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Employee Handbook

REVISED JAN/2026

WELCOME LETTER

Dear New Employee,

I personally want to take this opportunity to welcome you to Belle's & Beau's Childcare Center. We strive to be an excellent center that gives the best care possible to the children enrolled at our center, while providing a positive and supportive work environment for our teachers and staff.

We hope you will find your job challenging and rewarding and will enjoy with us the special feelings of satisfaction that come with doing a job well. While serving the parents and children of Belle's & Beau's Childcare Center, you will have a great deal of freedom to express your unique skills, creativity, talents, and thinking. These policies and procedures are meant to support individuality by providing you with our teaching philosophies and serving as a guide for you to express them in your own individual creative manner.

We have prepared this handbook to provide you with information about our policies, rules and present benefits. After your initial orientation, please set aside time to review these policies more thoroughly. It will be very helpful in answering many questions that arise. We recognize, however, that no Handbook can answer every question. If you do not find an answer to your question in this Handbook, or if you would like a policy or procedure clarified, please feel free to ask me or the Director. We will be glad to help you answer any questions that arise. Welcome to the team!

Sincerely,

Jessie Kinney

Owner/Operations Manager

ESSENTIAL FUNCTIONS

Enrollment and work needs change from day to day and from season to season. In order to maintain State Licensing ratios and to be cost efficient staff may be assigned to different classrooms, groups or centers, in addition hours of work or job classification may change based on company needs. These re-assignments will be done fairly and equitably. Staff will be scheduled as needed between 6:30 a.m. and 6:30 p.m. In addition, ALL employees must be able to perform these Essential Functions:

- ✓ Able to observe, see, hear and respond to children's needs, emergencies and conflicts that might occur in a classroom, on the playground, in bathrooms and common areas.
- ✓ Able to lift 30 pounds from the floor to a waist high table 10-15 times daily.
- ✓ Able to reach a child 20-30 feet away within 30 seconds without danger to the staff person's health.
- ✓ Able to crouch to a child's height, maintain eye-contact at the child's level, sit on the floor, and stand tall enough to reach children on the highest piece of equipment.
- ✓ Able to determine cognitive, social and physical needs of children and to communicate both in writing and verbally in the English language at a level that the parents and other staff are able to understand and respond.
- ✓ Able to handle the stress, tension and exasperation that contact with many children and parents brings every day.
- ✓ Able to embrace teamwork and strive for excellence.
- ✓ Able to be respectful and supportive of families at all levels.
- ✓ Able to communicate openly and productively.
- ✓ Able to represent Belle's & Beau's Childcare Center in a professional manner both within the facility and in the community.
- ✓ Able to abide by State of Texas Child Day Care Licensing Rule Requirements.
- ✓ Able to abide by State of Texas Quality Rating Improvement Standards.
- ✓ Able to abide by NAEYC Code of Ethics and Statement of Commitment. See the individual job descriptions for additional requirements and expectations of each position within the company.

SELECTION OF EMPLOYEES

Employees are selected based on their qualifications to fulfill established specifications for the job. General criteria include education, experience, mental capacity, physical ability, and willingness to work in the specific environment, and ability to perform the essential functions delineated in the "Job Descriptions" section of this handbook.

AT-WILL EMPLOYMENT

This handbook is prepared to provide you with information and guidelines. It is not a contract of employment between Belle's & Beau's Childcare Center and you, the employee. Since Texas is an at-will employment state, you are not under contract for employment. Thus, employment with Belle's & Beau's Childcare Center is not for a definite term. Belle's & Beau's Childcare Center or you may terminate employment at any time, for any reason or for no reason.

EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Belle's & Beau's Childcare Center will be made based on merit, qualifications, availability and ability. Belle's & Beau's Childcare Center does not discriminate in employment opportunities or practices based on race, color, religion, gender, national origin, age, physical disability or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination and access to benefits and training.

Employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the Director or Operations Manager. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful act and/or discrimination will be subject to disciplinary action, up to and including termination of employment.

POLICY STATEMENT

Belle's & Beau's Childcare Center strives for each employee to be treated with respect and in a fair and just manner. In keeping with this policy, all persons will be considered for employment, promotion or training based on qualifications without regard to race, age, handicapping condition, color, creed, sex, or national origin.

ORGANIZATIONAL STRUCTURE

Owners

Jessie Kinney and Mary Dorsey are the owners of Belle's & Beau's Childcare Center and oversee all company operations.

Center Directors

Directors make all the decisions for their Center on all matters, at times conferring with the owner first, based on position limitation guidelines to ensure that their Center operates in full compliance of state licensing policies, Company policies, NAEYC and Quality Rating guidelines. Directors have a bachelor's or Master's Degree.

Office Assistant

Office Assistants keep the flow of the front office moving. It is important that the person in this position be organizational, structured and well educated in childcare. This person helps with family enrollments, clerical duties, and greeting families and staff.

Center Lead Manager

The Center Lead Manager plays a vital role in the structure of each day within the classrooms of our oldest 4 rooms, Butterflies, Ladybugs, Tot School and Preschool. This person maintains teacher morality, classroom schedules, and parent communication. Along with making sure classroom curriculum is prepared for each week.

Infant Wing Manager

The Infant Wing Supervisor is in charge of our youngest 4 classrooms, Tadpoles, Toads, Caterpillars and Grasshoppers. This person maintains audits, takes care of teacher needs, helps when needed, and maintains teacher morality.

Lead Teachers

Each group of children has a Lead Teacher, who is desired to have a minimum of a Child Development Associate Degree, Technical Certificate of Credit in Early Childhood, or an Associate Degree or higher, in Early Childhood Education along with some experience in working with that age group. Lead Teachers are responsible for programming and the overall quality of care in their area. Lead Teachers have some limited administrative duties as requested by the Director.

Teacher Assistants

Teacher Assistants are a part of the program planning and implementation in cooperation with the Lead Teacher. They will have some experience in working with young children. Teacher Assistants are encouraged to have at least a two-year degree in Early Childhood Education or a Child Development Associate.

Floaters

Floaters help with the housekeeping, running mops, doing laundry, washing dishes, giving restroom breaks, lunch breaks, assisting teachers, and sometimes fill in a room when needed. They work as needed in all areas of the Center.

Substitutes

Substitutes are part-time employees. They work as needed in all areas of the Center. They fill in the classrooms as assigned and work as needed.

GENERAL

Full Time Employee

An employee is considered full-time when a person consistently works a minimum of 35 hours per week.

Work Scheduled: Staff shall not regularly be scheduled to perform childcare duties for more than twelve (12) hours within a twenty-four (24) hour period.

