

# Spirits Heart Childcare Center LLC

Not Just A Childcare Center, an Extension of  
GOD

September 25, 2024



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# 1.Introduction

## 1.1 Handbook Disclaimer

*The contents of this handbook serve only as guidelines and supersede any prior handbook. Neither this handbook, nor any other policy or practice, creates an employment contract, or an implied or express promise of continued employment with the Organization. Employment with Spirits Heart Childcare Center LLC is "AT-WILL." This means employees or Spirits Heart Childcare Center LLC may terminate the employment relationship at any time, for any reason, with or without cause or advance notice. As an at-will employee, it is not guaranteed, in any manner, that you will be employed with Spirits Heart Childcare Center LLC for any set period of time.*

*This handbook may provide a summary of employee health benefits, however actual coverage will be determined by the express terms of the benefit plan documents. If there are any conflicts between the handbook or summaries provided and the plan documents, the plan documents will control. The Organization reserves the right to amend, interpret, modify or terminate any of its employee benefits programs without prior notice to the extent allowed by law.*

*The Organization also has the right, with or without notice, in an individual case or generally, to change any of the policies in this handbook, or any of its guidelines, policies, practices, working conditions or benefits at any time. No one is authorized to provide any employee with an employment contract or special arrangement concerning terms or conditions of employment unless the contract or arrangement is in writing and signed by the president and the employee.*

## 1.2 Welcome Message

Dear Valued Employee,

Welcome to Spirits Heart Childcare Center LLC! We are pleased with your decision to join our team.

Spirits Heart Childcare Center LLC is committed to providing superior quality and unparalleled customer service in all aspects of our business. We believe each employee contributes to the success and growth of our Organization.

This employee handbook contains general information on our policies, practices, and benefits. Please read it carefully. If you have questions regarding the handbook, please discuss them with your supervisor or the HR Director.

Welcome aboard. We look forward to working with you!

Sincerely,

Angela Childress

CEO

## 1.3 Changes in Policy

Change at Spirits Heart Childcare Center LLC is inevitable. Therefore, we expressly reserve the right to interpret, modify, suspend, cancel, or dispute, with or without notice, all or any part of our policies, procedures, and benefits at any time with or without prior notice. Changes will be effective on the dates determined by Spirits Heart Childcare Center LLC, and after those dates all superseded policies will be null and void.No individual supervisor or manager has the authority to alter the foregoing. Any employee who is unclear on any policy or procedure should consult a supervisor or the HR Director.

# 1.4 Welcome Message

Dear Valued Employee,

Welcome to Spirits Heart Childcare Center LLC! We are pleased with your decision to join our team.

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This employee handbook contains general information on our policies, practices, and benefits. Please read it carefully. If you have questions regarding the handbook, please discuss them with your supervisor or the HR Director.

Welcome aboard. We look forward to working with you!

Sincerely,

The HR Director

# 2.Mission Statement

## 2.1 About Spirit's Heart Childcare

Our Mission is to enhance the quality of life within our community through guidance in education and serving our community with our HEART. We walk in God's authority as we teach, serve and provide a high-quality curriculum that focuses on the whole child physically, intellectually, emotionally, and socially.

Spirit's Heart was established in 2012. Where the Owner Angela Childress wanted to created a Community Center that would teach children how to be well rounded. She desired for each inner city student to be able to have a conversation with anyone any in the world because they was taught about many different subjects at the community center. It wasn't until October 2019 Angela could turn her vision into reality with a childcare center.

Angela is a Ohio native. She received her Bachelor degree in Entrepreneurship and her Master's Degree in Management. In Between time Angela volunteered and educated herself on children's growth and development. Angela's Passion came into play in 2010 when she gave birth to her daughter Spirit. At 18 months Spirit was declared hard of hearing. The doctors said she would be mute and never speak again. Angela decided that that point would not be the case for her daughter and she would help any community she was in to understand hard of hearing children. Seeingher daughter enjoy life knowing her disability Angela Seen straight to the heart of her daughter and became an advocate for all children especially deaf children. From that day to this day Angela and her 3 daughters have been an extension of God's hand by walking in his authority as we teach, serve and provide a high-quality curriculum that focuses on the whole child physically, intellectually, emotionally, and socially.

## 2.2 Accommodations for Children and Families

### Accommodations for Children and Families

It is our program policy to support families and children who may need additional accommodations, including home/native language, differing abilities and cultural backgrounds. Parents have the right to be informed of all procedural safeguards and rights of appeal in a language easily understood by the general public and in the parents' primary language. Please inform the director if you or your child require accommodations and we will ensure that we do our part in meeting your needs.

The following are ways that our program will assist in accommodating families:

1. Accurate space to allow for specific therapies.
2. Complete supporting documentation form authorized medical professionals for any accommodations related to children;s physical and developmental needs.
3. Provide materials and resources in the parent/child's primary language.
4. Provide opportunities for cultural inclusiveness by hosting cultural events throughout the year.

## 3. General Employment

### 3.1 At-Will Employment

Employment with Spirits Heart Childcare Center LLC is "at-will." This means employees are free to resign at any time, with or without cause, and Spirits Heart Childcare Center LLC may terminate the employment relationship at any time, with or without cause or advance notice. As an at-will employee, it is not guaranteed, in any manner, that you will be employed with Spirits Heart Childcare Center LLC for any set period of time. The policies set forth in this employee handbook are the policies that are in effect at the time of publication. They may be amended, modified, or terminated at any time by Spirits Heart Childcare Center LLC, except for the policy on at-will employment, which may be modified only by a signed, written agreement between the President and the employee at issue. Nothing in this handbook may be construed as creating a promise of future benefits or a binding contract between Spirits Heart Childcare Center LLC and any of its employees.

### 3.2 Immigration Law Compliance

Spirits Heart Childcare Center LLC is committed to employing only United States citizens and aliens who are authorized to work in the United States. In compliance with the Immigration Reform and Control Act of 1986, as amended, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with Spirits Heart Childcare Center LLC within the past three years, or if their previous I-9 is no longer retained or valid. Spirits Heart Childcare Center LLC may participate in the federal government's electronic employment verification system, known as "E-Verify." Pursuant to E-Verify, Spirits Heart Childcare Center LLC provides the Social Security Administration, and if necessary, the Department of Homeland Security with information from each new employee's Form I-9 to confirm work authorization.

### 3.3 Equal Employment Opportunity

Spirits Heart Childcare Center LLC is an Equal Opportunity Employer. Employment opportunities at Spirits Heart Childcare Center LLC are based upon one's qualifications and capabilities to perform the essential functions of a particular job. All employment opportunities are provided without regard to race, religion, sex (including sexual orientation and transgender status), pregnancy, childbirth or related medical conditions, national origin, age, veteran status, disability, genetic information, or any other characteristic protected by law.

This Equal Employment Opportunity policy governs all aspects of employment, including, but not limited to, recruitment, hiring, selection, job assignment, promotions, transfers, compensation, discipline, termination, layoff, access to benefits and training, and all other conditions and privileges of employment.

The Organization will provide reasonable accommodations as necessary and where required by law so long as the accommodation does not pose an undue hardship on the business. The Organization will also accommodate sincerely held religious beliefs of its employees to the extent the accommodation does not pose an undue hardship on the business. If you would like to request an accommodation, or have any questions about your rights and responsibilities, contact your HR Director. This policy is not intended to afford employees with any greater protections than those which exist under federal, state or local law.

Spirits Heart Childcare Center LLC strongly urges the reporting of all instances of discrimination and harassment, and prohibits retaliation against any individual who reports discrimination, harassment, or participates in an investigation of such report. Spirits Heart Childcare Center LLC will take appropriate disciplinary action, up to and including immediate termination, against any employee who violates this policy.

### 3.4 Employee Grievances

It is the policy of Spirits Heart Childcare Center LLC to maintain a harmonious workplace environment. Spirits Heart Childcare Center LLC encourages its employees to express concerns about work-related issues, including workplace communication, interpersonal conflict, and other working conditions. Employees are encouraged to raise concerns with their supervisors. If not resolved at this level, an employee may submit, in writing, a signed grievance to the HR Director. After receiving a written grievance, Spirits Heart Childcare Center LLC may hold a meeting with the employee, the immediate supervisor, and any other individuals who may assist in the investigation or resolution of the issue. All discussions related to the grievance will be limited to those involved with, and who can assist with, resolving the issue. Complaints involving alleged discriminatory practices shall be processed in accordance with Spirits Heart Childcare Center LLC's Sexual and other Unlawful Harassment Policy. Spirits Heart Childcare Center LLC assures that all employees filing a grievance or complaint can do so without fear of retaliation or reprisal.

### 3.5 Internal Communication

Effective and ongoing communication within Spirits Heart Childcare Center LLC is essential. As such, the Organization maintains systems through which important information can be shared among employees and management.

Bulletin boards are posted in designated areas of the workplace to display important information and announcements. In addition, Spirits Heart Childcare Center LLC uses the Intranet and email to facilitate communication and share access to documents. For information on appropriate email and Internet usage, employees may refer to the Computer, Email, and Internet Usage policy. To avoid confusion, employees should not post or remove any material from the bulletin boards.

All employees are responsible for checking internal communications on a frequent and regular basis. Employees should consult their supervisor with any questions or concerns on information disseminated.

### 3.6 Outside Employment

Employees may hold outside jobs as long as the employee meets the performance standards of their position with Spirits Heart Childcare Center LLC. Unless an alternative work schedule has been approved by Spirits Heart Childcare Center LLC, employees will be subject to the Organization's scheduling demands, regardless of any existing outside work assignments; this includes availability for overtime when necessary. Spirits Heart Childcare Center LLC's property, office space, equipment, materials, trade secrets, and any other confidential information may not be used for any purposes relating to outside employment.

