff members must not copy, use, or transfer proprietary materials of the Center or others without appropriate authorization.

System Integrity, Security, and Encryption

All Systems passwords and encryption keys must be available and known to the Center. Staff members may not install password or encryption programs without the written permission of our System's Supervisor. Staff members may not use the passwords and encryption keys belonging to others.

Applicable Laws

Numerous state and federal laws apply to Electronic Communications. The Center will comply with applicable laws. Staff members also must comply with applicable laws and should recognize that a staff member could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.

Consequences of Policy Violations

Violations of this Policy may result in disciplinary action up to and including immediate termination of a staff member's employment as well as possible civil liabilities or criminal prosecution. Where appropriate, the Center may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

Questions

If questions arise about the acceptable use of our Systems or the content of Electronic Communications, ask the Supervisor for advance clarification.

NO RECORDINGS

To maintain the security of our premises and systems, the Center prohibits unauthorized photography or audio and video recording by a staff member. Do not use a cell phone or any other device to make any type of photograph or audio or video recording. Authorization for any type of recording requires the advance written approval of the Owner. Violation of this policy may result in discipline, up to and including immediate termination of employment.

INSPECTION OF WORK AREA

Staff members are reminded that permission to bring items, such as bags, onto Center property is conditioned on agreeing to inspection by the Center on request. Therefore, the Center may search, without further advance notice, desks, cabinets, tool boxes, vehicles, including personal vehicles brought onto Center property, bags, or any other property on the Center premises or in Center vehicles.

NO WEAPONS

The Center prohibits staff members and all other persons (other than law enforcement and authorized security personnel) from bringing firearms, ammunition, explosives, or other weapons of any kind onto Center property at any time. Likewise, no staff member should possess any firearm, explosive, or other weapon at any time while performing any work for the Center. Although the Center retains the right to determine the scope of this policy and the terms contained in it, "possess" as used in this policy generally means to have on the person, in the person's vehicle or the vehicle assigned to the person, or in other property in the person's presence or under the person's control (such as bags, packages, purses, briefcases, desks, lockers, etc.), while on Center premises or while at work for the Center. If any questions arise about whether a particular item could be considered a "weapon," consult with the Center Supervisor immediately.

Any violation of this policy may subject a staff member to discipline, up to and including immediate termination of employment. If any questions arise concerning the application of this policy, consult the Supervisor immediately.

PARKING LOTS AND ROADWAYS

We ask that all our staff members park their vehicles in the areas designated for staff parking. Do not park in the spaces immediately in front of the building. We reserve those spaces for our parents/guardians. Questions about parking should be directed to the Supervisor.

We prohibit speeding or operating a motor vehicle in a reckless manner on Center property or Center time. Speeds on Center property must not exceed 10 miles per hour. Center roadways and parking lots are considered as much a part of the Center complex as the inside of the building, and all staff members are subject to all Center rules in Center roadways and parking lots.

SAFETY

The health and well-being of our staff is foremost among our concerns. All staff members must follow practical judgment safety practices and correct or report any unsafe condition, or defective or malfunctioning tool or equipment to the Supervisor. All staff members must cooperate with the Center in maintaining safe working conditions.

Accidents, hazards and individuals of abusive behavior must be reported immediately to the Supervisor; these include incidents that do not involve serious injury and those involving non-staff. It is only through full knowledge of every accident that the Center can remain a safe and healthy place for everyone to work.

All staff members are required to adhere completely to all state-imposed day care Center requirements, OSHA safety

requirements, state and federal laws, insurance company and Center-imposed requirements. Failure to comply with safety requirements will result in discipline, up to and including immediate termination of employment.

Basic rules include among others:

- Use practical judgment and be alert.
- Do not remove guards or other safety devices, except pursuant to proper maintenance and repair guidelines. Never operate equipment without required grounding.
- Promptly report all hazardous conditions, broken equipment, or unsafe practices to the Supervisor.
- Wear a seat belt when using Center vehicles.
- Follow all safety rules.
- Use personal protective equipment (PPE) when required.
- Report all accidents immediately to the Supervisor.
- Refrain from goofing off and practical jokes.
- Adhere to OSHA rules covering operating equipment.
- Use caution when lifting heavy objects and ask for assistance when needed.
- Keep floors and aisles clear and free from obstructions and debris.
- Be cautious when using ladders or step stools.

Please refer to the Center's separate safety rules pertaining to the safety of the children enrolled at the Center.