Part Time Employee

Part time employees normally average less than 32 hours per week. Part-time employees are an important part of our working team. Usually, part-time employees are scheduled to work during the busiest hours. Part-time employees who have a good work record and have shown ability and initiative in their job are usually given first consideration for a full-time position when one becomes available.

STAFFING REQUIREMENTS

Criminal Record Check & Fingerprinting

All employees will be asked to submit information pursuant for a comprehensive criminal record check and fingerprinting prior to employment. The following two statements must be followed to the letter.

Never have been found through credible evidence: e.g, a court or jury, a department investigation or other reliable evidence to have abused, neglected or deprived a child or adult to subject any person to serious injury as a result of intentional or grossly negligent misconduct as evidenced initially by an orally or written statement to the effect, provided to the administrator at the time of the hiring.

Not suffering from any physical handicap or mental disorder, which would interfere with the person's ability to perform job duties adequately and in accordance with these rules. If for any reason your criminal record comes back from the state unsatisfactory, you will not be hired.

Orientation

All new employees are oriented to Belle's & Beau's Childcare Center policies and procedures; orientation will begin on the first day of employment and continue throughout an employee's first 30 days. Each employee will be assigned a teacher or mentor to make sure that all procedures are explained and demonstrated. Any employee may ask their mentor or Director for further explanation or clarification of policies and procedures at any time. It is each employee's responsibility to ensure all Center expectations are upheld at all time.

Orientation is to be conducted for staff prior to assignment to children or task. Orientation shall include:

- Review of Center Policies
- Training in Emergency Procedures
- First Aid Procedures
- Shaken Baby and Safe Sleep Training
- Licensing Ratio Guidelines
- Job responsibilities and any other duties as assigned
- Recognition of Childhood Illnesses and Infectious Disease Control
- Handwashing Procedures and Universal Precautions for handling body fluids

- Schedule of operations at the center
- Review of Child Abuse and Neglect Laws and Reporting Procedures
- Child Management Techniques
- Parent Communication
- Supervision of Children Policies
- The integration of children with disabilities into the program
- Confidentially Policies
- Other policies and procedures as deemed necessary

Hours of Training

Type of Training:	Who is required to take the training?	When must the training be completed?
Orientation to the Childcare Center	Each employee	Within seven days of employment and before having unsupervised access to a child in care
24 clock hours of pre-service training	Each non-exempt caregiver	16 hours must be completed within 90 days of employment. (Non-exempt caregivers: 8 hours before the caregiver may be counted in ratio)
Pediatric First Aid	Each caregiver and childcare center director	Within 90 of employment and before having unsupervised access to a child in care and the person must stay current in this training
Pediatric CPR	Each caregiver and childcare center director	Within 90 days of employment and the person must stay current in this training
24 clock hours of annual training	Each caregiver	Within 12 months of employment and during each 12 month period
30 clock hours of annual training	A childcare center director	Within 12 months of employment and during each 12 month period
Transportation training	Any childcare center employee or director; if the center transports a child whose chronological or developmental age is younger than nine years old	Prior to transporting children and annually thereafter

WAGES

Compensation

The pay period at Belle’s & Beau’s Childcare Center is weekly for all employees. Checks/Direct Deposits are given every Friday for the prior week’s service. Pay dates may be subject to change depending on needs of the Center or whenever holidays or closings interfere with the normal pay schedule.

It is our policy to pay at or above the prevailing wage rates paid by the majority of similar organizations and service-oriented businesses. As long as you continue to perform the responsibilities for your job well, you can expect increases in pay based upon your own merits. If you move to a higher position, you will be reviewed for a higher rate

of pay. Therefore, your pay continues to increase as you increase your ability to do good work and perform your responsibilities.

GARNISHMENT OF WAGES Belle's & Beau's Childcare Center honors wage garnishments. Employees will be notified immediately upon their receipt.

ADMINISTRATIVE PAY CORRECTIONS Belle's & Beau's Childcare Center takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly by the end of the scheduled payday. In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Operations Manager so that corrections can be made as quickly as possible.

EMPLOYEE CHECK LOSS POLICY If an employee loses his/her payroll check, a new payroll check will be issued to the employee (at the fee charged by the bank for the stop payment on lost check).

Overtime Pay

We will pay for overtime work at a rate of one and one half your straight hourly rate for any time worked in excess of 40 hours in one payroll week. All overtime must be approved ahead of time by your supervisor.

Opportunities of Advancement

It is our policy to provide opportunities for promotion to our employees that are within our Equal Employment Opportunity guidelines. It is Belle's & Beau's Childcare Center's intent to hire and promote individuals who demonstrate the greatest and most desirable level of skills, knowledge, abilities, adaptations, fitness, and other qualifications appropriate to the position.

While there is no formal career development policy, the first criteria for any promotion is consistent effectiveness within your current assignment. Secondly, you must let your Director know you are interested in more responsibility and discuss methods for your development. Continuing your education is another positive step. Your Director can help you explore other factors affecting your career development.

GOVERNMENT REQUIRED COVERAGE

Workers' Compensation

All employees are entitled to workers' compensation benefits. This coverage is automatic and immediate and protects you following an on-the-job injury. An on-the-job injury is defined as an accidental injury suffered in the course of your work, or an illness which is directly related to performing your assigned job duties. This job-injury insurance is paid for by Belle's & Beau's Childcare Center. If you cannot work due to a job-related injury or illness, workers' compensation insurance pays your medical bills and provides a portion of your income until you can return to work.

All injuries or illnesses arising out of the scope of your employment must be reported to your supervisor immediately. Prompt reporting is the key to prompt benefits. Benefits are automatic, but nothing can happen until Belle's & Beau's Childcare Center knows about the injury. Please have your supervisor inform the Owners, enabling them to report the incident to our insurance company.

Unemployment Compensation

Depending upon the circumstances, employees may be eligible for unemployment compensation upon termination of employment with Belle's & Beau's Childcare Center. Eligibility for unemployment compensation is determined by the Division of Unemployment Insurance of the State Department of Labor. Unemployment compensation is designed to provide you with a temporary income when you are out of work through no fault of your own. For your claim to be valid, you must have a minimum amount of earnings determined by the State, and you must be willing and able to work. You should apply for benefits through the local State Unemployment Office as soon as you become unemployed.

Social Security

The United States Government operates a system of mandated insurance known as Social Security. As a wage earner, you are required by law to contribute a set amount of your weekly wages to the trust fund from which benefits are paid. As your employer, Belle's & Beau's Childcare Center is required to deduct this amount from each paycheck you receive. In addition, Belle's & Beau's Childcare Center matches your contribution dollar for dollar, thereby paying one-half of the cost of your Social Security benefits.