### 3.7 Anti-Retaliation and Whistleblower Policy

This policy is designed to protect employees and address Spirits Heart Childcare Center LLC's commitment to integrity and ethical behavior. In accordance with anti-retaliation and whistleblower protection regulations, Spirits Heart Childcare Center LLC will not tolerate any retaliation against an employee who:

- Makes a good faith complaint, or threatens to make a good faith complaint, regarding the suspected Organization or employee violations of the law, including discriminatory or other unfair employment practices;
- Makes a good faith complaint, or threatens to make a good faith complaint, regarding accounting, internal accounting controls, or auditing matters that may lead to incorrect, or misrepresentations in, financial accounting;
- Makes a good faith report, or threatens to make a good faith report, of a violation that endangers the health or safety of an employee, patient, client or customer, environment or general public;
- Objects to, or refuses to participate in, any activity, policy or practice, which the employee reasonably believes is a violation of the law;
- Provides information to assist in an investigation regarding violations of the law; or
- Files, testifies, participates or assists in a proceeding, action or hearing in relation to alleged violations of the law.

Retaliation is defined as any adverse employment action against an employee, including, but not limited to, refusal to hire, failure to promote, demotion, suspension, harassment, denial of training opportunities, termination, or discrimination in any manner in the terms and conditions of employment.

Anyone found to have engaged in retaliation or in violation of law, policy or practice will be subject to discipline, up to and



including termination of employment. Employees who knowingly make a false report of a violation will be subject to disciplinary action, up to and including termination.

Employees who wish to report a violation should contact their supervisor or Director of your center location directly. Employees should also review their state and local requirements for any additional reporting guidelines.

Spirits Heart Childcare Center LLC will promptly and thoroughly investigate and, if necessary, address any reported violation.

Employees who have any questions or concerns regarding this policy and related reporting requirements should contact their supervisor, the HR Director or any state or local agency responsible for investigating alleged violations.

### 3.8 Open Door Policy

Spirits Heart Childcare Center LLC welcomes the opportunity to discuss business-related concerns and suggestions. To this end, it is our policy to maintain an open door to our employees. Employees should feel free to discuss any questions, problems, complaints or suggestions with their supervisors or any member of management.

### 3.9 State Licensing Rules and Regulations

All employees are expected to be knowledgeable of The Minimum Standards for Child Care. Failure to adhere to these policies may result in disciplinary action, up to and including termination.

- Employees in our Daycare must be at least 18 years of age and have a high school diploma or its equivalent.

\*Note: A 16-year-old that attends school can work as a childcare volunteer and will not be counted in the class ratio.

- Each employee must have current training in first aid with rescue breathing and choking.

CPR for infants and children and SIDS, Shaken Baby, and Brain Development.

- Each staff member in our facility must execute and submit a completed Texas Department of Protective and Regulatory Services Affidavit and a standard background check with FBI fingerprints for employment.

### 3.10 Employees with Children

We do not pay employees to keep their own children. Your child must be treated like all of Spirit's Heart Childcare Students. No Special Attention. You are not allowed to leave your classroom to check on your child, you can use brightwheel to check on your child on your break. If you leave your classroom (unattended or attended) to check on your child this is grounds for termination and or disciplinary action.

All employees with children that attends the childcare center will automatically be added to the Blessed 50 employee incentive tuition program. This program allows you to receive childcare at a discounted rate. That rate is 30% of your income. With this discount please know that services for your child will ONLY be while you are working on your shift. If you are not working and need childcare you will be charged \$11 per hour and this will be deducted out of your next scheduled payroll check.

### 3.11 Punishment to a child

Spirit's Heart Childcare has a no-corporal punishment policy, Children will not be controlled by physical means. You may not use spanking, hitting, shaking, slapping, thumping, or pinching to control a child. You may use redirection and/or time out for the length of time appropriate to the age of a child (ex. 2 min for a 2 yr old)

### 3.12 General Policies

#### Dress for Success Dress code for Spirits Hearts Employee's and Contract Workers

Balancing professionalism and comfort while working in the classroom and dealing with challenging behaviors is key when working with children . Maintaining personal hygiene and a neat appearance is part of presenting a professional image . To ensure a positive and respectful interaction with students and families all staff should pay attention to grooming, cleanliness and attire . Working with students and interacting with families we have to be mindful of sensory sensitivities, limit fragrances that may trigger allergies or allergic reactions , and wear comfortable, less restrictive clothing that eliminates or reduces body odor.

#### Spirits Hearts Dress Code Policy:

- standard uniform that consists of scrubs that will allow you to move freely and have a polished professional look
- Avoid accessories that may put you or students in a potentially dangerous or risky situation
- Comfortable closed toe shoes
- No head scarfs or bonnets

For Contract Workers Business casual attire that allows you to move freely while maintaining a polished and professional appearance .

#### Dress Code Policy

- Slacks
- Khakis
- Blouses
- Collared Shirts
- Comfortable Closed toe shoes
- Scrubs
- No jeans
- No sleeveless shirts / Blouses
- Avoid accessories that may put you or students in a potentially dangerous or risky situation.
- No head scarfs or bonnets

#### Background Screenings

The State of Texas mandates background screening of all prospective day care center workers, such as fingerprinting, national or federal criminal background checks, child abuse clearances, and reference interviews. Every state prohibits sex offenders from working with or around children. These standards apply to daycare volunteers as well as paid employees.

#### Age, Education, and Experience

The state of Texas requires child care personnel to be at least 18 years of age, especially those responsible for the direct supervision of the children. Personnel is generally required to hold a high school diploma, Regardless, staff members should have knowledge in areas relating to nutrition, sanitation, and hygiene, communicating with children, recognition of illness, administration of medication if necessary, CPR (including infant), first aid, appropriate discipline techniques and child development.

#### Customer Service

As an employee, you will be responsible for creating a happy, friendly, and safe environment for the children and parents. Be courteous,

respectful, and cheerful when caring for the children, as well as in your communications with their parents.

#### Child Safety

Personnel are expected to know the proper protocol when a child reports or alludes to physical or sexual abuse. Staff members should have training in recognizing the signs of abuse and the proper way to report the information to the center director and authorities. In addition, staff members must know the symptoms of common communicable diseases and how to prevent the spread of germs. Knowledge of first aid is also required in the event a child suffers a minor injury.

Personal Belongings

All personal belongings, including but not limited to, cell phones and purses must be kept out of the presence of children. Employees

must ensure that ALL personal belongings are placed in the storage area provided for you ONLY.

Spirit's Heart Belongings

All property that belongs to Spirit's Heart Childcare Center LLC must be returned no later than 24 hours after separation from the job site. This includes but not limited to T-shirts, ADP time cards, Keys Etc.

Time Clocks

You must clock in using your badge. You can not clock in and out for no one else. The Time clock is located in the lobby by the front door. You can clock in 5 minutes early to prepare for the day however you are paid your scheduled shift. Missing punches need to be reported immediately on the missing punches form next to the time clock. You are required to clock in and out for lunches rather than you stay in the center for lunch or not. Over time needs to be approved. Also on the missing punches form Manager Signature needed. Punching in and out is the staff responsibility and HR does not have to fix time for negligence of clocking in and out. Violation of the time clock includes verbal, written, suspension or termination.

Theft of Money or Property

Any theft of money, Spirit's Heart Childcare property, or personal property by employees, parents, or other persons visiting and/or working around the daycare will be prosecuted to the fullest extent of the law.

End of Day

All Employees are responsible for their room or location of what they are hired for ie, bus or kitchen. Each employee must have their area cleaned and ready to go for the next day or next shift, including all supplies and activities prepared.

Training

All employees are required to stay up to date with their training. If Spirit's Heart pays for any training not approved as "paid for by the center" it will require an automatic withdrawal from your next pay period. Once hired your learning period will be 4 weeks. NO DAYS CAN BE MISSED OR AUTOMATIC TERMINATION. THIS IS YOUR ONSITE TRAINING AND IT'S VERY IMPORTANT. Unless the Director is informed and makes a different decision.

Smoking

Spirit's Heart Childcare is a non-smoking facility. No smoking on Spirit's Heart Childcare property.

3.13 Cultural Competence and Accountability Curriculum

Cultural Competence and Accountability

Spirit's Heart Childcare is a Faith Based Praying Center. However, we understand cultural competence is the basic understanding of our own culture and ethnicity, a willingness to learn about the cultural practices and worldview of others, maintaining a positive attitude toward cultural differences, and a willingness to accept and respect these differences. The purpose of this plan is to bring awareness to any unconscious biases we (as a community of teachers and learners) may have; and to be accepting of knowledge about different cultures and how culture impacts management style, problem-solving, asking for help, learning, etc. Children, families, and teachers need to have an awareness, positive attitude, willingness to learn, and skills to communicate with everyone. While diversity may include different faiths, socioeconomic status, and ethnicity it is not limited to just these areas. We believe that diversity also includes the different physical, cognitive, and social abilities that one possesses. We strive to create a developmentally appropriate classroom environment curriculum that supports each child's uniqueness, their home culture and heritage, and their beliefs. One of the most important things that we can do to teach our children about diversity is through role modeling that all people are treated with kindness and respect. While it is impossible to list all the things we do to encourage diversity, listed below are some of the ways we incorporate diversity into our curriculum at Spirit's Heart Child Care:

- Our CHILD ENROLLMENT form encourages families to share their home traditions with us.

- Each classroom invites students to bring in a picture board to hang in the classroom highlighting family, traditions, and likes/dislikes.
- We collaborate with Child Care Network and the State of Michigan to ensure that any family can receive tuition assistance and participate in a high-quality, nationally accredited preschool program.
- We collaborate with Texas Rising Star and Texas Workforce Commision which assist families in childcare.
- We encourage families and members of our community, through newsletters and announcements, to visit with us throughout the year, not just special occasions, and share their traditions and customs.
- Our teachers incorporate props and materials into the different learning environments that reflect diversity in the above mentioned areas.

Texas Rising Star- is a quality rating and improvement system for childcare programs in Texas. Texas Rising Star programs meet a level of quality that exceeds Child Care Regulation standards. All child care programs serving children in TWC's Child Care Services (CCS) scholarship program must participate in the Texas Rising Star program.

