



# Employee Handbook

Kidz 1st Choice Mobile Childcare

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## **1. Welcome to Kidz 1st Choice Mobile Childcare**

We are pleased to have you join our team. Kidz 1st Choice Mobile Childcare provides professional, high-quality childcare services in homes, hotels, corporate environments, and event sites. Our mobile childcare model allows us to meet families and clients where they are while maintaining the same level of care, safety, and professionalism expected in traditional childcare settings.

As a member of our team, you represent the values, standards, and reputation of Kidz 1st Choice Mobile Childcare. We are committed to creating a respectful, supportive, and professional work environment where employees feel valued, prepared, and confident in their roles.

This Employee Handbook outlines expectations, responsibilities, and workplace standards. It is designed to support you in performing your role effectively while also protecting the children, families, and clients we serve.

## **2. Employment Relationship & At-Will Status**

All employees of Kidz 1st Choice Mobile Childcare are employed on an at-will basis, in accordance with Texas law. This means that either the employee or the company may terminate the employment relationship at any time, with or without cause, and with or without notice.

Nothing in this handbook or in any other company document should be interpreted as creating a contract of employment or a guarantee of continued employment. Only a written agreement signed by the owner of Kidz 1st Choice Mobile Childcare may alter the at-will nature of employment.

Employment policies, procedures, and expectations may be updated as business needs change. Employees will be notified of any material changes as appropriate.

## **3. Roles, Responsibilities & Professional Expectations**

Employees of Kidz 1st Choice Mobile Childcare are expected to perform their duties with professionalism, reliability, and respect at all times. Because services are provided in a variety of sites, including private homes, hotels, corporate locations, and event venues, adaptability and sound judgment are essential.

Professional responsibilities include providing attentive, age-appropriate care, maintaining appropriate supervision, treating children and families with respect, following company policies, representing the company professionally, respecting cultural differences, and maintaining professional boundaries.

Failure to meet these expectations may result in corrective action, up to and including termination.

## **4. Work Assignments, Scheduling & Availability**

Work assignments are offered based on availability, qualifications, experience, and business needs. Accepting an assignment is a commitment to be present, punctual, and prepared.

Employees may accept or decline assignments; however, reliability is essential. Repeated cancellations, late arrivals, or no-shows may result in corrective action.

## **5. Timekeeping, Pay & Payroll Basics**

Employees must accurately report hours worked in accordance with company procedures. Pay rates are communicated individually and may vary based on assignment.

Falsifying time records is prohibited. Payroll questions should be directed to management.

## **6. Code of Conduct & Professional Standards**

Employees must uphold the highest standards of professional conduct. Expectations include respectful interactions, positive guidance, appropriate language, no physical punishment, limited phone use, professional appearance, and adherence to mandated reporting responsibilities.

## **7. Confidentiality, Privacy & Social Media**

Confidential information related to children, families, clients, and company operations must be protected. Employees may not share, photograph, or post information without written authorization. Confidentiality obligations apply during and after employment.

## **8. Child Safety, Supervision & Mandated Reporting**

Children must be supervised at all times. Employees must comply with child safety laws and mandated reporting requirements. Safety concerns must be reported immediately.

## **9. Health, Illness & Fitness for Duty**

Employees must be physically and mentally capable of performing childcare duties. Employees should not report to work when ill in a way that compromises safety.

## **10. Use of Personal Belongings, Phones & Equipment**

Personal belongings should be limited while on duty. Personal phone use should be restricted to emergencies or work-related communication.

## **11. Incident Reporting & Injuries**

All incidents, injuries, or safety concerns must be reported and documented promptly.

## **12. Discipline, Corrective Action & Termination**

Corrective action may include verbal warnings, written warnings, suspension, or termination. Serious violations may result in immediate termination.

### **13. Communication, Questions & Acknowledgment**

Employees are encouraged to communicate openly with management. Employees must sign a New Hire Acknowledgment confirming receipt and understanding of this handbook.