Your Social Security number is used to record your earnings. You are encouraged to protect your Social Security record by ensuring your name and Social Security number on your pay stub and W-2 form are correct. You may also want to make sure your earnings statement is accurate each year by requesting a Personal Earnings and Benefit Estimate Statement from the U.S. Social Security Administration by calling 1-800-772-1213 or you may even access them on-line at www.ssa.gov.

BENEFITS

Holiday Closings & Pay

Our center will observe the following holidays.

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day (Staff Development)
- Good Friday
- Memorial Day
- Juneteenth (Staff Development)
- Independence Day
- Fri. in Aug. before Semester Starts
- Labor Day
- Columbus Day (Staff Development)
- Veteran's Day
- Thanksgiving Day & the Friday after
- Christmas Week

All full-time employees with six months' full time service will receive full pay for these days off. You must work the day before and the day after a holiday to get paid for the holiday.

Personal Time

All full-time employees will begin earning 1 hour of paid time off (PTO) per pay period upon completion of 90 days of employment. PTO can be rolled over into the following year(s). Current and rolled over PTO hours cannot exceed 120 cumulative hours (3 weeks). Only one personal day per month will be allowed for call in absences. If a two-week notice is given and approved, more than one personal day may be used. Please ask the Director or Operations Manager for a Time Off Request Form. If an employee opting to leave the Center gives and completes a two-week notice, that employee will be paid for the earned and unused PTO.

Childcare Benefits

Upon employment, full-time employees are eligible for a 100 percent discount off the regular tuition per child, and part-time employees are eligible for a 25 percent discount off the regular tuition per child. Upon termination of employment, voluntary or involuntary, tuition discount is void.

All tuition costs must be paid in full through payroll deduction with each pay cycle to continue to receive discounted tuition rate benefits. Employees will be required to pay their weekly rate for reserved spaces when their child is absent.

Note: All staff parents must adhere to the same enrollment and attendance policies that regular parents observe, and the child or children must be the natural/adopted child or children of the employee, or the employee must have legal guardianship to qualify.

Jury Duty Leave

You will be granted time off with full pay for Jury Duty. Any pay received from the court needs to be paid back to the company/day care, since you are paid for that time off. This policy applies for the maximum of 3 days of Jury Duty.

After 3 days of Jury Duty, the owners or Director of the daycare will decide whether compensation will continue. This policy applies only to full time employees.

RULES OF CONDUCT

Confidentiality

Due to the sensitive nature of information that you will know as a teacher or provider of young children, it is imperative that you keep sensitive information confidential. All information about children or their families must be shared on a "Need to Know" basis only. All staff must be very sensitive about discussing children's developmental needs and family information in public places, including the administration office and hallway. This also includes off premise discussion and/or conversations. All questions of major concern should be forwarded to the Director. Protection of the interests of each child and family is vital in maintaining a standard of professionalism and privacy.

Professional Demeanor

Demeanor involves your manner and your non-verbal tone and gestures. At Belle's & Beau's Childcare Center, every teacher must be aware of their emotional undertone that they are exuding.

Four Characteristics to Maintaining Professional Demeanor:

- ✓ Pleasant Smile
- ✓ Gentle Approach
- ✓ Friendly Greeting/Conversation
- ✓ Maintaining Professionalism

Note: All employees will greet every parent and family with a smile; to let them know that you are truly happy to care for their child.

Employees will also;

- ✓ Treat fellow employees with the same respect and professionalism.
- ✓ Act competently and deal with clients in a courteous and respectful manner.
- ✓ Communicate pleasantly and respectfully with other employees at all times.
- ✓ Follow up on orders and questions promptly; provide businesslike replies to inquiries and requests and perform all duties in an orderly manner.
- ✓ Take great pride in your work and enjoy doing your very best.
- ✓ Remember parents are welcome in the center at any time, unannounced.
- ✓ Remember teachers and parents are partners. We all work together in a climate of trust and honesty to provide the children with a happy, healthy environment.
- ✓ Not "judge" anyone's parent's "parenting" techniques or other personal traits. Do not discuss parents in a negative way – they are doing the best that they can with what they have to work with – just as we are! We need to be supportive, honest, and helpful.
- ✓ Encourage parents to visit the center (for example: during snack time, lunch time, to play in the afternoon, or for another part of a day).
- ✓ Plan activities and other social events to involve parents.
- ✓ Communicate frequently with the parents of children in your group. Some suggested ways are: a) Face-to-face at the beginning and end of each day. b) Newsletters – thank-you notes, special events, reminders, etc. c) Communicate using daily logs with parents.

Visitors

A variety of visitors enter our building each day. All visitors must check in at the administration office. If a visitor will be visiting a classroom without the accompaniment of the Director, they must sign in at the administration office and wear a visitor identification badge. To ensure a safe environment for the children, employees should ensure that all visitors have an identification badge. If a visitor is not wearing an identification badge, employees must politely inquire into the purpose of the visit and redirect the visitor to the administration office. Suspicious persons or activities should immediately be brought to the attention of the Director.

Visitors include parents visiting the school and considering enrollment. When a visitor is brought to your classroom, ensure that you greet the person using the parent and child's name, introduce yourself and share briefly the activity your classroom is participating in. After introductions, we want all staff to continue their normal, daily routine. This is important because it gives the parent the opportunity to see exactly what occurs in a typical classroom or playground situation.

Visitors should be greeted with smiles and a pleasant welcome, "I am (Mary). I work in the pre-school room. May I help you?" Staff must know everyone who enters their space. Introduce yourself and be sure that you help the visitor. No one, other than a staff or a child's parent, may be in the Center unescorted at any time. This includes workers, inspectors, students, vendors, etc.

Remember- visitors are forming a lasting impression of the center through their interaction with you and from their observations. Be courteous, informative, helpful, and then go back to your job. Continue to interact and manage the children in your care in a professional manner

Staff Guests

All personal visitors should be scheduled during the employee's break time and restricted to the foyer area until the employee is available. If an employee's child (who is enrolled in another classroom in the center) wishes to visit, the needs of the employee's classroom take precedent.

Co-Worker Relations

Employees are always expected to keep a positive work environment. If a situation arises, with which you disagree, please discuss it directly and professionally with the person involved. We ask employees to surface problems or conflicts as soon as possible. Focus your concern with the behavior that is bothering you, not the person. Concentrate on positive feedback and constructive criticism over negativism, personal attacks, gossip and/or slander. Employees are expected to work through the concern with their co-worker first. If you are unable to jointly resolve the problem, approach your Director to help you work through the concern. Employees are expected to conduct themselves in a professional manner and refrain from discussing their concerns with co-workers, customers or the general public.