SEVERE WEATHER

Normal weather should not affect Center operations. However, under extreme weather conditions, the Center may close for part or all of the date affected.

In the event of severe weather, staff members should make every effort to report to work unless it imposes risk to personal or family safety. If staff members are not able to report to work, follow the normal "call-in" procedures to report the absence. If every effort to safely report to work and notify the Supervisor of the absence is properly made according to the normal "call-in" procedures, the absence will be excused. Failure to properly report an absence will result in an unexcused absence and may result in disciplinary action. Hourly staff members are not paid for absences caused by severe weather but may utilize any earned but unused paid time off.

In the rare circumstance of extreme weather or natural disaster, the Center may close. If the Center closes, we will attempt to notify all staff members of the closure by any available means such as radio announcements, voice mail at the Center, and/or personal phone calls.

TORNADO AND FIRE DRILLS

On a regular basis, our Center conducts tornado and fire drills. Each room has certain procedures they follow in these drills. Please be familiar with these procedures, and carry the classroom log book to assess attendance.

USE OF CENTER PROPERTY AND EQUIPMENT

Staff members are expected to learn and follow all operating instructions, perform preventive maintenance where applicable, and observe all safety practices. If a staff member is unsure about the proper operation or maintenance of the Center's property or equipment, they should ask the Supervisor. Property and equipment that appears damaged, defective, unsafe, or in need of repair should be reported promptly to the Supervisor. Staff members causing damage to the Center's property and equipment may be subject to disciplinary action, up to and including immediate termination of employment. This includes loss or damage due to carelessness, negligence, improper use, or unsafe practices. Monetary reimbursement to the Center may also be required if applicable.

VEHICLE AND DRIVING REQUIREMENTS

Only authorized staff members may use Center vehicles. If a Center vehicle incurs any damage while under the charge of a particular staff member, that staff member must report the damage immediately and may be responsible for paying for some or all of the repair costs, to be determined in the Center's sole discretion. Staff members not authorized by the Center are not allowed to transport children in any vehicle.

Likewise, if a staff member receives a citation for any violation while operating a Center vehicle or a personal vehicle while on Center business, the staff member is responsible for paying any fine or penalty incurred and may be subject to discipline, up to and including immediate termination of employment. All such violations or citations must be reported to the Supervisor immediately. Failure to immediately report a violation or citation may result in discipline, up to and including immediate termination of employment.

Drinking alcoholic beverages or otherwise violating the drug and alcohol policy is prohibited in a Center-owned vehicle or in a personal vehicle while on Center business. Violation of this rule may result in disciplinary action, up to and including immediate termination of employment.

Unacceptable Driving Records

For staff members who drive vehicles in the course of their duties, an accident, a citation for D.U.I., or any other serious driving violation or citation (even those occurring off-duty) may create an unacceptable driving record. An unacceptable driving record may result in a staff member not being allowed to drive a Center vehicle or other discipline, up to and including immediate termination of employment.

Seatbelts

All staff members must wear a seatbelt while driving or riding in any vehicle, either personal or Center-owned, while going to or from work, and at all times while performing Center business. Furthermore, the Center encourages all of its staff to wear seatbelts at all times, as required by state law.

Use of Cellular Telephones While Driving

For safety reasons, we ask staff members not use cellular telephones while driving on Center business.

Motor Vehicle Record Checks

For staff members who drive vehicles in the course of their duties, we will check motor vehicle records ("MVR") of all applicants prior to offering employment and of all current staff members at least one time each year. As part of the hiring process, applicants will be required to sign a written consent form allowing the Center to check motor vehicle records at any time prior to or during employment. All staff members who drive in the course of their duties must have a valid driver's license for the state in which the staff member resides. If a staff member's license is misplaced or revoked, the staff member must notify his or her Supervisor immediately.

Reporting of Traffic Incidents

Staff members who drive either personal or Center vehicles in the course of their duties must report in writing to the Supervisor any citation, D.U.I., violation or accident ("incidents") that occurs at any time after beginning employment with the Center. Failure to report such incidents within forty-eight (48) hours of occurrence (i.e., accident or receipt of citation, not conviction on the charges) may result in discipline, up to and including immediate termination of employment.

