



**Location One: 402 Cowgill Street, Dover, DE 19901 (302) 734-2464**

**Location Two: 710 Buckson Drive, Dover DE 19901 (302) 678-0445**

**Location Three: 333 Ludlow Lane, Felton, DE 19943; (302) 284-8797**

**Danielle@beginnings-beyond.com**

**www.beginnings-beyond.com**

# **EMPLOYEE HANDBOOK**

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## **ABOUT BEGINNINGS AND BEYOND**

Our goal is to achieve a friendly and warm environment with respect, tolerance, patience, honesty, and trust. We want you to be proud of your role at Beginnings and Beyond and to understand that you are depended upon to assist in creating the center's reputation as one that has an outstanding and caring environment for children.

We also want you to have fun working with the children! Being professional in your conduct does not mean that you cannot have fun at the same time. Don't be afraid to let the children and parents/guardians know how much you really enjoy being with the children.

The environment of this center is one of open communication. If at any time you have a concern or an issue, please speak to us about it personally. We have an open door at all times when we are at the center to ensure that your needs as an employee are met. The owner is also available via cell phone, where you may call or text whenever you need to (302) 519-1572. We will always have an open ear to thoughts and suggestions, and with your help, we hope to build a stronger team and improve on the center as well.

Welcome to the team!

## **PURPOSE OF THE EMPLOYEE HANDBOOK**

This Handbook provides information on procedures, policies, and other personnel matters. It also sets the tone for positive interpersonal relationships, professionalism, and standards of excellence among the employees at Beginnings and Beyond. These personnel policies are an essential element in the relationship between the center and individual members of the employees. These policies apply to all employees, and each employee must sign the acknowledgment form indicating that they have received and reviewed the handbook.

The center recognizes the value of every employee and wishes to retain people who are knowledgeable, have a good work ethic, and who are dedicated to their roles. It is even more important, however, that employees are genuinely concerned with the welfare of the children enrolled at the center.

All members at Beginnings and Beyond report directly to their Office Administrators, and the Owner.

All personnel policies are established and amended by the Owner/Administrator. Policy revisions may take place periodically as the need occurs. You are encouraged to speak with the Owner/Administrator if you have questions or suggestions regarding the policies.

Changes or amendments to the handbook will be presented to each employee. When changes are made, employees will be notified in writing, and the employee must sign off acknowledging receipt of the amendments and/or new handbook.

These Personnel Policies shall apply in addition to any applicable laws and regulations. Beginnings and Beyond also uses job descriptions, the Parent/Guardian Handbook, and other appropriate written materials to communicate work expectations and employee responsibilities.

## **THE CENTER'S MISSION**

Beginnings and Beyond is a child care and early learning center for children of six weeks of age through Pre-K. We also have a before and after school program for school-age children up to age 12 at our Buckson Drive, Dover and Ludlow Lane, Felton Locations. In addition to this, Beginnings and Beyond offers a drop in care service for children of six weeks of age through age 12. We aim to provide a high-quality child care and early learning program for the children enrolled at our center. By having our employees partner with Parents/Guardians, families, and children, we hope to create a safe, caring, nurturing, learning environment where Parents/Guardians are confident of their decision to enroll their children at our center and where children look forward to returning to.

The following are the main goals of Beginnings and Beyond, and as employees, we hope that you will strive to reach these goals along with us.

- To create a warm, comforting, caring, and nurturing environment for children, as well as an environment with an abundance of opportunities for movement, exploration, and self-discovery according to individual needs, interests, and abilities.
- To assist children in growing to their fullest potential by recognizing each stage of development and creating an environment (i.e. curriculum, facilities, employees) designed to nurture and facilitate development during each stage.
- To help children achieve independence, self-discipline, social competence, self-knowledge, enthusiasm for learning, positive attitudes, confidence, intellectual growth, and an approach to problem-solving.
- To assist Parents/Guardians in understanding the developmental stages of their children, enabling them to contribute to their children's growth and development.
- To partner with Parents/Guardians in order to make them an integral part of the center and their children's lives during their stay at the center.

## **THE CENTER'S PHILOSOPHY**

At Beginnings and Beyond, we believe that children grow toward self-reliance and healthy independence, develop positive feelings of self-worth and inner-strength, learn to interact with others, respecting their rights and feelings, learn to solve problems and resolve conflicts by expressing their feelings in appropriate ways and grow toward physical, emotional, social, and intellectual maturity. The children are able to do this in a warm and loving atmosphere where the children are under the guidance of caring teachers who help children learn to make decisions and accept the consequences for their actions as they explore and find joy in learning about the world around them.