Texas Workforce Commision-is a governmental agency in the U.S. state of Texas that provides unemployment benefits and services related to employment to eligible individuals and businesses

**Special Needs Statement of Support/ Parent Conferences/Parent Participation**

Upon enrollment, a family is asked to complete an Ages and Stages Assessment. This, along with an assessment by our early childhood professionals, is a good indicator that there is a developmental area of concern. Twice a year you will have a parent conference where each family has the opportunity to meet with their child(ren)'s teachers to review developmental assessments and set individual goals. The purpose of this Special Needs Statement of Support is if there is an area of developmental concern then a plan is created to support the child(ren). The earlier an area of concern is identified the better chance that child has to reach that developmental goal prior to going off to an elementary school setting. Morning Star works with the families, outside agencies, and school special education departments to advocate for the child(ren) and their needs. Here are a few ways Spirit's Heart Child Care supports families who have children with special needs.

- We provide a Preschool Support Process in which we work with the families to gain access to assistance (Occupational Therapists, Counselors, etc.).
- We collaborate with Early-On and Build Up to ensure that children with varying abilities have the best resources available to them to meet their needs

**3.14 Use of Assessments**

**Family Education**

We provide families with opportunities to better understand the child's growth and development. We partner with Family Services of Association. We offer in-person and virtual Parenting classes. Spirit's Heart Non-Profit and Aid the Silent to help deaf children. We also partner with SAC and Texas School of the deaf to provide ASL for children to help with cognitive thinking. You will be able to access your students assessments with a written notice and/or parent teacher conference. These assessments include ASQ and ASQSE

ASQ-is a developmental screening tool that pinpoints developmental progress in children between the ages of one month to 5 ½ years. Its success lies in its parent-centric approach and inherent ease-of-use—a combination that has made it the most widely used developmental screener across the globe.

ASQSE- is designed to exclusively screen for social and emotional behaviors outside a young child's typical ups and downs.

We also provide a monthly newsletter to help keep you knowable on children's growth and development. Our lobby and staff also have many resources available at your fingertips. Parent Surveys are available online and inside our lobby. The Parent Suggestion box is located in our lobby. All Assessments, surveys and suggestions are looked at by the director and teacher. We present all to the curriculum and policy team every staff meeting and will make changes to our handbook accordingly based on the results of the Assessments, surveys and suggestions.

ASQ is a 10 day observation

**CLI Engage**

CLI strongly recommends the use of assessment data to help early childhood teachers understand student skill levels and individualize instruction to support areas in which students are at-risk for falling significantly behind. For infants and toddlers, tracking developmental milestones makes it far more likely that teachers and caregivers will catch cognitive and physical delays that can be remediated with early intervention. Formative assessment is also beneficial for teacher professional

development by tracking the use of quality teaching behaviors and setting goals for improvement based on results.

Our child and teacher tools progress monitoring tools are designed for **data-driven decision making** with the overall goal to support both student and teacher growth, informing priorities for instruction/caregiving and professional development.

CLI Engage offers opportunities for remote assessment administration.

Click on each tool below to learn more.

Infant & Toddler Developmental Checklists (Also check out our video series on Understanding Developmental Screening & Intervention)

CIRCLE Progress Monitoring System (PreK)

Texas Kindergarten Entry Assessment

TPRI and Tejas LEE (1st and 2nd Grade)

Dyslexia Screener (K, 1st, and 2nd Grades)

<https://public.cliengage.org/tools/assessment/>

# 4. Employment Status & Recordkeeping

## 4.1 Employment Classifications

For purposes of salary administration and eligibility for overtime payments and employee benefits, Spirits Heart Childcare Center LLC classifies employees as either exempt or non-exempt. Non-exempt employees are entitled to overtime pay in accordance with federal and state overtime provisions. Exempt employees are exempt from federal and state overtime laws and, but for a few narrow exceptions, are generally paid a fixed amount of pay for each workweek in which work is performed. If you change positions during your employment with Spirits Heart Childcare Center LLC or if your job responsibilities change, you will be informed by the HR Director of any change in your exempt status. In addition to your designation of either exempt or non-exempt, you also belong to one of the following employment categories: **Full-Time:** Full-time employees are regularly scheduled to work greater or equal to 40 hours per week. Generally, regular full-time employees are eligible for Spirits Heart Childcare Center LLC's benefits, subject to the terms, conditions, and limitations of each benefit program. **Part-Time:** Part-time employees are regularly scheduled to work less than 40 hours per week. Regular part-time employees may be eligible for some Spirits Heart Childcare Center LLC benefit programs, subject to the terms, conditions, and limitations of each benefit program. **Temporary:** Temporary employees include those hired for a limited time to assist in a specific function or in the completion of a specific project. Temporary employees generally are not entitled to [Spirits Heart Childcare Center LLC benefits, but are eligible for statutory benefits to the extent required by law. Employment beyond any initially stated period does not in any way imply a change in employment status or classification. Temporary employees retain temporary status unless and until they are notified, by Spirits Heart Childcare Center LLC Management, of a change.

**Volunteer Hours:** are required to serve the community and our parents, that is 20 hours Annually. This can include but not limited to, food drives, etc.

## 4.2 Personnel Data Changes

It is the responsibility of each employee to promptly notify their supervisor or the HR Director of any changes in personnel data. Such changes may affect your eligibility for benefits, the amount you pay for benefit premiums, and your receipt of important company information.

If any of the following have changed or will change in the coming future, contact your supervisor or the HR Director as soon as possible:

- Legal name
- Mailing address
- Telephone number(s)
- Change of beneficiary
- Exemptions on your tax forms
- Emergency contact(s)
- Training certificates
- Professional licenses

## 4.3 Expense Reimbursement

Spirits Heart Childcare Center LLC reimburses employees for necessary expenditures and reasonable costs incurred in the course of doing their jobs. Expenses incurred by an employee must be approved in advance by the HR Director.

Some expenses that may warrant reimbursement include, but are not limited, to the following: mileage costs, air or ground transportation costs, lodging, meals for the purpose of carrying out company business, and any other reimbursable expenses as required by law. Employees are expected to make a reasonable effort to limit business expenses to

economical options.

To be reimbursed, employees must submit expense reports to the HR Director for approval. The report must be accompanied by receipts or other documentation substantiating the expenses. Questions regarding this policy should be directed to your supervisor.

## 4.4 Termination of Employment

Termination of employment is an inevitable part of personnel activity within any organization.

### Notice of Voluntary Separation

Employees who intend to terminate employment with Spirits Heart Childcare Center LLC shall provide Spirits Heart Childcare Center LLC with at least two weeks written notice. Such notice is intended to allow the Organization time to adjust to the employee's departure without placing undue burden on those employees who may be required to fill in before a replacement can be found.

### Return of Company Property

Any employee who terminates employment with Spirits Heart Childcare Center LLC shall return all files, records, keys, and any other materials that are the property of Spirits Heart Childcare Center LLC prior to their last date of employment.

### Final Pay

Spirits Heart Childcare Center LLC will provide employees with their final pay in accordance with applicable federal, state and local laws.

### Benefits Upon Termination

All accrued and/or vested benefits that are due and payable at termination will be paid in accordance with applicable federal, state and local laws.

Certain benefits, such as healthcare coverage, may continue at the employee's expense, if the employee elects to do so. Spirits Heart Childcare Center LLC will notify employees of the benefits that may be continued and of the terms, conditions, and limitations of such continuation.

If you have any questions or concerns regarding this policy, contact Spirits Heart Childcare Center LLC's HR Director.

## 4.5 Licensing and Certification

Spirits Heart Childcare Center LLC is required by law to attain certification of any employee whose duties require federal, state, or agency licensing. Therefore, all individuals that fall under this category must be able to present verifiable proof prior to their starting date that such requirements have been met.

Employees must also agree that their licenses and/or certifications will be maintained and kept current for the duration of their employment with the Organization. Failure to present or retain certification may result in disciplinary action, up to and including termination of employment.

Questions regarding this policy should be directed to the HR Director.

## 4.6 Brightwheel app

All employees are to use the Bright wheel app Via Tablet. Brightwheel is in place so parents can monitor the child throughout the day, diaper/potty changing, eating, napping, illness, activities, accident, discipline and etc. All employees need to update in Brightwheel throughout the day If a tablet is unavailable, they can use their cell phone. Bright wheel apps must be used/ updated when all children are safe. Never use Brightwheel

tablet and handle a child at the same time. If caught using your cell phone for anything other than a bright wheel. You will be written up. After 3 occurrences is termination.

Dear New Employee,

We recently started using brightwheel, a tool that significantly helps teachers & administrators manage their classrooms, observe & track the children, communicate with you, take attendance, send invoices, and offer online payments. Please remember our staff will update when it's safe to. Please note that all communication will be done via brightwheel and postings on the front door. We can not make you download the app but we advise you to use the app to at least get important notifications from staff.

Soon you will be receiving an invitation to join brightwheel. To create a brightwheel account all you need to do is create an employee account through either the web or mobile app.

After creating your account please click here to set up your payment information through your online brightwheel account <https://schools.mybrightwheel.com/payments/settings>.

If you need additional help setting up your payment information you can reference this step-by-step guide [Billing: Parent Setup Guide](#).

Once you create your account, you'll be automatically linked to your child's profile. Shortly thereafter you will begin receiving daily updates along with invoices for your child's tuition and fees.

Best wishes

Director,

I \_\_\_\_\_ (name of Employee have received and understood brightwheel and how it will be used at Spirit's Heart Childcare Center.

Sign \_\_\_\_\_

Date \_\_\_\_\_

## 4.7 Food Services/Nutrition education and procedures

No food will be served between the hours of 6:30 am and 7:30 am. Breakfast will be served at 7:30 am. Children will be encouraged to eat, but will not be made to do so. All meals will be nutritionally balanced. Menus will be posted weekly. Please let us know if your child is allergic to any foods. There must be a written statement by a physician of any food allergy.