Workplace Chemicals

The Center maintains a Hazard Communication Program that includes lists of all chemicals the center uses which may in any way be hazardous. We also maintain copies of Material Safety Data Sheets (MSDS) on each chemical, which explain how to safely work with that chemical, and a written description of our program. Staff members will receive training before assigned to work with or be exposed to a chemical OSHA has declared "hazardous" in any way. Before using such chemicals, always read container labels or consult with the Supervisor about the MSDS, including what, if any required safety equipment. Staff members should evaluate any unusual or non-routine task for chemical hazards and

approach the Supervisor or Owner if necessary. Immediately notify the Supervisor of any chemical containers which are leaking, are unlabeled, or where the disposal of the chemical is uncertain. Always obtain a copy of the MSDS when purchasing new chemicals, and give it to the Supervisor before beginning use of the chemical.

Copies of our Hazard Communication materials may be obtained from the Supervisor.

WORKPLACE SECURITY

To provide a safe workplace for our staff and to provide a comfortable and secure atmosphere for our children, parents/guardians and others with whom we do business, the Center will not tolerate any violent acts or even threats of violence.

On Center premises: Any staff member who commits or threatens to commit any violent act against any person while on Center premises will be subject to immediate termination of employment. The Center premises includes anywhere in the building, the playground, the parking lot/grounds and surrounding roadways.

Off Center premises: Any staff member who, while engaged in Center business off the premises, commits or threatens to commit any violent act against any person will be subject to immediate termination of employment. Even when off the premises and not involved in Center business, a staff member who commits or threatens to commit a violent act against another person will be subject to immediate termination of employment, if that threat or violence could adversely affect the Center or its reputation in the community.

Reporting/investigation procedure: Any staff member who is threatened with or subjected to violence, or who becomes aware that another individual has been threatened with or subjected to violence, should immediately notify his or her Supervisor or someone else in management. Staff members are urged to take all threats seriously. Reports of threats or violence will be carefully investigated; staff member confidentiality will be maintained to the fullest extent possible; and, when necessary, appropriate action taken to insure the continued safety of our staff and the public.

EMERGENCY SITUATIONS

Lost Child Procedure

After a thorough search of the classroom and it is determined that a child is missing, the Supervisor should be notified. A "Code 1" should be announced over the intercom to alert other staff members of the situation. The Supervisor will thoroughly search the building and grounds. If the child cannot be found, call 911 and begin a search of the surrounding area. Once 911 has arrived, follow their instructions. Notify the parents/guardians, Kids 'R' Kids International, Inc. and Texas Consultant. Contact the insurance agent as soon as the situation allows.

Procedure for Injury

In the event a child is injured and requires medical attention, contact the parent/guardian or emergency contact person. Follow their instructions. If the parent/guardian or emergency contact cannot be reached, seek any necessary medical help. Take a copy of the child's complete file for pertinent information the doctor or hospital may need.

Contact the insurance agent as soon as the situation allows and send an injury report to Texas Consultant and an Incident/Accident Report to Kids 'R' Kids International, Inc.

Procedure for Serious Injury

In the event a child is unconscious, not breathing, or has no pulse, have someone call 911 immediately. Begin First Aid/CPR as needed then contact the parents/guardians or emergency contact person. If the child is transported to a medical facility, the Supervisor or Owner should accompany the child. A copy of the child's files should be taken to the medical facility. Contact the insurance agent as soon as the situation allows and send an injury report to your states consultant and an Incident/Accident Report to Kids 'R' Kids International, Inc.

Procedure if Death Occurs

- If emergency personnel have concluded that a death has occurred, then follow their instructions. DO NOT disturb the body but do cover the body, if necessary.
- Contact parents/guardians, or emergency contact if parents/guardians cannot be reached.
- Contact Kids 'R' Kids International, Inc.
- Contact your State consultant.
- Contact Insurance Agent.
- Establish counseling for parents/guardians, children and staff members as needed.

Unforeseen Mechanical Emergency Procedures

In the event of loss of power, water, or some other mechanical problem at the Center, and the Center cannot continue normal operations, parents/guardians will be contacted to pick up their children. Kids 'R' Kids International, Inc. and your States consultant should be notified.

Unsafe Building

If an emergency situation makes the building and/or premises unsafe, the children will be transported to an alternate location. The alternate location, phone number, and contact person, should be posted for easy access. The alternate location should be contacted when it is determined the children will be relocated. Parents/guardians should be contacted as soon as possible to pick up their children at the alternate location. Notify your State consultant and Kids 'R' Kids International, Inc. of the situation.