Sexual Harassment and Other Unlawful Harassment

Sexual harassment will not be tolerated in any way, shape or form.

Belle's & Beau's Childcare Center is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion or any other legal protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship and is strictly prohibited.

Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to the Director or Owners. Employees can raise concerns and make reports without fear of reprisal.

Smoking Policy

As you are aware, in most states, employers are required to comply with the Clean Air Act, as well as with other city, state and federal laws governing smoking in the workplace. As such, our policy was designed to provide a smoke-free environment for our children and employees who do not smoke.

Smokers have a responsibility to refrain from smoking in all areas of company premises. This includes the company building, parking lot, playground, any outdoor area, or while on center field trips or functions representing the Company in an area that children in our program may be present.

Any problems regarding this policy should be addressed to the Management. Please remember to observe this policy and respect the rights of your co-workers, both smokers and non-smokers. Retaliatory acts against employees exercising their rights under this Act are strictly prohibited.

Alcohol and Substance Abuse

Belle's & Beau's Childcare Center always prohibits the unlawful manufacture, sale, distribution, use, dispensation, receipt, transportation or possession of illegal drugs or unauthorized control substances on the company's premises or while engaged in business for the company off the premises. Belle's & Beau's Childcare Center also prohibits the unauthorized use of alcoholic beverages on the premises. Further, it is a violation of our policy for anyone to engage in work for the company or to report to work in any impaired or intoxicated condition or under the influence of alcohol, drugs, or illegal substances.

This policy applies to all regular and part-time employees and temporary workers, as well as to all consultants, vendors, and other individuals providing services to the company at any time on the premises or while engaged in business for the company.

Employees may be required to submit to random drug and alcohol abuse screenings. Positive drug test results will result in immediate dismissal from employment.

Cell Phones

At Belle's & Beau's Childcare Center, maintaining the safety and supervision of all children in our care is our highest priority. To ensure consistent attention to the children's needs, we have implemented a strict Cell Phone Use Policy as follows:

1. Prohibition of Cell Phone Use During Supervision

Staff Members are not permitted to use cell phones for personal calls, texting, browsing, or any non-emergency use while counted in the child-staff ratio. Cell phone use during supervision constitutes a lapse in child supervision, which is a serious safety risk and a violation of our commitment to quality childcare.

2. Zero Tolerance

This policy is enforced with zero tolerance. Any use of a cell phone while responsible for supervising children will be treated as a violation of this policy and will lead to immediate disciplinary action, up to and including termination.

3. Emergency Use

In rare cases where urgent or emergency cell phone use is necessary, staff must first ensure that another qualified staff member is available to take over their supervision responsibilities before engaging with their phone.

4. Cell Check In-Out Policy

Cell phones are to be kept inside your vehicle or checked in to the office during working hours. Any employee found using a cell phone while counted in the child-staff ratio will be written up and placed on a corrective action plan.

Computers

All center owned computers are to be used for work purposes only. Under no circumstances may software be installed without the prior permission of the Director and/or Owners.

SCHEDULE RESPONSIBILITIES

Work Schedule

Belle's & Beau's Childcare Center is open year-round except for our observed Holidays. Normal work hours shall be between 6:30 a.m. and 6:30 p.m., Monday through Friday. The Director and/or Operations Manager will determine scheduled hours for administrative employees based on the needs of the Center. Work schedules for classroom and support positions vary throughout the Center.

Operational demands may make it necessary for occasional changes to scheduled “in” times, scheduled “out” times and/or in the total hours that may be needed each day and week, in order to meet the varying demands of our business. Staffing is directly related to the number of children enrolled. The determination of the daily and weekly work schedule is afforded to the Director and/or Operations Manager. Your Supervisors may make such changes at their sole discretion.

If enrollment or income decreases, it is possible that the number of hours worked by the staff would be reduced. In such case, the employee would be paid only for the actual number of hours worked. If the employee has any questions concerning their schedule, she/he may consult the Director and/or Operations Manager. Your Supervisor will make the final decision on employee’s hours of work while meeting the individual center licensing ratios along with payroll budget guidelines.

All employees must be willing to accept and expect variations in their schedules as required by the needs of the children and the business. Management promises to make variations in scheduling fair and equitable. If you feel the burden is not fair, please discuss it immediately with your Supervisor.

To maintain efficiency, you are expected to be ready to start work in your designated work area at your scheduled start time and remain at work for the entire work period, excluding your meal period. Changing scheduled hours worked without prior approval will result in disciplinary action up to termination of employment. This includes, changing scheduled ending or starting times or scheduled break periods.

Should an unavoidable circumstance cause you to be late, notify your Director and/or Operations Manager of your anticipated arrival time or if it is necessary for you to leave work because of a personal emergency, you must inform your Director and/or Operations Manager before leaving.

Absences

The center cannot operate effectively or efficiently unless its employees can be depended upon to show up for work on a timely and consistent basis. Belle’s & Beau’s Childcare Center depends upon each employee, and when one person is absent, a replacement must be found for the day. Thus, absenteeism has a particularly disruptive effect on both the Center and the children. Employees who take excessive time off or abuse the benefits of paid time off are subject to discipline, up to and including termination.

Employees requesting leave related to any medical condition concerning the employee will be required to provide a physician’s statement verifying the condition, the beginning and expected ending date of the requested leave, the need for the leave must be clearly stated, and the estimated time required prior to returning from leave must be outlined. This means a signed doctor’s note must be provided on the day the employee returns to work. Repeated absences for any reason can result in discipline, up to and including termination.

Foreseeable absences must be requested at least 10 working days in advance (two-weeks’ notice).

Request for leave should be in advance for foreseeable events (at least 10 days) and as soon as possible for unforeseeable events. Requests for leave must be made in writing on the Employee Time Off Request Form and submitted to your supervisor. On the form, please check whether you are requesting to use personal time you have accrued or whether you are taking unpaid leave. Requests will be evaluated based on several factors, including anticipated workload requirements, staffing conditions, mandatory meetings and/or trainings, and hardship to the center operations during the proposed period of absence. All requests must be approved. Requests that cannot be accommodated may be denied or deferred. Completing a request form does not guarantee time off.

More than 2 days of call-in absences (unforeseen or absences due to illnesses) will require a written doctor’s excuse upon return.