We are a part of the Texas State Food Program, and Child and Adult Care Food Program. Staff must complete the required civil rights training.

\*\*\*All liquids and foods hotter than 110 degrees Fahrenheit are kept out of reach of children. Any food that is brought into the program to be shared among children is commercially prepared OR is prepared in our kitchen. Our kitchen is inspected annually by a local health inspector. The health report is available for your review at your request\*\*\*\*

\*\*\*\*Infant food will be made from scratch

The center will provide milk for Breakfast, lunch and dinner. and one snack with water for each day. Parents will provide formula or breast milk for children up to the age of 12 months. SHCC will provide whole vitamin D milk 8 for children between the ages of 12 and 24 months. 1% milk will be provided for children from 25 months to 12 years of age. If there are dietary needs, or allergies, it is the parent's responsibility to notify both the center director and the classroom teacher. Parents will need to supply any special foods required. An Allergy Action Plan and a Medical Action Plan are available in the main office and must be filled out if a child has an allergy or medical need. Parents need to send a lunch with their child each day. Lunches sent from home should be self-serving or easy to serve and clearly labeled. A microwave will be available. Lunch boxes that have a frozen pack inside are recommended. The children participate in preparing snacks as much as possible and are served family style at each snack time. Spirit's Heart offers hot Meals.

Healthy Choices While the occasional donut, chocolate milk, and fruit snacks make for a good treat they do not necessarily make a healthy meal. We ask that parents reserve these items for special occasions. Bringing in these items on a daily basis for their child does not encourage healthy eating patterns. We are happy to provide parents with a list of healthy, fun, alternatives upon request.

Resources: Nutrition and Breastfeeding:

<http://www.medelabreastfeedingus.com/breastfeeding-guide>

<http://www.breastmilkcounts.com>



Annually a dentist comes in to teach about oral health.

Menus are posted in every classroom

Breast feeding is in the infant room and a divider will be provided.

**Oral Health- Staff play an important role in promoting oral health in child care programs. Staff check the items below that reflect what they are doing to promote good oral health for babies, toddlers, and young children. Any items not checked can serve as goals to help staff work toward improving their practices related to foods and drinks and oral hygiene.**

- Hold babies while feeding them breast milk or infant formula from a bottle.
- Never put babies to sleep with bottles or sippy cups. Also, never prop bottles into babies' mouths.
- When babies are able to eat solid foods, give them healthy foods like fruits, vegetables, milk products (cheese, yogurt), and wholegrain products (bread, cereal) for meals and snacks. Follow U.S. Department of Agriculture Child and Adult Care Food Program requirements for meal and snack preparation, service, and storage.
- Do not serve babies juice.
- Offer babies over age 6 months tap water, ideally with fluoride, throughout the day.

**Oral Hygiene**

- Make sure that each baby has their own infant-sized, soft-bristled toothbrush. Label the toothbrush with the baby's name.
- Replace each baby's toothbrush every 3–4 months, when the bristles become worn or frayed, or after an illness.
- Wash hands with soap and water before and after brushing each baby's teeth. Child care program staff should wear a new pair of gloves for brushing each baby's teeth.
- Brush babies' teeth with a small smear (rice-size amount) of fluoride toothpaste as soon as the first tooth comes into the mouth.

**Screen Time**

Spirit's Heart is free from activities not directly involving the teaching, care, and supervision of children, such as: personal use of electronic devices, such as cell phones, MP3 players, and video games. TV/video, computer, or video games will be used to supplement, but may not be used to replace, the activities for children ages two years and older. Tex. Admin. Code § 746.2207(b). TV/video, computer or video games as an activity for children, you must ensure that they do not exceed two hours per day

If you use TV/video, computer or video games as an activity for children, you must ensure that they are related to the planned activities. Tex. Admin. Code § 746.2207(c)(1).

This includes parents. Upon your arrival please limit technology, refrain from cell phone use in order to facilitate better communication between teacher and parent. It is better if parents are not distracted by the use of electronic devices while at the center.

# 5. Working Conditions & Hours

## 5.1 Company Hours

Spirits Heart Childcare Center LLC is open for business from Monday - Friday 06:30 AM to 06:00 PM. This excludes holidays recognized by Spirits Heart Childcare Center LLC. The standard workweek is 40 hours.

Supervisors will advise employees of their scheduled shift, including starting and ending times. Business needs may necessitate a variation in your starting and ending times as well as in the total hours you may be scheduled to work each day and each week.

## 5.2 Emergency Closing

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. The decision to close or delay regular operations will be made by Spirits Heart Childcare Center LLC management.

When a decision is made to close, employees will receive official notification from Spirits Heart Childcare Center LLC.

**Note:** In a declared state of emergency that prohibits travel, employees shouldn't report to work.

**Pay:**

Exempt Employees:

If Spirits Heart Childcare Center LLC closes due to an emergency, employees who are classified as exempt from overtime will receive their full salary, provided they have worked any part of the workweek.

Non-Exempt Employees:

If Spirits Heart Childcare Center LLC closes due to an emergency, employees who are classified as non-exempt from overtime won't be paid, unless state or local law requires such pay or they have paid leave available and elect to use it for the missed work hours.

**Note:** If a non-exempt employee is already working when the decision to close is made, the employee will be paid for all hours actually worked and any additional hours that may be required under state and local laws, if applicable. If a non-exempt employee arrives at work and is asked to wait while a decision to close is made, they will receive pay for the time they spent waiting.

If you have questions about emergency closing or pay, please contact the HR Director.

## 5.3 Workplace Safety

Spirits Heart Childcare Center LLC is committed to providing a clean, safe, and healthful work environment for its employees. Maintaining a safe work environment, however, requires the continuous cooperation of all employees. Spirits Heart Childcare Center LLC and all employees must comply with all occupational safety and health standards and regulations established by the Occupational Safety and Health Act and state and local regulations. In addition, all employees are expected to obey safety rules and exercise caution and common sense in all work activities.

**Complaint and Reporting Procedure:**

Employees should immediately report any unsafe conditions to their supervisor without fear of reprisal. In the case of an

accident that results in injury, regardless of how seemingly insignificant the injury may appear, employees must notify their supervisor. If you believe it would be inappropriate to report the matter to your supervisor, you can report it directly to:

Director of your center location

Kirbydr@spiritsheartchildcare.com or Liveoak@spiritsheartchildcare.com

210-451-9553 or 210-957-2110 Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report or, where appropriate, remedy such situations may be subject to disciplinary action, up to and including termination of employment. **Retaliation Prohibited:**

Spirits Heart Childcare Center LLC expressly prohibits retaliation against anyone who reports unsafe working conditions or work-related accidents, injuries or illnesses. Any form of retaliation will be subject to disciplinary action, up to and including termination of employment.

Questions or concerns regarding this policy should be directed to your supervisor or the HR Director.

## 5.4 Security

The purpose of Spirits Heart Childcare Center LLC's security policy is to protect Organization assets and to maintain a safe working environment for all employees. **Facility Access:** All regular Spirits Heart Childcare Center LLC employees will be issued a key to gain access to Spirits Heart Childcare Center LLC facilities. Employees who are issued keys are responsible for their safekeeping. All lost or stolen keys must be reported to your supervisor as soon as possible. Upon separation from Spirits Heart Childcare Center LLC, and at any other time upon Spirits Heart Childcare Center LLC's request, all keys must be returned to your supervisor. **Closing Procedures:** The last employee, or a designated employee, who leaves the office at the end of the business day assumes the responsibility to ensure that: all doors are securely locked; the alarm system is armed; thermostats are set on appropriate evening and/or weekend setting; and all appliances and lights are turned off with the exception of the lights normally left on for security purposes. Employees are not permitted on company property after hours without prior written authorization from the HR Director.

## 5.5 Meal & Break Periods

Non-exempt employees will be provided with meal and break periods in accordance with applicable federal, state, and local rules. Break periods of less than 20 minutes will be paid. Break periods lasting longer than 20 minutes will generally be unpaid. Non-exempt employees must be fully relieved of their job responsibilities and are not permitted to work during unpaid break and meal periods of more than 20 minutes. If for any reason a non-exempt employee does not take the applicable meal and rest period that they are provided, the employee must notify his or her supervisor immediately.

Spirits Heart Childcare Center LLC will schedule meal and break periods in order to accommodate Organization operating requirements.

## 5.6 Break Time for Nursing Mothers

Spirits Heart Childcare Center LLC accommodates employees who wish to express breast milk during the workday by providing reasonable break times to do so. The Organization will provide a designated room, other than a bathroom, that is shielded from view, free from intrusion from coworkers and the public and is in compliance with all other applicable laws for this purpose.

Employees who use regularly scheduled rest breaks to express breast milk will be paid for the break time. If the lactation break does not run concurrently with the employee's regularly scheduled compensated break, the lactation break time will be unpaid.

For questions related to this policy, please contact the HR Director.

## 6.Employee Benefits

### 6.1 Military Leave

Spirits Heart Childcare Center LLC grants employees unpaid time off for service, training and other obligations in the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and any other applicable state law.

All employees requesting time off for military service must provide advance notice to their immediate supervisor, unless military necessity prevents such notice or it is otherwise impracticable. Continuation of health insurance benefits is available during military leave subject to the terms and conditions of the group health plan and applicable law.

Employees are eligible for reemployment for up to five years from the date their military leave began. The period an individual has to apply for reemployment or report back to work after military service is based on time spent on military duty and on applicable law. For reinstatement guidelines, contact the HR Director.

Employees who qualify for reemployment will return to work at a pay level and status equal to that which they would have attained had they not taken military leave. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Spirits Heart Childcare Center LLC complies with all rights and protections under all applicable state laws granting time off for service, training and other obligations in the uniformed services. This includes, but is not limited to, benefits entitlement and continuation, notice and recertification requirements, and reemployment application requirements.

Questions regarding this policy should be directed to the HR Director.