The Center's Image

PERSONAL APPEARANCE

Our Center's professional and caring atmosphere is maintained, in part, by the image we present to our children and parents/guardians. We expect all staff members to present a neat, well-groomed appearance and a courteous disposition. These qualities go further than any other factors in making a favorable impression on the public and co-workers.

Staff members should also remember that appearance makes an impression on the young children enrolled at the Center. Staff members should therefore avoid any logos or styles of clothing not conducive to creating an environment appropriate for children. Staff members who work directly with the children should also keep in mind they may be sitting on the floor, running around the playground and otherwise engaging in activities that require flexible yet appropriate apparel.

Avoid extremes in dress. Flashy, skimpy or revealing clothing is unacceptable. Staff members should dress in a professional manner appropriate to the particular job, but also appropriate to the caring, nurturing atmosphere at the Center. Blue jeans, old t-shirts, miniskirts, tight pants, short tops reveal midriffs, halter tops, backless dresses, high heeled shoes, sandals and hats (except as required for sun protection) are **NOT ACCEPTABLE** attire.

The Center's professional image can be tarnished because of parents/guardians' negative reactions to body piercing such as nose rings, eyebrow rings, lip rings and tongue piercing. Such body piercing also creates certain safety hazards in the workplace. For these reasons, we do not allow staff members to display this kind of jewelry. Men are not allowed to wear earrings at work.

The Center's professional image can also be adversely affected by a staff member's display of significant, visible body tattoos. While more common in society today, tattoos are still viewed negatively by many parents/guardians. For this reason, we do not allow any staff member in contact with our children, parents/guardians and/or vendors to have significant, visible tattoos on their skin. If staff members have a tattoo, they must keep it covered.

Good personal hygiene is also important in terms of the parents/guardians' favorable opinion and in terms of respect for co-workers. Accordingly, staff members are expected to arrive to work in a clean condition. In particular, staff members who smoke need to wash hair regularly and be aware that the odor of smoke can be quite strong and easily transferred from staff member to child, thereby offending parents/guardians.

Staff members are expected to observe our Personal Appearance Policy at all times while at work. Staff members who report to work in unacceptable attire or appearance may be requested to leave work and return in acceptable attire or appearance. Such time away from work will be without pay for non-exempt staff.

Supervisors are responsible for insuring that staff members project a professional image and adhere to our Personal Appearance Policy.

Personal Business

EMPLOYMENT OF RELATIVES

The employment of immediate family members (husband, wife, children, parents, brothers, sisters) of current staff members generally is not permitted. Employment of family members will be the decision of the Supervisor or Owner. We do not allow one family member to supervise another.

KEYS

Staff members who need keys to the office, locked cabinets or other secured storage or equipment will be issued those keys by a Supervisor. Keys must be safeguarded and must be returned if employment is terminated.

We prohibit making duplicate sets of keys or letting someone borrow a key assigned to a staff member for any reason. In the event a key is lost, immediately notify the Supervisor. If the loss of key results in the lock being re-keyed, the responsible staff member may be asked to pay the cost.

NO DATING

Romantic or sexual liaisons that develop among staff members in the workplace or between staff members, parents/guardians or vendors may be potentially disruptive to our business. Under no circumstances is a staff member allowed to develop a romantic or sexual liaison with a parent/guardian or vendor. If a parent/guardian approaches a staff member in order to begin such a relationship, the staff member must immediately report the parent/guardian to the Center Supervisor. The Center will intervene and discuss the romantic or sexual liaisons with involved parties. We may also take remedial measures, up to and including transfer or immediate termination of employment, when the Center decides that such action is in the Center's best interests.

Supervisors or members of management are expressly prohibited from dating or becoming similarly involved with any non-management staff member within their sphere of responsibility. In the event the Center becomes aware of such a relationship, the Supervisor or member of management involved will be subject to immediate termination of employment.

PERSONAL TELEPHONE CALLS AND VISITS

We have a limited number of telephone lines, and must keep these lines open for both parents/guardians calling into the Center and the Center calling parents/guardians. Therefore, we ask our staff to refrain from making or receiving personal calls, except for emergencies. Staff members must not make or receive phone calls from their personal cell phone or pager. Staff members must turn off their personal cell phone or pager while on duty or not bring it with them to the Center. The children need our undivided attention. Staff members should alert family members of the Center's number for Emergency Use Only.