Employees are expected to be on time to begin work. If you are going to be late or absent from work, notify the Director and/or Operations Manager before your scheduled working time. NO CALL/NO SHOW is grounds for immediate dismissal. Repeated absenteeism is unfair to the Center, your fellow employees, and most of all, the clients we serve. Repeated absenteeism may lead to dismissal. For purposes of attendance incentives and consequences, the 48-hour definition of a call-in applies.

ATTENDANCE, PUNCTUALITY, & INCENTIVE POLICY

Attendance Expectations:

Reliable attendance and punctuality are essential to maintaining proper classroom ratios, child safety, and a stable learning environment.

Employees are expected to:

- Report to work on all scheduled days
- Arrive on time and ready to work
- Provide timely notice for any absences

Definition of "On Time":

An employee is considered on time when they are:

- Clocked in
- In their assigned classroom
- Fully prepared to begin work by their scheduled start time

Clocking in but not being in the classroom and ready to work at the scheduled start time will be considered late.

Definition of a Call-In:

A call-in is defined as any absence reported less than forty-eight (48) hours prior to the scheduled shift start time.

- Requests submitted two (2) weeks in advance may be considered for approval.
- Management understands that emergencies occur and will evaluate circumstances on a case-by-case basis.
- Approved PTO absences are still considered absences for attendance incentive purposes due to coverage needs.

Attendance Incentive Pay (Weekly Pay Period):

To encourage reliability, the Center offers a weekly attendance incentive separate from base pay.

Incentive Structure:

- \$0.50 per hour — Earned if the employee:
 - Has no call-ins, and
 - Is not late during the pay period
- \$0.25 per hour — Earned if the employee:
 - Is late one (1) time, and
 - Has no call-ins
- \$0.00 incentive — If the employee:
 - Is late more than once, and/or
 - Has any call-in during the pay period

Important Notes:

- Attendance incentive pay is **non-guaranteed** and earned weekly
- Incentive pay is **separate** from base hourly wages
- Approved PTO absences are excluded from incentive eligibility regardless of advance notice, as coverage is still required during the absence.

- Incentives are applied prospectively and never retroactively

Mandatory Use of PTO:

When an employee calls in and has available PTO:

- PTO will be required to be used for the missed shift
- If no PTO is available, the absence will be unpaid

Doctor's Note Requirement:

A doctor's note may be required upon return to work when an employee has:

- Two (2) consecutive days of unscheduled absences
This requirement applies unless otherwise prohibited by law (including ADA or FMLA protections).

Progressive Attendance Consequences:

Attendance issues are tracked on a rolling 30-day period.

After three (3) call-ins without a doctor's note within 30 days:

- The employee's schedule will be reduced to part-time hours for fourteen (14) calendar days
During the 14-day reduced schedule period:
- Any additional call-in without a doctor's note will result in the employee being moved to shift pick-up only status

Attendance related consequences outlined above operate independently from the Center's general progressive discipline process.

Shift Pick-Up Only Status:

Employees on shift pick-up only status:

- Are not guaranteed scheduled hours
- May accept available shifts as offered

Failure to report for a voluntarily accepted shift, without appropriate notice or documentation, **may result in termination of employment.**

Protected Absences & Management Discretion:

This policy does not apply to absences protected by applicable law, including but not limited to:

- FMLA
- ADA accommodations
- Jury duty
- Military leave
- Bereavement leave (as applicable)

Management reserves the right to evaluate attendance matters on a case-by-case basis in compliance with all applicable laws.

STAFF RESPONSIBILITIES

Tardiness

It is the employee's responsibility to report to the center and at their assigned location on time. If you anticipate you will be tardy or absent for the day, please contact the Director and/or Operations Manager at the center as soon as possible in order to provide coverage for your shift. Repeated tardiness is unfair to the day care, your fellow employees and most of all the clients we serve. Repeated tardiness may lead to dismissal.

Timecards

Each employee is required to clock in/out for the start and ending of his or her shift including lunch breaks. Make sure you clock out and back in for all scheduled meal breaks. Clock out at your shift end. Make sure any overtime is approved. If an employee fails to clock in/out, management approval is required for approved payment of salary. Please note that our timecards are computer generated by your input. If you fail to input your time, there is a possibility that it could delay you in receiving your check.

Ending Employment

We hope you will be happy working here and that you will want to stay, but if you decide to leave, we ask you that you give us a two-week notice. This consideration of giving managers the time to find a replacement will be noted on your personal file for future job references. If an employee opting to leave the Center gives and completes a two-week notice, that employee will be paid for the earned and unused PTO.

Personal Appearance

Your personal appearance can be an asset to your career and the company. Remember that cleanliness, good grooming, and neatness will speak louder than words. Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the image that Belle's & Beau's Childcare Center presents to parents and their children, visitors, and guests. We expect you to accept the responsibility of dressing neatly and appropriately for your position or situation. Please come "ready" for work, if you show up to work to do your makeup or hair, you will be asked to return home.

If you have visible tattoos, please consider the type of environment you are working in. If your tattoo is negative or derogatory you will be asked to cover it up.

Facial piercings, aside from small nose piercings, are prohibited.

Dress Code

All employees must wear their Belle's & Beau's Childcare Center t-shirt with jeans or appropriate length shorts/bottoms (fingertip).

Belle's & Beau's Childcare Center will provide 2 center shirts free of charge, these are to be worn on Tuesday/Thursday. Extra shirts can be purchased for \$18 each thereafter. Seasonal shirts will be given to current employees as the Holidays approach.

Monday and Friday are free t-shirt days. Wednesday is college/sports shirt day.

Hair color is to remain a natural color; red, brown, black, or blonde. Un-natural hair colors are not appropriate for our workplace.

Note: Employees who report to work not appropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstances, employees will not be compensated for the time away from work. Consult your Director if you have questions as to what constitutes appropriate dress.

Staff Meetings

Staff meetings will be scheduled periodically. Each employee is required to attend the meetings. In the event an employee is on vacation, it is the responsibility of the employee to inquire about information missed.

Property of the Center

An employee is expected to exercise due care in the use of this property and to utilize such property only for authorized purposes. Negligence in the care and use of this property may be considered cause for suspension and/or dismissal. Unauthorized removal of property owned by the Center from the premises will be considered cause of suspension and/or dismissal.

Unacceptable Job Performance

Belle's & Beau's Childcare Center uses progressive discipline as a positive way to correct unacceptable job performance. This is not a contractual obligation because all Belle's & Beau's Childcare Center employees are "at will" which means an employee can be terminated at the will of Belle's & Beau's Childcare Center for any reason or no reason. The following are the steps, which are taken using progressive discipline.

STEP 1 Verbal Warning

If a staff member's job performance is not meeting our standards, or if a staff member is in violation of any policy stated in this handbook, he/she will be informed of the problem and the possible penalties if performance does not improve. Suggestions on ways to improve job performance are discussed.