## **EQUAL EMPLOYMENT OPPORTUNITY AND ADA COMPLIANCE**

Beginnings and Beyond is an equal employment opportunity employer which does not discriminate on the basis of race, creed, national origin, political affiliation, marital status, age, gender, sexual orientation, number of dependents, or any other characteristic protected by the applicable federal, state, or local laws. This policy maintains that we provide equal opportunity in all aspects of an individual's relationship with Beginnings and Beyond – recruitment, hiring, promotion, conditions of employment, compensation, classification, training, corrective action, or termination of employment.

Beginnings and Beyond will make reasonable accommodations for the known physical or mental disabilities of an otherwise qualified individual unless undue hardship results. If you have a disability that requires accommodation, you should request a reasonable accommodation so that we can work with you in an effort to enable you to perform the essential functions of your job. Please speak with the Owner/Administrator if you have such a request.

## **EMPLOYEE DEFINITIONS AND STATUS**

- **FULL-TIME:** employees regularly scheduled to work at least Forty (40) hours per week.
- **PART-TIME:** employees regularly scheduled to work less than forty (40) hours per week.
- **TEMPORARY AND SUBSTITUTE:** hired for a distinct period of time. Temporary and Substitute employees are informed of their status at the time of hire and may work full or part time hours.

## **RECORDING OF HOURS WORKED**

All employees must record their time in and out of the center daily (including lunch breaks) by punching in with their fingerprint at the timeclock each time they enter or leave for their shift. Clock in time shall be no earlier than the designated starting time and clock out time shall be no later than the designated finishing time, unless specifically authorized or requested by the Owner/Administrator.

## **LUNCH BREAKS**

Employees who work 7.5 hours or more in a day will be scheduled for an unpaid thirty-minute or one hour lunch break. Paid lesson planning time is available to Lead Teachers of each classroom to equal half an hour per week, assuming appropriate staffing coverage is available.

## **OVERTIME**

Overtime is paid at a rate of time and one half on hours in excess of 40 hours worked in a week. Only time worked counts towards overtime. **All overtime must be approved by the Owner/Administrator in advance.**

## **PAYDAY**

Employees will be paid bi-weekly on Fridays, with the option of a live check or direct deposit.

## **WORKWEEK SCHEDULE**

The Center is open from 6:30am to 6:00pm, Monday through Friday of each week, except for specified holidays. Employees must be available to work the hours stated. Schedules and lunch breaks are established by the Owner/Administrator and may be changed according to work and employee requirements.

## **HEALTH REQUIREMENTS**

New employees are required to provide a Health Appraisal and Tuberculin (Tb) test showing freedom from tuberculosis (Tb) at the time of initial employment by a licensed physician or clinic. The cost of pre-employment exams will be paid by the employee. In the event of a positive tuberculosis test, the employee is required to present proof of follow-up action as recommended by a licensed physician or health professional.

## **PROBATIONARY PERIOD**

The first 90-days, beginning with the employee's first day of work, are considered the probationary period. During this time, the employee has an opportunity to learn about Beginnings and Beyond and the requirements of their position, whereas Beginnings and Beyond has the opportunity to learn about the employee as well.

If, during this probationary period, Beginnings and Beyond concludes that the employee is not suitable for work, employment will be terminated. An employee's successful completion of the probationary period does not result in a change in the employee at-will relationship.

## **JOB DESCRIPTIONS**

Job descriptions for each position at the center will be given to each employee to review and sign. Employees may keep a copy, and a signed copy will be placed into their employee file. All employees should be familiar with their job description.

## **EMPLOYEE EVALUATION/PROFESSIONAL DEVELOPMENT PLANS**

Employee reviews are conducted annually. Any increases that are given to an employee are merit-based only, meaning that an employee may not receive an increase, or they may not receive the same increase as other co-workers. Merit increases are separate from increases that may take place for an employee taking a different position (promotion to lead, for example), however depending upon when the increase for a position change takes place, this may impact whether or not a merit increase is given at merit increase time.

All employees will receive their annual performance review each January and a merit increase in January of each year, depending upon their hire date and date of last increase.

Annual evaluations will serve as the basis for each employee's continued employment, promotion, or termination. The evaluations will be discussed with the employee, and an individualized training plan will be developed. Along with this, the following will be documented: current qualifications, annual goals for the employee's development, progress made toward the goals, all training completed during the year to include copies of training certificates, and how the training was related to the goals listed. The employee will sign and date the evaluations to indicate completion of the process. The employee will have an opportunity to make a statement on the evaluation with respect to any disagreement.



## CORRECTIVE ACTION/TERMINATION OF EMPLOYMENT

The center may take corrective action in cases of employee violation of policies and procedures. The breaking of certain rules is more serious than others and greater penalties must be imposed for such conduct. Generally, the corrective action process consists of four steps, although steps may be skipped, or the violation may lead directly to termination, dependent upon the severity of the violation. The four steps are as follows:

First Offense – Verbal Warning (in writing)

Second Offense – Written Warning

Third Offense – Final Written Warning

Fourth Offense – Termination of Employment

It is not possible to list all forms of behavior that are considered unacceptable in the workplace. The following are examples of violations that may result in immediate termination of employment.