All personal visitors to staff members on Center property are required to follow Center rules. Management must accompany all personal visitors. Any visitor who refuses to obey these rules will not be allowed to return. Visits by friends or relatives can be disturbing to our operations. Staff members charged with the care of children are not allowed to have visitors in the classroom, cafeteria or on the playground while they are responsible for children. If a visitor comes to the Center, a replacement must be found before any staff member can greet the visitor.

MAIL

All mail delivered to the Center is presumed related to our business and will be opened by the office and routed to the appropriate recipient.

TOBACCO AND SMOKING

Use of tobacco in any form is prohibited on Center premises. This includes anywhere in the building, playground, parking lot or grounds.

End of Employment

EXIT INTERVIEW

Any staff member leaving the Center may be required to attend an exit interview conducted by the Supervisor or Owner. The purpose of the interview is to determine the reasons for leaving and to resolve any questions of compensation, insurance continuation, return of Center property, or other related matters.

NOTICE OF RESIGNATION

In the event a staff member chooses to resign, **we ask at least two (2) weeks notice be given, although we request at least 30 days notice if possible.**

Staff members who fail to give the required two (2) week notice of resignation will be paid the minimum wage, with any applicable overtime due, for their last pay period.

The final paycheck may be held until all Center property (including keys) is returned. Please keep the Center informed of any address changes so we can mail the W-2 tax statement to the proper address.

Employment Policies

STAFF RELATIONS PHILOSOPHY

Every staff member is important to us. We are committed to attracting and retaining quality staff members. To accomplish this, we maintain a competitive wage and benefit program. Our workplace is a pleasant and rewarding place to work. Most importantly, we want to feel free to talk with us at any time. Our success over the years is largely due to the way our staff and management work together.

EQUAL EMPLOYMENT OPPORTUNITY "EEO"

We are an Equal Employment Opportunity employer committed to providing equal opportunity in all of our employment practices, including selection, hiring, assignment, re-assignment, promotion, transfer, compensation, discipline, and termination. The Center prohibits discrimination, harassment, and retaliation in employment based on race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; veteran status; or any other category protected by federal, state, or local law. Violation of this policy will result in disciplinary action, up to and including immediate termination of employment.

NO HARASSMENT

We do not tolerate the harassment of applicants, staff, parents/guardians, children, or vendors. Any form of harassment relating to an individual's race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; veteran status; or any other category protected by federal, state, or local law is a violation of this policy and will be treated as a disciplinary matter.

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

If any questions arise about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with the Supervisor or one of the contacts listed below.

At a minimum, the term "harassment" as used in this policy includes:

- Offensive remarks, comments, jokes, slurs, or verbal conduct pertaining to an individual's race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; veteran status; or any other category protected by federal, state, or local law
- Offensive pictures, drawings, photographs, figurines, or other graphic images, conduct, or communications, including e-mail, faxes, and copies pertaining to an individual's race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; veteran status; or any other category protected by federal, state, or local law
- Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved
- Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved

We also absolutely prohibit retaliation, which includes: threatening an individual or taking any adverse action against an individual for (1) reporting a possible violation of this policy, or (2) participating in an investigation conducted under this policy.

Our Supervisors and managers are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No Supervisor or other member of management has the authority to suggest

to any applicant or staff member that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with the Supervisor or manager, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.

Even non-staff are covered by this policy. We prohibit harassment, discrimination, or retaliation of our staff in connection with their work by non-staff. Immediately report any harassing or discriminating behavior by non-staff, including contractor or subcontractor staff. Any staff member who experiences or observes harassment, discrimination, or retaliation should report it using the steps listed below.

If a staff member has any concerns our No Harassment policy may have been violated by anyone, the matter must be reported immediately. Due to the very serious nature of harassment, discrimination and retaliation, please report any concerns to one of the individuals listed below:

- First, discuss the concern with the Supervisor.
- If you are not satisfied after you have spoken with the Supervisor, or if you feel you cannot speak to the Supervisor, you should speak directly to the Owner. If you have an immediate need to reach him/her, contact him/her using **the following number _____.**

Staff members should report any actions that may violate our policy no matter how slight the actions may seem.

We will investigate the report and take prompt, appropriate remedial action. The Center will protect the confidentiality of staff members reporting suspected violations of this or any other Center policy to the extent possible consistent with our investigation.

Staff members will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that may violate this policy.

We are serious about enforcing our policy against harassment. Persons who violate this or any other Center policy are subject to discipline, up to and including immediate termination of employment. We cannot resolve a potential policy violation unless we know about it. Each staff member is responsible for reporting possible policy violations to us so that we can take appropriate actions to address each concern.