Verbal warnings may be given for violation of center policies, failure to follow procedures, unsatisfactory performance, absenteeism or tardiness. Verbal warnings will be recorded, discussed, and signed by both the staff member and Director and/or Operations Manager. After three (3) verbal warnings have been issued for any reason within a period of three (3) months, a written warning will be issued.








STEP 2 Written Warning

A written warning is given if a problem(s) identified by multiple verbal warnings has not been corrected. Written warnings will be recorded, discussed, and signed by both the staff member and Director and/or Operations Manager. A staff member may receive only one (1) written warning during a three (3) month period. After one (1) written warning has been issued, any further issues or actions subject to the Disciplinary Procedure may result in suspension or termination.

Written warnings will be issued immediately for refusal to follow lawful instructions or any other serious policy violation, which endangers the safety or integrity of a child or staff member.

STEP 3 Termination

Termination may result when using progressive discipline if steps have not produced satisfactory and acceptable performance. Termination may be immediate without using progressive discipline. Reasons for immediate termination may include, but are not limited to:

-  Commitment of child abuse under state law
-  Abuse of a parent/guardian of a child or another staff member
-  Harassment
-  Being under the influence of drugs or alcohol while at work
-  Theft
-  Possession of a weapon
-  Violation of any policy which states that violation of such policy may result in termination

The above violations are only examples and are not meant to be all-inclusive. Disciplinary action up to and including termination may be taken immediately at the discretion of the Director and/or Operations Manager.

HEALTH & SAFETY

Parents Access

The custodial parent(s) of a child shall, at any time that the child is in attendance, be permitted access to all child areas of the center and must make their presence known to the center staff prior to removing the child from the center. Our parents are encouraged to visit the center and their child whenever the child is in attendance, and to discuss any concerns or questions with the Owners or Director.

Sick Children

Any child who has vomited, has diarrhea, is running a temperature, is acting lethargic, or appears to be not feeling well should be reported to the Director and/or Operations Manager. Children with contagious illnesses will be sent home as soon as possible and will not be allowed to return until 24 hours after the symptoms have subsided. Our temperature cut off is 100.4 degrees or higher.

Dispensing of Medicine

Any type of medication that is brought in (from Tylenol to prescription medicine) must be signed in and given to the Director and/or Operations Manager. Any medication not signed in CANNOT be given. We do not administer fever reducer to subdue a child's temperature. If a child has a fever, he or she should not be at the Center. Medication is not allowed to be stored in the classroom and must be administered by the Director and/or Operations Manager. Any child having an adverse reaction to their medication should be reported to the administration office immediately so that the parents can pick up the child or paramedics can be called.

Contagious Disease

Staff or any other persons being supervised by the staff, shall not be allowed in the Center who knowingly has, or present symptoms of a fever, diarrhea, vomiting, or any other contagious illness.

Notifying Parents of Communicable Disease

The Owners or Director will report notifiable communicable diseases to the Health Department and will go by the rules of the department regarding Notification of Disease. The administration office will notify the parents concerned.

Handwashing

All staff **must** wash their hands upon arrival, when changing rooms, before and after meals, before and after each diaper change, after outside time, and after all personal usage (such as eating, toileting, cleaning of room, counter and windows).

All Staff must wash the children's hands upon arrival, when changing rooms, before and after meals, after each diaper change or potty time, after outside time, and after all personal usage (such as eating, toileting, cleaning of room, counter and windows).

**Frequent hand washing with soap and warm running water for at least 20 seconds is the most effective way to reduce and prevent the spread of illnesses like diarrhea, the flu, and conjunctivitis (pink eye).

Reporting Child Abuse/Neglect

Any sign of child abuse or neglect must be reported to the Director and/or Operations Manager. They will notify the proper authorities. If you feel that management does not properly handle the situation, you have the right to report any suspected child abuse to the local DFACS.

Death of a Child, Loss of a Child

Any death of a child while in the care of the center or any serious illness injury requiring hospitalization shall be reported to the authorities and to the child licensing office immediately. Loss of a child will be reported to police and local agencies and the childcare licensing office.

Accidents on Duty

Accidents just don't happen; carelessness or unsafe conditions cause accidents. Wherever you work, be alert to situations that might lead to an accident and report dangerous conditions to your supervisor. Any accidents that require professional medical attention will be reported to the childcare licensing office within 24 hours. This includes broken bones, cuts requiring stitching, etc.

We have a major responsibility being care takers of precious children. Their lives and well-being are in our hands. While parents are away, we shall give our undivided attention to their safety and health.

Always keep your eyes open and never think something is too small to bring to a coworker or to the Director and/or Operations Manager. We are here as employees to help one another out and to cover for each other, not to point blame.

If you as an employee should have an accident while at work, report it immediately.

Accident Reports

Each child that is injured, including all bumps and scratches, must have an accident report filled out. These reports will be located in each classroom, must be signed by the teacher, Director or Operations Manager, and given to the parent. If you notice a mark, scratch, or injury, and are unaware of how it happened, fill out and sign the report noting that you are unaware of the exact occurrence.

CLASSROOM MANAGEMENT

Teacher's Role

You play a very important role. The children, parents, and management depend upon you. Please do not take your position lightly. Your expertise and contribution to creative growth and education prepare our students for tomorrow and the future.

Daily Attendance Records

A roll sheet will be provided for each classroom. It is very important to take attendance each day. Make sure you know how many children you have at all times. Your roll call sheet should be taken outside to the playground so that you can properly keep count and conduct name to face recognition.

Notes to Parents

You are encouraged to write positive notes to the parents. Your notes must always be positive and reviewed by your supervisor prior to delivery to parents. Correspondence (notes to parents) should never be negative and should be worded in a constructive way.

Cubbies and Cots

It is important and required that each child have a cubby for his/her personal belongings and their own cot or mat for naptime. Cot and cubbies must be labeled in all rooms. Each child must be assigned a cot, cubby, crib labeled with their name or corresponding number if a number chart is used.

Staff Communication

Most of you will have a co-worker in your classroom. Please communicate openly about the children. Leave notes for your teachers, director, and most of all the parents, after your supervisor reviews of correspondence.

Maintaining Ratios

State ratios are important indicators of quality. The center is required to maintain state ratios at all times. All staff are required to ensure that they adhere to the state ratios at all times. Make sure that you receive additional help when the number of children exceeds the ratio limit. Adherence is a dual responsibility between teachers and management.

Staff must never leave their group out of ratio ensuring there is always emergency assistance available. Staff are to notify the administration office for assistance when they need to leave the group and the total number of children in attendance exceeds the state ratio.