### 6.2 Jury Duty

Spirits Heart Childcare Center LLC encourages employees to fulfill their civic responsibilities when called upon to serve as a juror. Employees must provide their immediate supervisor with a copy of their jury summons as soon as possible so that the supervisor may make arrangements to accommodate their absence.

Employees on jury duty must report to work on workdays, or parts of workdays, when they are not required to serve. Either Spirits Heart Childcare Center LLC or the employee may request an excuse from jury duty if it is determined that the employee's absence would create serious operational difficulties.

Jury duty will be paid if required by applicable state law. If paid, jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence. . If exempt employees miss work because of jury duty, they will receive their full salary, unless they miss the entire workweek. However, Spirits Heart Childcare Center LLC may offset any jury-duty fees received by an exempt employee against the salary due for that workweek.

### 6.3 Workers' Compensation

Employees who are injured on the job at Spirits Heart Childcare Center LLC are eligible for Workers' Compensation benefits. Such benefits are provided at no cost to employees and cover any injury or illness sustained in the course of employment that requires medical treatment.

Lost time or medical expenses incurred as a result of an accident or injury which occurred while an employee was on the job will be compensated for in accordance with workers' compensation laws. This protection is paid for in full by Spirits Heart Childcare Center LLC. No premium is charged for this coverage and no individual enrollment is required. Spirits Heart Childcare Center LLC will provide medical care and a portion of lost wages through our insurance carrier.

All job-related accidents or illnesses must be reported to an employee's supervisor immediately upon occurrence. Supervisors will then immediately contact the HR Director to obtain the required claim forms and instructions.

### 6.4 Voting Leave (Texas Employees)

Spirits Heart Childcare Center LLC requests that, whenever possible, employees vote before or after work hours to avoid interference with business operations. However, if an employee does not have sufficient time outside of work hours to cast his or her ballot, the employee may be eligible for time off to vote.

Spirits Heart Childcare Center LLC may specify the hours during which the employee may take leave to vote. Such time will generally be limited to the beginning or end of a working shift unless otherwise mutually agreed.

If there are fewer than two consecutive hours between the opening of the polls and the beginning of an employee's workday or between the end of an employee's workday and the closing of the polls, an employee may take a reasonable amount of paid leave to vote on Election Day.

To the extent possible, employees must provide reasonable notice of their need for leave under this policy.

Employees must be prepared to provide Spirits Heart Childcare Center LLC with certification, such as a voter's receipt, to prove that he or she voted.

### 6.5 Formal Compensatory Supports

Spirit's Heart Childcare Center Offers:

- 1. Paid planning period. you will get paid 15 minutes of planning time every other day. The 1st 15 min of your lunch.
- 2. Simple IRA with American Century investments- please see the participation notice and summary description form.
- 3. Aflac Accident Advantage-Short term disability- Please see the payroll account terms and conditions form.
- 4. Break Time for Nursing Mothers-

If there is a mother to breastfeed, the center will provide a close and comfortable area to help meet the needs of the mother. If your child is between the areas of 0-17 mo. You as a parent are allowed to breastfeed in the infant room for your privacy. A divider will be available for your use. You can receive resources from WIC and LATCHED here in San Antonio Texas. or at [texaswic.org](http://texaswic.org) or [latched.com](http://latched.com)

Resources: Nutrition and Breastfeeding:

<http://www.medelabreastfeedingus.com/breastfeeding-guide>

<http://www.breastmilkcounts.com>

WIC State Agency

5. Pay Structure

\$12 no experience/ need supervision

\$12.50 able to work alone

\$13/ 2 year experience

\$13.50/ 5 year experience

\$14 degrees plus more than 5 years of experience

Annual Performance/ Employee evaluation and wage reviews

NI=no raise

Meet expectations = .50

Exceed expectations =\$1.00 or pay structure (according to director's decision)

6. What is a good performance?

Spirit's Heart Childcare has a general definition of what good performance looks like. To achieve a good performance evaluation, you should: (This comes with compension of gift cards, bonus, lunch etc. )

- o Meet your targets consistently.
  - TRS Indoor Environment
  - Child and teacher interaction observations by staff and TRS
- o Complete your job duties as expected.
- o Show a willingness to learn and develop.
  - Completing training in the time allowed.
- o Follow our Code of Conduct and all company policies.
- o Have a good attitude and collaborate well with your colleagues and parents.

Each employee may excel in one aspect and need improvement in another. But, to remain employed with Spirits Heart Childcare Center, you should meet a minimum standard for all of these aspects and show a willingness to improve where appropriate.

**Periodical reviews**

We conduct [but not limited to annual/ bi-annual/ quarterly] performance reviews. During these reviews, your Spirit's Heart Management team will fill out your performance evaluation report through our [performance review platform] and arrange a meeting with you to discuss your review. Through these discussions, Spirit's Heart Management team aim to:

- o Recognize employees who are good at their jobs.
- o Talk about career moves and employee motivations.
- o Identify areas of improvement.
- o Best dresser
- o Teacher with the least complaints
- o Most punctual teacher

Periodical reviews apply to employees who have completed their onboarding period If you do not consistently exceed your TRS observations reports, you will receive a pay deduction of .50-\$1.00. These observations will be conducted every 2 weeks and the team member must consistently exceed the expectations. You will receive this deduction after 2 meet or NI observations/failed observations concerning TRS or SHCC policy Rules and procedure or Texas Minimum standards.

7. Fines will be giving to employees that we have to write up these fines will be a range from \$5-\$50 based on incident. This fines will be check deductible. We will **dock pay to penalize an employee for violating any written policy.**

**8. Rewards**

Pay increases or bonuses aren't guaranteed. But, we encourage and reward our team members when they deserve them. There won't be any forced ranking or other comparison between employees, as our goal is to help all employees improve and develop their careers.

9. We offer childcare to all employees.

BLESSED 50 Program Childcare Assistance toEmployees childcare tuition will be taken out bi-weekly, directly deducted from there pay. we charge 30%-50% of the employee income, (must provide documentation of employment other than Spirits Heart Childcare Center, This will automaticly enroll them into our childcare assistance program Blessed 50.

**10. Training**

Training and development opportunities are available for all employees year long. Spirit's Heart Management team will identify a team member's training needs in a specific area, we will discuss this with their team member during performance reviews. That way, they can set up an improvement plan.

On-the-job training, job shadowing and other training methods are also appropriate when Spirit's Heart Management team intends to promote an employee in the near future. Spirit's Heart Management team will discuss

future career moves with their team members, so they can determine what type of training is appropriate.

**Frequent communication**

Spirit's Heart Management team will meet with their team members once per [week or bi weekly] to provide feedback and talk about their work and motivations. This way, team members can receive feedback in a timely manner and avoid surprises during their [annual/ bi-annual/ quarterly] performance review. During performance meetings, both parties should feel free to discuss any concerns they have. If you need to talk to your Spirit's Heart Management team about a particular issue, reach out as soon as possible.

**Spirit's Heart Management team' responsibilities**

If you manage a team, you are responsible for your team members' performance. To conduct effective regular meetings and performance evaluations, we expect you to:

- o Spirit's Heart Management team will set clear objectives. You as a team member should know what we expect of you. When we first hire someone to our team, we ensure they understand their job duties. We set specific goals for each team member (and team-wide if applicable.) we will renew those goals during [annual/ bi-annual/ quarterly] performance reviews.
- o We will provide useful feedback. During scheduled meetings with our team members, give them guidance and praise, as appropriate. Be fair and specific to help them understand and implement your feedback.
- o We will keep our team members involved. There will be a two-way communication between management and our team members. We will always take our team members' motivations and aspirations into account. We will discuss training and development opportunities that may interest your team members.
- o Spirit's Heart Management team will keep logs with important incidents about each one of our team members. These logs will help us evaluate our team, but they may also prove useful if we terminate, reward or promote our team members.

**6.6 Support to teachers for curriculum planning**

We offer paid curriculum planning. With this paid curriculum planning,

1. Management offers feedback on your lesson planning.
2. Management and co-workers share services via Brightwheel.
3. Paid Planning Time
4. Teacher Area is located in front of the pre-k drop-off and pick-up door, inside the after-schooler room.
5. Books are available for lesson planning in the teacher area. Top left and bottom right shelves.

# 7.Employee Conduct

## 7.1 Standards of Conduct

Spirits Heart Childcare Center LLC's rules and standards of conduct are essential to a productive work environment. As such, employees must familiarize themselves with, and be prepared to follow, the Organization's rules and standards.

While not intended to be an all-inclusive list, the examples below represent behavior that is considered unacceptable in the workplace. Behaviors such as these, as well as other forms of misconduct, may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal/possession of property
- Falsification of timekeeping records
- Possession, distribution, sale, transfer, manufacture or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Making maliciously false statements about co-workers
- Threatening, intimidating, coercing, or otherwise interfering with the job performance of fellow employees or visitors
- Negligence or improper conduct leading to damage of company-owned or customer-owned property
- Violation of safety or health rules
- Smoking in the workplace
- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism
- Unauthorized use of telephones, computers, or other company-owned equipment on working time. Working time does *not* include break periods, meal times, or other specified periods during the workday when employees are not engaged in performing their work tasks.
- Unauthorized disclosure of any "business secrets" or other confidential or non-public proprietary information relating to the Organization's products, services, customers or processes. *Wages and other conditions of employment are not considered to be confidential information.*

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees' rights under the National Labor Relations Act.

Other forms of misconduct not listed above may also result in disciplinary action, up to and including termination of employment. If you have questions regarding Spirits Heart Childcare Center LLC's standards of conduct, please direct them to your supervisor or the HR Director.

## 7.2 Disciplinary Action

Disciplinary action at Spirits Heart Childcare Center LLC is intended to fairly and impartially correct behavior and performance problems early on and to prevent reoccurrence.

Disciplinary action may involve any of the following: verbal warning, written warning, suspension with or without pay, and termination of employment, depending on the severity of the problem and the frequency of occurrence. Spirits Heart Childcare Center LLC reserves the right to administer disciplinary action at its discretion and based upon the circumstances.