PROBLEM SOLVING PROCEDURE

Staff members, please note: Due to the serious nature of harassment, discrimination, and retaliation, please voice each concern or complaint about such behavior to the individuals listed in the No Harassment Policy of this Handbook.

Most of us have had a question or problem concerning our job at one time or another. If there is something about the job that is bothersome, it's best to discuss it immediately. We cannot answer specific questions or solve any problems unless we are aware of their existence.

Our "Problem-Solving Procedure" offers all staff members the freedom to discuss anything they wish with the Center. Follow the procedure below if a Center policy has been violated. Whenever a problem arises, it can usually be resolved by using the following steps:

- First, discuss any concern with the Supervisor. Very often, the Supervisor is in the best position to handle the problem satisfactorily.
- If a staff member is not satisfied after speaking with the Supervisor, or if the staff member prefers the Supervisor not become involved, request to speak to another member of management.
- If a staff member is not satisfied after speaking with an alternate member of management, request to speak to the Owner.
- If a staff member feels uncomfortable following the steps in this procedure, go directly to Step 3 of this procedure, to the Owner. The Owner is available for advice and assistance in solving problems at any time.

After the situation is discussed and an appropriate investigation is conducted, prompt and remedial action will be taken.

DISPUTE RESOLUTION

We recognize there may be a circumstance where a staff member is simply not satisfied with the Center's final resolution of his or her problem. To promote the just, speedy, and inexpensive resolution of any unresolved legal disputes between the Center and a staff member, any dispute of a legal nature (i.e., a dispute arising under federal, state, or local law) will be submitted to final and binding arbitration. The same substantive law a state or federal court sitting in the appropriate state will be used to resolve the dispute. This means the arbitrator will have the same authority as a court to award the Staff Member or Center money damages or other relief, and the parties will have the same legal rights they would have had in court.

The main difference between arbitration and a lawsuit is the arbitrator, instead of a court or jury, will decide the issue, and it will be the arbitrator's responsibility to ensure, after a party demands arbitration, the dispute will be resolved quickly, unless the arbitrator determines more time is necessary to ensure both parties receive a fair hearing. A party in arbitration is not required to have a lawyer, but can if the party desires.

The purpose of this policy is to resolve as many disputes as possible outside of the overburdened and expensive court system. This Arbitration Procedure therefore applies to any legal dispute between the Center and the Staff Member unless the Center and the Staff Member have agreed in writing that this procedure does not apply. "Legal dispute" means claims which could be brought in court (including claims regarding Center property, wrongful discharge, employment discrimination, harassment, or any other dispute relating to the Staff Member's employment or arising under any labor, employment, or civil rights law). Only agency claims for workers' compensation, unemployment compensation or those involving the Employment Opportunity Commission on the National Labor Relations Board are excluded from this procedure.

This policy does not preclude the filing of a charge with the Equal Employment Opportunity Commission or other federal agencies, but, the dispute underlying such charges will be arbitrated. Disputes involving any party whose liability or right of recovery derives from a claim which is covered by this Procedure (e.g., agent, subsidiary or Parent Corporation) are included.

To ensure the arbitration is fair, the Staff Member will participate in the selection of the arbitrator. To be eligible as arbitrator, a person must be a retired or former court judge. The Center will be responsible for obtaining a list from an independent source of at least five (5) such retired or former judges as candidates after determining they have no relationship to the Center. From this list the Staff Member and the Center will select an arbitrator by alternatively striking names until one name remains. The arbitration will be conducted in conformity with the Arbitration Procedures adopted by the Center. A copy of the Procedure can be obtained from the Owner of the Center.

All disputes must be brought under this Agreement within the applicable limitations period for filing a lawsuit or agency claim beginning with the event or occurrence giving rise to the Dispute; if no claim is timely brought, that Dispute is waived and barred forever, and no action or suit may be brought in any court or other forum. Arbitration will be enforced under the Federal Arbitration Act which is the federal law that deals with the enforcement of arbitration agreements.

To initiate arbitration of a legal dispute that the Staff Member and Center have been unable to resolve, a written Request for Arbitration demanding arbitration of the claim must be delivered to the other party within the applicable time limit by personal delivery or by depositing it in the U.S. Mail, as set forth in the Arbitration Procedures. A Request for Arbitration by a staff member of a dispute involving the Center must be addressed to the Owner of the Center.