Educational Program

As a teacher, you will be given the Center elected curriculum to teach to your class. This curriculum includes learning and activities for ages 2-5 and will help you have a productive and positive day with your class.

Classroom Supplies

Any supplies or décor purchased with the center funds is property of the center and should not be removed from the classroom. Report supply needs or requests to the Director and/or Operations Manager, for approval and purchase.

Resource Room

The Resource Room often referred to as the Supply Room will be stocked by management on a regular basis. The Resource Room is for use by all staff. It is also important that the staff help maintain and keep the area clean. We do ask that you take only what you need at that time and do not store supplies in your room that may prevent other teachers/staff from utilizing the supplies. For example, if you remove a large 32-ounce bottle of paint, use what you need and return it by the end of the day.

Games, Toys, & Puzzles

It is the responsibility of each teacher to ensure that all game pieces, toys, and puzzles remain intact. Games and puzzles need to be stored after each use and all pieces accounted for. This will ensure games and puzzles can be used to their fullest potential.

Damage/Repairs

Notify the Director and/or Operations Manager of any damage to equipment and repairs needed. Routinely check and make note of missing outlet covers, broken safety latches, broken or jagged toys, and anything that could potentially harm a child. If something is damaged, please include how the damage to the equipment occurred.

Daily Schedule & Activities

The Lead Teachers and Assistant Teachers work cooperatively to create a daily schedule and plan activities that meet each child's developmental abilities and needs. Every staff member is responsible for carrying out the schedule and activities. The daily schedule and activities create a balance between active and quiet times; large and small group, and individual activities; small and large muscle activities; indoor and outdoor play times; as well as times for self-selection and teacher-directed activities.

Consistency from day-to-day is particularly important to the overall well-being of the children and classroom environment. Children thrive on consistency! Routines should be maintained whenever possible for arrivals and departures; meals and snacks; resting or nap times; personal care routines like diapering/toileting and hand washing; and transitions.

Lesson plans and the daily schedule must be posted in the classroom, visible at all times, and must include the following various activities:

- Indoors and outdoors plan
- Balance of quiet and active periods
- Balance of supervised free choice and caregiver-directed activities
- Individual, small group and large group activities
- Large muscle activities
- Small muscle activities
- Language experiences

- Arts and crafts
- Dramatic play
- Rhythm and music
- Nature and science
- Outdoor activities

Outdoor play

Outdoor play must be incorporated into the daily schedule for both the morning and afternoon, in almost all weather conditions. In the event of rain, severe wind/cold, or extreme heat, children are permitted to remain indoors. You will be notified by the director if it is determined to be too hot or cold to play outdoors.

All children shall have outdoor activity each day, unless it is documented that outdoor activity is medically prohibited. This must be a written request by the parents to the administration office.

There is less structure in an outdoor learning environment; however, it is expected that staff members actively engage in activities when prompted by the children. Outdoor play is an opportunity for children to run, jump, climb and use their bodies in ways that would otherwise be unsafe in an indoor classroom.

In addition, a large amount of social interaction takes place when children play outdoors. Because they are engaged in fewer teacher-directed activities and more child directed play, children are able to choose their friends and who to interact with.

The outdoor learning environment is an extension of the indoor classroom. Concepts taught indoors can be expanded upon while outdoors. For example, building with blocks on an uneven surface outside, or playing with toy cars in the grass teaches children about different textures, sounds, and smells because the environment is naturally different from the indoors. Lesson plans must include an outdoor learning component.

Playground Supervision

CHILDREN MUST BE SUPERVISED AT ALL TIMES. The staff is required to be moving among the children/students and observing all children at play. Teachers are not allowed to congregate on the playground. Any teacher who needs to leave the playground must have a substitute to cover the class. Head counts must be done before going to the playground, during playground time, on the way back and when returned to classroom. Trips to the restrooms and water fountains should be monitored.

Classroom Cleaning

Each teacher is responsible for keeping the classroom neat, clean, and orderly, and free of any food or spills on the floor. The following procedures must be done throughout the day and before leaving each night.

- Wash and wipe table and chairs with disinfectant.
- Clean doors and windows
- Dust counter tops, baseboard, and blinds if applicable
- Put away all toys and straighten all play areas
- Clean bathrooms and/or changing areas
- Sweep & mop all non-carpeted floors
- Lock windows in your classroom
- Take out trash
- Vacuum carpeted floors & rugs
- Clean toys with disinfectant

Each class will receive a weekly cleaning checklist that must be initialed each day by the completed task. The checklist is to be turned in to the Director and/or Operations Manager every Friday at closing.

CHILDREN'S CARE

Children's Care

Our goal is to have each employee assigned to the same set of children to care for each day. In some instances where there is a shortage of staff, a teacher or floater may be assigned to help in a different room or area.

Greeting the Children and Parents

The mornings tend to be hectic. Please wear a friendly smile at all times. Give each parent and child a warm welcome. Some children have difficulty leaving their parents in the morning. Please be as helpful as possible even when you are with parent and child. When the center is shown to a prospective customer, always be polite and acknowledge the prospective family.

Keep the Children Clean

It is your responsibility to see that your children assigned to your classroom are kept clean.

- Hair neat
- Face and hands washed
- Noses wiped
- Shoes tied
- Clothes changed if needed

Handling Soiled Clothing and Laundry

Children's soiled clothes should be placed in plastic bags and sent home daily. Soiled laundry should be placed in laundry room area for washing.

Children in Swing, Walker, other Confining Equipment

Infants are not to spend more than one half hour of time consecutively in confining equipment, such as Swings, highchairs, jumpers, seats, carrier or walkers. All infants should be allowed time to play in the floor daily and not be routinely left in cribs or playpens except for rest or sleep.

Diapering Infants

Infants and children shall not be left unattended while being diapered or having their clothes changed on the diaper changing surface. You must assemble all materials prior to moving child to the diaper changing area. There is a diapering and toileting procedure posted in each classroom by the changing area and restroom. Follow the steps EXACTLY as outlined in the instructions.

Daily Log Sheets

A daily log sheet will be filled out by the teacher for all infants and toddlers and given to the parent at the end of each day. The log sheet will include all meal/bottle times, what and how much was eaten, the time of diaper changes and/or toileting, sleep activity, lesson plans, and how the over-all day went for each child. There will be a place to communicate items needed, such as diapers and wipes. We utilize Procure Connect for all parent communication and there you will be able to see your child's daily log.