Spirits Heart Childcare Center LLC recognizes that certain types of employee behavior are serious enough to justify termination of employment, without observing other disciplinary action first.

These violations include but are not limited to:

- Workplace violence
- Harassment
- Theft of any kind
- Insubordinate behavior
- Vandalism or destruction of company property



- Presence on company property during non-business hours
- Use of company equipment and/or company vehicles without prior authorization
- Indiscretion regarding personal work history, skills, or training
- Divulging Spirits Heart Childcare Center LLC business practices or any other confidential information
- Any misrepresentation of Spirits Heart Childcare Center LLC to a customer, a prospective customer, the general public, or an employee

### 7.3 Confidentiality

Spirits Heart Childcare Center LLC takes the protection of Confidential Information very seriously. “Confidential Information” includes, but is not limited to, computer processes, computer programs and codes, customer lists, customer preferences, customers’ personal information, company financial data, marketing strategies, proprietary production processes, research and development strategies, pricing information, business and marketing plans, vendor information, software, databases, and information concerning the creation, acquisition or disposition of products and services.

Confidential Information also includes the Organization’s intellectual property and information that is not otherwise public. Intellectual property includes, but is not limited to, trade secrets, ideas, discoveries, writings, trademarks, and inventions developed through the course of your employment with Spirits Heart Childcare Center LLC and as a direct result of your job responsibilities with Spirits Heart Childcare Center LLC. *Wages and other conditions of employment are not considered to be Confidential Information.*

To protect such information, employees may not disclose any confidential or non-public proprietary information about the Organization to any unauthorized individual. If you receive a request for Confidential Information, you should immediately refer the request to your supervisor.

The unauthorized disclosure of Confidential Information belonging to the Organization, and not otherwise available to persons or companies outside of Spirits Heart Childcare Center LLC, may result in disciplinary action, up to and including termination of employment. If you leave the Organization, you may not disclose or misuse any Confidential Information.

This policy is not intended to restrict an employee’s right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees’ rights under the National Labor Relations Act.

Questions regarding this policy should be directed to the HR Director.

### 7.4 Workplace Violence

Spirits Heart Childcare Center LLC strictly prohibits workplace violence, including any act of intimidation, threat, harassment, physical violence, verbal abuse, aggression or coercion against a coworker, vendor, customer, or visitor.

Prohibited actions, include, but are not limited to the following examples:

- Physically injuring another person
- Threatening to injure another person
- Engaging in behavior that subjects another person to emotional distress
- Using obscene, abusive or threatening language or gestures
- Bringing an unauthorized firearm or other weapon onto company property
- Threatening to use or using a weapon while on company premises, on company-related business, or during job-related functions
- Intentionally damaging property

All threats or acts of violence should be reported immediately to your supervisor or security personnel. Employees should warn their supervisors or security personnel of any suspicious workplace activity that they observe or that appears problematic. Employee reports made pursuant to this policy will be investigated promptly and will be kept confidential to the maximum extent possible. Spirits Heart Childcare Center LLC will not tolerate any form of retaliation against any employee for making a report under this policy.

Spirits Heart Childcare Center LLC will take prompt remedial action, up to and including immediate termination, against any employee found to have engaged in threatening behavior or acts of violence.

### 7.5 Drug & Alcohol Use

Spirits Heart Childcare Center LLC is committed to maintaining a workplace free of substance abuse. No employee or individual who performs work for Spirits Heart Childcare Center LLC is allowed to consume, possess, sell, purchase, or be impaired by alcohol or illegal drugs, as defined under federal and/or state law, on any property owned by or leased on behalf of Spirits Heart Childcare Center LLC, or in any vehicle owned or leased on behalf of Spirits Heart Childcare Center LLC or while on Organization business.

The use of over-the-counter drugs and legally prescribed drugs is permitted as long as they are used in the manner for which they were prescribed and provided that such use does not hinder an employee's ability to safely perform their job. Employees should inform their supervisor if they believe their medication will impair their job performance, safety or the safety of others, or if they believe they need a reasonable accommodation when using such medication.

Spirits Heart Childcare Center LLC will not tolerate employees who report for duty while impaired by the use of alcohol or drugs. All employees should report evidence of alcohol or drug abuse to their supervisor or the HR Director immediately. In cases in which the use of alcohol or drugs creates an imminent threat to the safety of persons or property, employees are required to report the violation. Failure to do so may result in disciplinary action, up to and including termination of employment. As a part of our effort to maintain a workplace free of substance abuse, Spirits Heart Childcare Center LLC employees may be asked to submit to a medical examination and/or clinical testing for the presence of alcohol and/or drugs. Within the limits of federal, state, and local laws, Spirits Heart Childcare Center LLC reserves the right to examine and test for drugs and alcohol at our discretion. As a condition of your employment with Spirits Heart Childcare Center LLC, employees must comply with this Drug & Alcohol Use Policy. Be advised that no part of the Drug & Alcohol Use Policy shall be construed to alter or amend the at-will employment relationship between Spirits Heart Childcare Center LLC and its employees. Employees found in violation of this policy may be subject to disciplinary action, up to and including termination of employment.

## 7.6 Sexual & Other Unlawful Harassment

Spirits Heart Childcare Center LLC is committed to a work environment in which all individuals are treated with respect. Spirits Heart Childcare Center LLC expressly prohibits discrimination and all forms of employee harassment based on race, color, religion, sex, pregnancy, national origin, age, disability, military or veteran status, or status in any group protected by state or local law. Sexual harassment is a form of discrimination and is prohibited by law. For purposes of this policy sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment. Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment. Sexual and unlawful harassment may include a range of behaviors and may involve individuals of the same or different gender. These behaviors include, but are not limited to:

- Unwanted sexual advances or requests for sexual favors.
- Sexual or derogatory jokes, comments, or innuendo
- Unwelcomed physical interaction
- Insulting or obscene comments or gestures
- Offensive email, voicemail, or text messages
- Suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters
- Verbal sexual advances or propositions
- Physical conduct that includes touching, assaulting, or impeding or blocking movements
- Abusive or malicious conduct that a reasonable person would find hostile, offensive, and unrelated to the Organization's legitimate business interests
- Any other visual, verbal, or physical conduct or behavior deemed inappropriate by the Organization

Harassment on the basis of any other protected characteristic is also strictly prohibited. **Complaint Procedure:** Spirits Heart Childcare Center LLC strongly encourages the reporting of all instances of discrimination, harassment, or retaliation. If you believe you have experienced or witnessed harassment or discrimination based on sex, race, national origin, disability, or another factor, promptly report the incident to your supervisor. If you believe it would be inappropriate to discuss the matter with your supervisor, you may bypass your supervisor and report it directly to:

Director of your center location

Kirbydr@spiritsheartchildcare.com or Liveoak@spiritsheartchildcare.com

210-451-9553 or 210-957-2110

Any reported allegations of harassment or discrimination will be investigated promptly, thoroughly, and impartially. Any employee found to be engaged in any form of sexual or other unlawful harassment may be subject to disciplinary action, up to and including termination of employment.

**Retaliation Prohibited:**Spirits Heart Childcare Center LLC expressly prohibits retaliation against any individual who reports discrimination or harassment, or assists in investigating such charges. Any form of retaliation is considered a direct violation of this policy and, like discrimination or harassment itself, will be subject to disciplinary action, up to and including termination of employment.

## 7.7 Telephone Usage

Spirits Heart Childcare Center LLC telephones are intended for the sole use of conducting company business. Personal use of the Organization's telephones and individually owned cell phones during business hours should be kept to a minimum or for emergency purposes only. We ask that personal calls only be made or received outside of working hours, including during lunch or break time. Long distance phone calls which are not strictly business-related are expressly prohibited.

Any employee found in violation of this policy will be subject to disciplinary action, up to and including termination of employment.

## 7.8 Personal Property

Employees should use their discretion when bringing personal property into the workplace. Spirits Heart Childcare Center LLC assumes no risk for any loss or damage to personal property. Additionally, employees may not possess or display any property that may be viewed as inappropriate or offensive on Spirits Heart Childcare Center LLC premises.

## 7.9 Use of Company Property

Company property refers to anything owned by the company: physical, electronic, intellectual, or otherwise. The use of company property is for business necessity only. When materials or equipment are assigned to an employee for business, it is the employee's responsibility to see that the equipment is used properly and cared for properly. However, at all times, equipment assigned to the employee remains the property of the Organization, and is subject to reassignment and/or use by the Organization without prior notice or approval of the employee. This includes, but is not limited to, computer equipment and data stored thereon, voicemail, records, and employee files. Spirits Heart Childcare Center LLC has created specific guidelines regarding the use of company equipment. Below is a list of employee responsibilities and limitations with regards to company property. **Personal use of company property:**Company property is not permitted to be taken from the premises without proper written authority from company management. **Company Tools:**All necessary tools are furnished to employees in order to assist them in their required duties. Each employee is, in turn, responsible for these tools. Tools damaged or stolen as a result of an employee's negligence will, to the extent permitted by federal, state and local law, be charged to the employee. **Care of Company Property:**Office areas should be kept neat and orderly and all equipment should be well-maintained. The theft, misappropriation, or unauthorized removal, possession, or use of company property or equipment is expressly prohibited. Any action in contradiction to the guidelines set herein may result in disciplinary action, up to and including termination of employment.

## 7.10 Smoking

Spirits Heart Childcare Center LLC provides a smoke-free environment for its employees, customers, and visitors. Smoking, including the use of e-cigarettes and vaporizers, is prohibited throughout the workplace. We have adopted this policy because we have a sincere interest in the health of our employees and in maintaining pleasant working conditions.

## 7.11 Visitors in the Workplace

To ensure the safety and security of Spirits Heart Childcare Center LLC and its employees, only authorized visitors are permitted on Organization premises and in Organization facilities.