1. Physical discipline of a child or threats of physical punishment of a child
2. Physical and/or verbal altercations on site, especially those witnessed by others and by children.
2. Absence from work without authorization.
3. Unethical behavior
4. Use of alcohol, drugs, or other intoxicants while on duty or reporting to work under the influence of alcohol, drugs, or other intoxicants.
5. Smoking on or near the center.
6. Disclosure of confidential information regarding children, parents/guardians, or other employees.
7. Falsification of any document (ex: timesheets, child information sheets, etc.)
8. Falsification or omission of information regarding job qualification or information required on the employment application form.
9. Failure to comply with Child Care Licensing Minimum Standards.
10. Failure to treat children and adults with respect.
11. Repeated occurrence of failure to perform satisfactorily.

## EMPLOYEE RESIGNATION

A two-week notice is requested upon an employee notifying the office of their resignation. A letter of resignation must be submitted in writing to the office. Beginnings and Beyond, INC will not approve any paid/unpaid time off on after an employee gives their two (2) week notice. No time off will be approved during an employee's (2) two week notice. Beginnings and Beyond, INC expects all employees to work their regular assigned work hours and/or train their replacement, from the time they give notice until their last official day of employment. If an employee fails to fulfill their scheduled hours during the two (2) week notice and/or gives less than a two (2) week notice, the last two (2) weeks' pay will be at minimum wage. **\*Note: Salaried Employees must give a three (3) week notice.** Calling out or not showing for scheduled shifts during the (2) week notice may result in suspension. Beginnings and Beyond, INC will honor the resignation notice and retain employees in their positions during the notice

period, provided that this does not involve a conflict of interest, result in deteriorating relationships, speaking negative about the company and there isn't a violation of any company or state policies.

Posting negative comments, while employed or after employment, about the company on social media including but not limited to platforms on Google, Facebook, Yelp, Glassdoor and Indeed is prohibited. If an employee violates any of the restrictions, promises, or duties contained within this handbook, then Beginnings and Beyond, INC is entitled to seek, obtain, and exercise temporary, preliminary, and permanent injunctive relief against employee, as well as, seek monetary damages and enforce all of Beginnings and Beyond, INC other rights and remedies.

***Any items left behind by employees that resign or are terminated will be either donated to the center, donated to charity, or discarded if not removed at time of separation.***

## **PAY AT TIME OF SEPARATION**

Beginnings and Beyond, INC. will determine if the terminated employee has any outstanding debt owed to Beginnings and Beyond, INC and whether the individual has in their possession any Beginnings and Beyond, INC. electronic keys, salary advances, or other Beginnings and Beyond, INC property.

**\*Any reimbursements made to any employee for purchase of toys and or equipment is now considered Beginnings and Beyond, INC property.**

After a full accounting of the employee's and Beginnings and Beyond, INC accounts, (as determined by Beginnings and Beyond, INC), a final paycheck will be issued less outstanding amounts to the employee in accordance with state law.

Beginnings and Beyond, INC will issue a final check at the next pay day, per Delaware code: Ann.tit.19 § 31-71c . If an employee fails to give a full two (2) week notice of leaving Beginnings and Beyond, INC the last 2 weeks' pay will be at minimum wage. No vacation hours will be paid upon your termination of any employee.

## **OUTSIDE EMPLOYMENT**

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with Beginnings and Beyond, INC. All employees will be judged by the same performance standards and will be subject to Beginnings and Beyond, INC scheduling demands, regardless of any existing outside work requirements.

If Beginnings and Beyond, INC determines that an employee's outside work interferes with performance or the ability to meet the requirements of Beginnings and Beyond, INC as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wished to remain with Beginnings and Beyond, INC.

## **CONFIDENTIALITY AND SABOTAGE**

The protection of confidential business information and trade secrets is vital to the interest and the success of Beginnings and Beyond. Confidential and sensitive information will only be shared with the employees of Beginnings and Beyond who have a “need to know”. Such confidential information includes, but is not limited to, the following examples this is not an inclusive list and is not exhausted:

- Pending projects
- Computers programs
- Parent financial information
- Children’s medical information
- Children’s development
- Family custody issues
- Payroll information
- Staff medical information
- Labor relation strategies
- Financial Information
- Information about staff
- Gossip about staff or center

Employees who improperly use or disclose trade secrets or confidential business and/or family information will be subject to disciplinary action, up to and including, termination of employment and legal action, even if they do not actually benefit from the disclosed information. Do not discuss Beginnings and Beyond’s confidential business with anyone who does not work for us.