Mealtime

During mealtime, make it a point to sit down with your class and participate in mealtime. If you do not like something that we are serving, do not discourage the children. Never tell a child that they do not have to have something on their

plate. We have to offer all food groups on each child's plate. NEVER force a child to eat, only encourage them to eat. As a teacher help educate them on the importance of a good meal.

Allergies

A child with allergies must have an Allergy Action Plan posted in a visible location in the classroom. If the allergy is food related, an Allergy Action Plan must also be posted in the kitchen area. All staff working in the classroom of child with allergies must review the Allergy Action Plan to ensure understanding of emergency procedures should the child have an allergic reaction. All allergic reactions must be documented with an incident form.

Nap Time

Naptime is scheduled from 11:00 a.m. to 2:30 p.m. Monday – Friday for children 1 year and up. Children shall not be made to stay on a mat for more than one hour if they do not sleep. We will have books or other quiet activities made available for children who do not sleep or wake up early.

There shall be a minimum of twelve inches between each piece of sleeping and resting equipment in each row of equipment, and children shall be placed on cots or mats so that one child's head is toward another child's feet in the same row.

Voice level

YELLING WILL NOT BE TOLERATED! Your voice should not be heard through the wall or in the administration office. It is extremely important that you learn the proper skills to communicate with children without screaming. Use "attention getters" to gain their attention. For example, say to the children "clap once if you can hear me, clap two times if you can hear me" or "if you hear my voice, touch your head, now touch your nose". These tips work great and get a rowdy classroom under control quickly.

Positive Directions

Negative directions will not be allowed. Always be positive with the children. Remember, children learn what they live. Instead of telling children what not to do, instruct them on what to do. Redirect negative behavior to more positive behavior. Use positive reinforcement by praising a child who is following directions or playing nicely.

Discipline

It is the teacher's responsibility to discipline the children in their classroom. Redirecting to another activity should be the primary form of controlling behavior. Time out should be used as a last resort and is the only form of discipline permitted. Time out should be given in the classroom placing the child into an area set up for reading, music, and artwork..., a positive environment. Time outs should last 1 minute per age of the child. Example: A 3-year-old child should be given a 3-minute time out. After the time out, be sure and go over the rules and expected behavior with the child. Talk about what choice he or she made to be placed in time out and encourage them to make better choices in the future. Children that do not respond to this setting or with aggressive, escalated behavior should be brought to the administration office for management to contact the parents if necessary.

Discipline NO-NO's

- 👉 Personnel shall not physically abuse any child.
- 👉 Use of corporal or physical punishment is prohibited.
- 👉 No shaking, jerking, pinching, or handling a child roughly.
- 👉 No verbal abuse or humiliating a child or a family member.
- 👉 Don't isolate a child in a dark room, closet or unsupervised area.
- 👉 No use of a mechanical or physical restraints or devices.
- 👉 No unauthorized use of medication to control behavior.
- 👉 Cannot restrict unreasonably a child from going to the bathroom.
- 👉 Cannot punish toilet accidents.
- 👉 Cannot force feed a child or withhold regularly scheduled meals or snacks.

- ☞ Cannot force or withhold naps.
- ☞ Cannot allow children to discipline or humiliate other children.
- ☞ Cannot confine a child for disciplinary purpose to a swing, highchair, infant carrier or jump seat.

CORE VALUES FOR A WINNING TEAM

I understand that Belle's & Beau's Childcare Center is committed to being the best of the best in the provision of quality preschool and childcare and takes pride in having people on its team who care about children and are inspired in their work by a desire to help children. I also understand that the success of this commitment depends 100% on our individual and cooperative efforts. Therefore, I agree to accept a partnership with Belle's & Beau's Childcare Center in its commitment to service excellence. I will S.T.E.P. up to the challenge of service excellence through the following:

☞ SERVICE

I agree to always put children and families first. I agree to quickly and appropriately meet the needs of all customers. I agree to be professional and exhibit a positive attitude. I agree to be caring, courteous, respectful and compassionate.

☞ TEAMWORK

I agree to promote a sense of unity and teamwork in my work area and throughout the organization. I agree to be a responsible team member who is honest and accountable for my actions. I agree to support the members of my team. I agree to act as a role model by promoting cooperation between departments.

☞ EXCELLENCE

I agree to constantly strive to improve the quality and timeliness of services provided. I agree to use and conserve resources wisely. I agree to continuously improve personally and professionally.

☞ PROFESSIONALISM

I agree to take pride in my work. I agree to comply with Belle's & Beau's Childcare Center's standards and policies. I agree to honor the confidentiality of our children and employees. I agree to promote a positive image of myself and the organization through professional appearance and behavior.

Sometimes the challenges of my daily duties may cause me to question this pledge. I will remember that children depend on what I do. I will extend myself so that our children will receive a level of service that exceeds their expectations.

CLOSING STATEMENT

The Management of Belle's & Beau's Childcare Center thanks you for taking the time to thoroughly read our Employee Handbook.

The Management expects everyone to abide and follow the policies as set forth and described. However, all employees are encouraged to bring forward their suggestions and thoughtful ideas about how the center can be made a better place to work, our jobs improved, and our services to our clients enhanced. When you see an opportunity for improvement, please share it with your supervisor; they can help you bring your idea to the attention of the people in the center who will be responsible for possibly implementing it. All suggestions are valued and will be listened to.

Sincerely,

Jessie Kinney & Mary Dorsey
 Owners
 Belle's & Beau's Childcare Center



RECEIPT AND ACKNOWLEDGMENT OF BELLE'S & BEAU'S CHILDCARE CENTER EMPLOYEE HANDBOOK

Please read the following statements, sign below and return to management.

Acknowledgment and Receipt of Employee Handbook

I have received and read a copy of Belle's & Beau's Childcare Center Employee Handbook. I understand that the policies and benefits described in it are subject to change at the sole discretion of Belle's & Beau's Childcare Center at any time, unless otherwise provided in a valid and enforceable collective bargaining agreement.

At-Will Employment

I further understand that, unless otherwise provided in a valid and enforceable collective bargaining agreement, my employment is at will, and neither I nor Belle's & Beau's Childcare Center has entered into a contract regarding the duration of my employment. I am free to terminate my employment with Belle's & Beau's Childcare Center at any time, with or without reason. Likewise, Belle's & Beau's Childcare Center has the right to terminate my employment, or otherwise discipline, transfer, or demote me at any time, with or without reason, at the discretion of Belle's & Beau's Childcare Center. No employee of Belle's & Beau's Childcare Center can enter into an employment contract for a specified period or make any agreement contrary to this policy without the written approval from Management.

Employee's Printed Name

Position

Employee's Signature

Dated

(Form must be signed and returned within 48 hours of employment start date)