All visitors must enter through the main reception area and sign in and out at the front desk. All visitors are also required to wear a "visitor" badge while on Spirits Heart Childcare Center LLC premises. Authorized visitors will be escorted to their destination and must be accompanied by a representative of the Organization at all times.

## 7.12 Computer, Email & Internet Usage

Computers, email, and the Internet allow Spirits Heart Childcare Center LLC employees to be more productive. However, it is important that all employees use good business judgment when using Spirits Heart Childcare Center LLC's electronic communications systems (ECS).

### Standards of Conduct and ECS

Spirits Heart Childcare Center LLC strives to maintain a workplace free of discrimination and harassment. Therefore, Spirits Heart Childcare Center LLC prohibits the use of the Organization's ECS for bullying, harassing, discriminating, or engaging in other unlawful misconduct, in violation of the Organization's policy against discrimination and harassment.

### Copyright and other Intellectual Property

Respect all copyright and other intellectual property laws. For the Organization's protection as well as your own, it is critical that you show proper respect for the laws governing copyright, fair use of copyrighted material owned by others, trademarks and other intellectual property, including the Organization's own copyrights, trademarks and brands. Employees are also responsible for ensuring that, when sending any material over the Internet, they have the appropriate distribution rights.

Spirits Heart Childcare Center LLC purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, Spirits Heart Childcare Center LLC does not have the right to reproduce such software for use on more than one computer. Employees may only use software according to the software license agreement. Spirits Heart Childcare Center LLC prohibits the illegal duplication of software and its related documentation.

### ECS Guidelines

The following behaviors are examples of previously stated or additional actions and activities under this policy that are prohibited:

- Sending or posting discriminatory, harassing, or threatening messages or images about coworkers, supervisors or the Organization that violate the Organization's policy against discrimination and harassment.
- Stealing, using, or disclosing someone else's code or password without authorization.
- Pirating or downloading Organization-owned software without permission.
- Sending or posting the Organization's confidential material, trade secrets, or non-public proprietary information outside of the Organization. *Wages and other conditions of employment are not considered confidential material.*
- Violating copyright laws and failing to observe licensing agreements.
- Participating in the viewing or exchange of pornography or obscene materials.
- Sending or posting messages that threaten, intimidate, coerce, or otherwise interfere with the job performance of fellow employees.
- Attempting to break into the computer system of another organization or person.
- Refusing to cooperate with a security investigation.
- Using the Internet for gambling or any illegal activities.
- Sending or posting messages that disparage another organization's products or services.
- Passing off personal views as representing those of Spirits Heart Childcare Center LLC.

### Privacy and Monitoring

Computer hardware, software, email, Internet connections, and all other computer, data storage or ECS provided by Spirits Heart Childcare Center LLC are the property of Spirits Heart Childcare Center LLC. Employees have no right of personal privacy when using Spirits Heart Childcare Center LLC's ECS. To ensure productivity of employees, compliance with this policy and with all applicable laws, including harassment and anti-discrimination laws, computer, email and Internet usage may be monitored.

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees' rights under the National Labor Relations Act.

Violations of this policy may result in disciplinary action, up to and including termination of employment. Questions or concerns related this policy should be directed to your supervisor or the HR Director.

### 7.13 Company Supplies

Only authorized persons may purchase supplies in the name of Spirits Heart Childcare Center LLC. No employee whose regular duties do not include purchasing shall incur any expense on behalf of Spirits Heart Childcare Center LLC or bind Spirits Heart Childcare Center LLC by any promise or representation without express written approval.

### 7.14 Child Abuse Prevention

Spirit's Heart Childcare is here to provide a nurturing environment for the children in our care. We must ensure that we provide a safe environment free from physical and sexual abuse for those providing and receiving childcare services. We have an open-door policy for our parents, allowing them access to the daycare and programs at any time. Employees are required to write an injury report for any injury. If an employee fails to do so and does not notify the director after 3 occurrences, the employee may be terminated

### 7.15 Sensitive Information

Spirit's Heart Childcare Center employees will have access to personal information, which is sensitive in nature regarding the children in your care. Sensitive information should be shared on a "Need to Know" basis only. Sensitive information regarding the children in our care should not be discussed either in the Childcare Center or off-site, except on a "Need to Know" basis, and should be discussed privately. The children in our care should be able to expect discretion regarding their developmental needs and family information. If any employee tells/shares information with any parent or anyone outside of the director they will be automatically terminated and prosecuted.

### 7.16 Accidents

Report all accidents to the Director immediately. Accident reports must be written up immediately signed by the Director (or designated administrator), and given to the parents. A copy must be placed in the child's file. Although accidents do happen, you must ensure that the children in your care are supervised at all times. When outside keep all of your children in the eye site and check play equipment periodically for signs of wear. Safety is a joint effort on the part of the Director and employees

### 7.17 Information on Reporting Child Abuse

ABUSE AND NEGLECT ARE AGAINST THE LAW IN TEXAS, AND SO IS FAILURE TO REPORT IT

- If you suspect a child is/ has been abused or mistreated, you are required to report it to the Texas Department of Family and Protective Services or to a law enforcement agency.
- You are required to make a report within 48 hours of the time you suspect a child has been abused and neglected.

What is Abuse? Abuse is a mental, emotional, physical, or sexual injury to a child or failure to prevent such injury to a child.

What is neglect? Neglect includes (1) failure to provide a child with food, clothing, shelter, and/or medical care, and/or (2) leaving a child in a situation where the child is at risk Of harm.

How Do I Make A Report?

- 1) Call the abuse and neglect hotline at 800-252-5400.
- 2) When you make a report, be specific. Tell me exactly what happened and when. Be sure to record

all injuries or incidents you have observed, including dates and times Of day, and keep information secure.

3) Reports should be made as soon as possible, but no later than 48 hours before bruises and marks start to fade. It is important for the

investigators to be able to see the physical signs.

4) Give the agency person any information you have about the relationship between the child and the suspected abuser.

5) Please Provide at least the following information in your report.

- a. Name, age, and address of the child
- b. Brief description of the child
- c. Current injuries, medical problems, or behavioral problems
- d. Parents' names and names of siblings in the home

Will the person know I've reported to him or her? Your report is confidential and is not subject to public release under the Open Records Act. The law provides immunity from civil or criminal liability for innocent persons who report even unfounded suspicions, as long as your report is made in good faith. Your identity is kept confidential.

Finally, error on the side Of caution. If you have reason to suspect child abuse but are not positive, make the report. If you have any doubts about whether or not it is abuse, call the hotline. They can advise you if the signs you have observed are abuse.

CHILD ABUSE HOTLINE 1-800-252-5400

\*Failure to report is a Class a criminal offense, punishable by a \$2,000 fine and/or imprisonment for up to 180 days. Failure to report also could subject you to considerable monetary liability in a CMI rights action.

We are governed by TWC <https://www.twc.texas.gov/>

## 7.18 Code of Business Conduct and Ethics

Employees are required to conduct their affairs with uncompromising integrity and in full compliance with all applicable laws, rules and regulations. Employees are also expected to be honest and ethical in dealing with each other, clients, vendors, and all other third parties.

If employees become aware of, or suspect, misconduct, they must report it to their supervisor (if appropriate) or to the HR Director.

### Conflicts of Interest:

Employees must avoid any activity that could appear to interfere with their good judgment concerning Spirits Heart Childcare Center LLC's best interests. Employees should avoid even the appearance of such a conflict of interest. Employees are also prohibited from exploiting their position or relationship with Spirits Heart Childcare Center LLC for personal gain. For example, there would likely be conflict of interest if an employee were to:

- Spirits Heart Childcare Center LLC to engage in business transactions with themselves, their relatives or friends.
- Use nonpublic Spirits Heart Childcare Center LLC, client or vendor information for personal gain for themselves, their relatives or friends.
- Take more than a modest financial interest in vendors, clients or competitors.
- Compete with Spirits Heart Childcare Center LLC while still employed here.

### Gifts, Bribes and Kickbacks:

Other than for gifts with a value of no more than \$25 given or received in the normal course of business, employees and their relatives are prohibited from giving gifts to, or receiving gifts from, Spirits Heart Childcare Center LLC's current or prospective clients, vendors, or any other commercial partners.

Employees must never directly or indirectly (e.g., through the use of a third party) promise or give any type of gratuity, kickback, bribe, payoff, or other form of advantage to government officials.

**Covering Up Mistakes:**

Mistakes should never be covered up. They should be immediately fully disclosed and corrected. Falsification of any record is prohibited. If an employee is uncertain about whether a mistake has been made, they should seek guidance from their supervisor.

If you have questions about this policy, contact the HR Director.

# 8. Timekeeping & Payroll

## 8.1 Attendance & Punctuality

Absenteeism and tardiness place an undue burden on other employees and on the Organization. Spirits Heart Childcare Center LLC expects regular attendance and punctuality from all employees. This means being in the workplace, ready to work, at your scheduled start time each day and completing your entire shift. Employees are also expected to return from scheduled meal and break periods on time.

All time off must be requested in writing, in advance, as outlined in the Organization's time-off policy. If an employee is unexpectedly unable to report for work for any reason, they must directly notify their supervisor as early as possible, and preferably prior to their scheduled starting time. It is not acceptable to leave a voicemail, text, or email message with a supervisor, except in extreme emergencies. In cases that warrant leaving a voicemail, text, or email message or when an employee's direct supervisor is unavailable, a follow-up call must be made later that day.

If an illness or emergency occurs during work hours, employees should notify their supervisor as soon as possible.

Employees, who are going to be absent for more than one day, should contact their supervisor on each day of their absence. Spirits Heart Childcare Center LLC reserves the right to ask for a physician's statement in the event of a long-term illness (three consecutive days), or multiple illnesses or injuries.

If an employee fails to notify their supervisor after three consecutive days of absence, Spirits Heart Childcare Center LLC will presume that the employee has voluntarily resigned. Spirits Heart Childcare Center LLC will review any extenuating circumstances that may have prevented the employee from calling in before they are removed from payroll.