SUMMARY OF DRUG AND ALCOHOL POLICY

As a condition for initial and continued employment, the Center prohibits staff members from reporting to work or performing their duties with any unlawful drugs or alcohol in their systems. Staff members are also prohibited from

using, possessing, manufacturing, distributing, or making arrangements to distribute unlawful drugs or alcohol while at work, off site at training or meetings, on Center property (including in personal vehicles onsite), during lunch or breaks, or in Center vehicles. Further, the Center prohibits all unlawful drug use, possession, or distribution, whether on or off duty. Drugs may affect physical and mental judgment while on duty at the Center.

To enforce this policy, the Center may, without advance notice and at any time where lawful, require as a condition of employment, any staff member to submit to a physical examination and/or urine, breath, blood or other type of test to determine the presence of drugs or alcohol in his or her system.

The possible occasions for drug and alcohol testing include, but are not limited to:

- Pre-employment and re-employment;
- When the Center has a reasonable suspicion a staff member has violated the Drug & Alcohol Policy;
- When a staff member suffers an on-the-job reportable injury or is involved in an accident or "near miss;"
- When a staff member seeks a transfer or promotion, or returns from a suspension or any leave of absence; or
- As part of any random program of testing which the Center may implement.

The Center may conduct alcohol testing where the Center has reasonable suspicion the staff member has violated the drug or alcohol policy, including accidents suggesting carelessness, disregard of safety rules or other conduct indicating possible violation of the Drug and Alcohol Policy.

Violation of these rules, including among other things: (1) a test indicating alcohol impairment or the presence of unlawfully used drugs in a staff member's system; (2) refusal to cooperate with the Center in any test, search or investigation, or failure to execute any paperwork or consent forms necessary for examinations or tests; (3) possession of, distribution of, or consumption of unlawful or abused drugs, unauthorized alcohol, or drug paraphernalia; (4) tampering with or adulterating a test sample; or (5) unlawful conduct on or off duty will result in discipline, including immediate termination of employment or disqualification of an applicant and may result in a staff member being ineligible for unemployment or worker's compensation benefits.

Staff members who refuse to submit to a test, or test positive for alcohol or unlawful drugs may be disqualified for unemployment compensation benefits. Staff members who refuse to submit to a test, or test positive for alcohol or unlawful drugs following a workplace injury may be disqualified for workers compensation benefits.

Although the proper use of medication is not prohibited, staff members should consult with the Center physician, or the staff member's Supervisor, when he or she is legitimately taking medication which he or she has reason to believe may affect safety or performance. Any prescription medication brought onto Center property or taken aboard Center vehicles must be retained in its original container labeled with the name of the staff member and the prescribing physician. No staff member may take another person's medication. The law treats the abuse of prescription medication as unlawful drug use.

If a staff member wants to seek help for drug or alcohol problems prior to being caught in violation of the Center's Drug and Alcohol Policy or being asked to undergo a test, he or she may seek information from the Owner.

Conclusion

This Handbook highlights opportunities and responsibilities of the Center. By always keeping the contents of the Handbook in mind, each staff member should be successful and happy while working at the Center. Again, welcome to our Center.

Acknowledgment & Receipt of Staff Handbook

I acknowledge that I have received a copy of the Kids 'R' Kids Staff Handbook covering many important Center policies, including, among other things:

	Page	Initials
Center Benefits and Policies	xx	
State Rules and Regulations	xx	
Child Care Requirements	xx	
Playground and Supervision Policy	xx	
Confidential Information	xx	
Electronic Communications	xx	
Equal Employment Opportunity Policy	xx	
No Harassment Policy	xx	
Problem-Solving Procedure	xx	
Dispute Resolution	xx	
Drug and Alcohol Policy	xx	

I will familiarize myself with the handbook and all of its contents.

I understand this handbook represents only current policies and benefits and does not create a contract of employment. The Center retains the right to change these policies and benefits at any time, without advance notice, as it deems appropriate.

I understand I have the right to terminate my employment at any time, for any reason with or without advance notice, and the Center has a similar right. I further understand my status as an at-will staff members may not be changed except in writing signed by the Center's Owner.

Signature **Position**

Printed Name **Date**

(Staff Member Copy – Please keep in Handbook for reference.)

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Signature

Position

Printed Name

Date

(Employer Copy – Please sign, tear out and return to your manager.)