Should undue or recurrent absence and tardiness become apparent, the employee will be subject to disciplinary action, up to and including termination of employment.

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees' rights under the National Labor Relations Act.

Certain absences may be protected by federal, state, and/or local law. If you have questions about this policy or your entitlement to time off, contact the HR Director.

## 8.2 Timekeeping

It is the Organization's policy to comply with applicable laws that require records to be maintained of the hours worked by our employees. Every employee is responsible for accurately recording time worked.

In addition to recording arrival and departure time, non-exempt employees are required to accurately record the start and end of each meal period as well as any departure for non-work related reasons. Any errors in time records, must be immediately reported to your supervisor.

Absent prior authorization, non-exempt employees are not permitted to start work until their scheduled starting time or work past their scheduled ending time.

Spirits Heart Childcare Center LLC strictly prohibits non-exempt employees from working off the clock for any reason. All time spent working must be logged and accounted for; this includes time spent using electronic devices for work-related purposes.

Vacation days, sick days, holidays, and absences for jury duty, funeral leave or military training must be specifically recorded by all employees. It is the responsibility of all employees to submit and approve their time records each week. Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in



disciplinary action up to and including termination of employment.

### 8.3 Paydays

Spirits Heart Childcare Center LLC employees are paid on a Bi-weekly basis. In the event that a regularly scheduled payday falls on a holiday, employees will be paid on the day preceding the holiday, unless otherwise required by state law.

Paychecks will not, under any circumstances, be given to any person other than the employee without written authorization. Paychecks may also be mailed to the employee's listed address or, upon advance written authorization, deposited directly into an employee's bank account. Employees who elect payment through direct deposit will receive an itemized statement of wages when the Organization makes direct deposits. In the event of employee termination, the employee will receive their accrued pay in accordance with applicable federal, state and local laws.

**Holiday Pay-** Is paid to employees after 90 days of employment.

Regularly scheduled full-time and part-time employees who work a holiday earn holiday pay for all non-overtime hours up to 8 hours.

Must work your scheduled work hours the day before (when we are open) and the day after (when we are open) for your scheduled work hours.

Holidays include , Thanksgiving, Christmas eve, Christmas Day and New Years Day.

An intermittent employee is ineligible for holiday pay because they do not have regularly scheduled days.

### 8.4 Payroll Deductions

Spirits Heart Childcare Center LLC makes deductions from employee pay only in circumstances permitted by applicable law. This includes, but is not limited to, mandatory deductions for income tax withholding and Social Security and Medicare contributions as well as voluntary deductions for health insurance premiums and other related contributions. If you believe that an improper deduction has been made from your pay, raise the issue with the HR Director immediately. Spirits Heart Childcare Center LLC will promptly investigate. If the investigation reveals that you were subjected to an improper deduction from pay, you will be reimbursed promptly.

### 8.5 Direct Deposit

All employees of Spirits Heart Childcare Center LLC may elect to have their pay directly deposited into their bank accounts. Direct deposit saves employees the hassle of going to the bank on paydays in order to cash or deposit their paychecks.

Employees choosing this benefit must complete a Direct Deposit Authorization Form. To obtain this form, contact your supervisor or the HR Director. If you elect direct deposit, your paychecks will be directly deposited into your bank account and you will receive an itemized statement of wages.

### 8.6 Garnishments

Spirits Heart Childcare Center LLC will comply with all federal and state required withholdings from your paycheck upon court order or for the purpose of child support, or repayment of unpaid student loans or federal, state, local municipality or school taxes.

Upon receipt of a notice of wage demand, Spirits Heart Childcare Center LLC will follow all procedures with regard to notification and compliance as is required by law. All garnishments will abide by applicable withholding limits as prescribed by law.

Spirits Heart Childcare Center LLC does not discriminate or take any adverse action against an employee whose wages are subject to garnishment.

8.7 No Call no fault Attendance policy (no excuse the first 90 days)

(All absences & tardies, will be reviewed at the owner's or director's discretion per situation)

There is a 90-day probationary period. During the probationary period, any occurrence of tardiness or absence is cause for disciplinary action, up to and including termination.

Your first 30 days MUST be Tardy & Absence free for any and all reasons. No doctor slips are accepted in the first 30 days.

In the event of death ( immediate family member only) or In the event of illness, a doctor's note or obituary will be required for you to return to work. 3 or more occurrences is cause for termination. Each occurrence will have disciplinary action following.

Permanent employment occurs after the probationary period. 3 or more occurrences of any kind in a 6 month period are cause for disciplinary action, up to and including termination.

In the event of illness, a doctor's note will be required for you to return to work. If there is no doctor's note, you will accrue a verbal.written then termination notice.

The employee can be terminated if they do not present a doctor's note but Spirit's Heart reserves the right to not terminate and give an occurrence depending on the situation. After 3 occurrences' you may be terminated.

Spirits Heart will allow a 3 min grace period before a shift starts. After 2 tardies, disciplinary action will take effect.

Please allow a minimum of 24 hours before your shift starts to call off.

\*A No call no show ( automatic termination)

\*Not giving a written 2-week notice

\*Not completing the first week of work

Above are ALL reasons for grounds for automatic termination and that week or your last pay week (max of 7 days) and salary will go down to \$7.25 an hour and your last paycheck may be mailed to you the following pay period, to the address on file. (Your responsibility to keep the address current)

\*If you are hired and you do not complete the 1st week and/or you do not notify the director that you are resigning by a written letter (2 week notice), then your pay will be decreased to \$7.25 an hour.\*\*\* and your paycheck may will be mailed the following pay period.

8.8 Call Ins

All calls in must be 24 hours before the scheduled shift. 3 or more occurrences is cause for termination. Each occurrence will have disciplinary action following. In the event of illness, a doctor's note will be required for you to return to work. If there is no doctor's note, you will accrue a written notice. After 3 occurrences' is terminated.

8.9 Time off Request

After your 90-day probationary period, you will request unpaid time off. Time off approval is at the discretion of the Owner/Director and is subject to teacher availability. Documentation will be required.

8.10 Acknowledgment of Receipt of Employee Handbook

I, \_\_\_\_\_ acknowledge that I have received a copy of the Spirit's Heart Childcare Employee Handbook. I further acknowledge that it is my responsibility to read the policy prior to beginning work at Spirit's Heart Childcare.

Employee's Signature\_\_\_\_\_Date\_\_\_\_\_

Director's signature \_\_\_\_\_

I have received my time card #\_\_\_\_\_

I was provided with 2 Logoed Uniforms in size \_\_\_\_\_.

I acknowledge and understand I must give the uniforms and time card back once exiting the job permanently.

Staff Acknowledgement Form

\*Please Initial

1. I know where the Fire Extinguishers are located \_\_\_\_\_Location #1 \_\_\_\_\_Location #2  
\_\_\_\_\_Location #3 \_\_\_\_\_Location #4

2. I know how to check smoke detectors \_\_\_\_\_

3. I have been introduced to all the staff. \_\_\_\_\_

4. All children must be signed in and out. \_\_\_\_\_

5. No child should be left in the restroom, staff must be present. \_\_\_\_\_

6. I will perform other duties assigned. \_\_\_\_\_

7. I understand that some training that is required, I must pay for. \_\_\_\_\_

8. I know where all restrooms are located. \_\_\_\_\_

9. I know where the parking is. (Staff parking is on the back row of the parking lot. By the back of the Kirby Mart.)  
\_\_\_\_\_

10. There is no smoking on the premises. \_\_\_\_\_

11. No cell phones are allowed in the classroom during Daycare hours. \_\_\_\_\_

12. Children must be checked for injuries upon arrival and departure. \_\_\_\_\_

13. Only authorized personnel will administer medication. \_\_\_\_\_

14. Only authorized staff shall accept child care fees, \_\_\_\_\_

15. I understand my break time and lunch hours.

16. I agree with my work hours \_\_\_\_\_ which are: \_\_\_\_\_ if they need to be changed. will let the director know as soon as possible

17. If there is a problem or situation I will make the director aware as soon as possible. \_\_\_\_\_

18. I know where the staff bulletin board is located. \_\_\_\_\_

19. I have the Directors' personal phone # 210-608-7953 in Case of emergency. \_\_\_\_\_

20. I know where all Daycare keys are. \_\_\_\_\_

21. The medication cabinet is located in the office. \_\_\_\_\_

22. Only positive and redirecting discipline is allowed. \_\_\_\_\_

23. I know where resource books and videos are located. \_\_\_\_\_

24. If I lose or misplace Spirit's Heart Childcare timecard, I understand I will have to replace it. This will be a \$10 direct deduction out of my pay.

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

Director Signature \_\_\_\_\_

# 9. Employment Status & Recordkeeping

## 9.1 Termination of Employment

Termination of employment is an inevitable part of personnel activity within any organization.

### Notice of Voluntary Separation

Employees who intend to terminate employment with Spirits Heart Childcare Center LLC shall provide Spirits Heart Childcare Center LLC with at least two weeks written notice. Such notice is intended to allow the Organization time to adjust to the employee's departure without placing undue burden on those employees who may be required to fill in before a replacement can be found.

### Return of Company Property

Any employee who terminates employment with Spirits Heart Childcare Center LLC shall return all files, records, keys, and any other materials that are the property of Spirits Heart Childcare Center LLC prior to their last date of employment.

### Final Pay

Spirits Heart Childcare Center LLC will provide employees with their final pay in accordance with applicable federal, state and local laws.

### Benefits Upon Termination

All accrued and/or vested benefits that are due and payable at termination will be paid in accordance with applicable federal, state and local laws.

Certain benefits, such as healthcare coverage, may continue at the employee's expense, if the employee elects to do so. Spirits Heart Childcare Center LLC will notify employees of the benefits that may be continued and of the terms, conditions, and limitations of such continuation.

If you have any questions or concerns regarding this policy, contact Spirits Heart Childcare Center LLC's HR Director.