Once employment is terminated voluntarily or involuntarily, an employee will not solicit (or attempt to solicit) current parents of Beginnings and Beyond. Employees shall not solicit parents or guardians whose children are enrolled at Beginnings and Beyond to transfer children to another child care center or school to engage in caring for or providing child care services to such students in the Employee’s own home, for a period of two (2) years after the conclusion of the employee’s employment by Beginnings and Beyond.

Employees, whether currently employed or terminated, must refrain from posting negative comments about the company on social media including but not limited to platforms on Google, Facebook, Yelp, Glassdoor and Indeed, or any other online platforms.

If any employee violates any of the restrictions, promises, or duties contained within this handbook, then Beginnings and Beyond will be entitled to seek, obtain, and exercise temporary, preliminary, and permanent injunctive relief of a sum equal to ONE THOUSAND FIVE HUNDRED (\$1,500.00) DOLLARS and court costs for each student solicited by the employee as a placement fee for such engagement and enforce all of Beginnings and Beyond’s other rights and remedies.

Sabotage of co-workers or Beginnings and Beyond of any kind can result in immediate termination and or litigation. The following examples is not an exhausted list of sabotage:

Solicitation of staff to leave Beginnings and Beyond  
Solicitation of families to leave Beginnings and Beyond  
Communication with a family that is not in your direct care about their child's care  
Gossip with a family, former co-worker, or existing co-worker about Beginnings and Beyond  
Unapproved video, recording, or photographing of the facility on any electronic device  
Unprofessional conversations verbal or electronic about Beginnings and Beyond  
Relaying company information to former staff, current, or former clients about daily activities of staff or children  
Lying about personal information or medical conditions for time off, monetary, or financial gain  
Violations of this policy are gross misconduct and can result in immediate termination and litigation against a violator.

## **ADMINISTRATIVE LEAVE AND EMPLOYEE INVESTIGATIONS**

For any issue that arises that requires investigation, an employee may be placed on unpaid administrative leave during the time of the investigation. Administrative leave will be used for issues that pertain to child or staff safety. During an internal employee investigation, staff must keep all conversations with Administration regarding the investigation confidential and may not discuss it at any point with any staff member at Beginnings and Beyond. Failure to comply with this will put the investigation in direct harm and compromise the investigation and is grounds for immediate termination.

## **EMPLOYEES IN-SERVICE TRAINING**

State licensing regulations require each employee to participate in yearly training. Employees providing direct child care and working 25 or more hours per week shall participate in 18 clock hours of training annually. Employees working less than 25 hours per week shall participate in 9 clock hours of training annually. Only substitutes or volunteers that work or volunteer less than 7 hours per week shall be exempt from the annual training requirement. The Cook is also exempt from these training requirements.

Training for employees providing direct child care must be within topics or core areas associated with improving quality in the early care and education and school-age care. Topics shall include core areas such as child development, developmental curriculum planning, positive behavior management, health and safety, nutrition, family and community, professionalism, and administration. For employees not providing direct child care, topics may be specific to the job functions of their particular position.

CPR, First Aid, and Administration of Medication training may count toward an employee's annual training requirement. First Aid and CPR training must be completed within an employee's first two months of employment. All employees are required to take CPR and First Aid training.

Employees are encouraged to pursue optional training in addition to the 18-hour minimum requirement.

## **EMPLOYEE MEETINGS**

All employees must attend regularly scheduled employee meetings and planning sessions outside of regular working hours. These meetings are mandatory and all employees will be paid for their time at these meetings.

Employees must also have an organized system of documented communication among themselves to ensure that any employee assuming responsibility for a child or children is informed of any significant information, problem, need or special circumstance involving the child or children.

## ATTENDANCE PROCEDURE

All employees are expected to be reliable and on time when reporting to work. Our goal is to provide consistency and stability for children, families, and employees. In order to accomplish this, all employees are expected to maintain prompt and regular attendance.

Excessive unapproved or unplanned lateness and/or absences are grounds for corrective action, up to and including termination of employment.

Unplanned absences and lates are defined as absences from work for which permission to be absent or late from a scheduled day of work has not been requested in advance via the time off request form, and approved. Requests must be made to the Administrator in writing. Voicemail, email, OurPeople, and text messages are not sufficient to be considered notice of a request for time off.

Please note that unplanned or unapproved absences will be counted towards the corrective action for attendance regardless of the Administrator indicating that the absence is allowable for the day (due to ratio in the building) and regardless of doctor's notes. Unplanned absences are considered call outs, regardless.

The following corrective action procedures will be used regarding unplanned absences:

- Four unscheduled absences during an employee's 90 day probationary period will result in termination of employment.
- Five unscheduled absences during a 12 month period will result in a Verbal Written Warning.
- Eight unscheduled absences during a 12 month period will result in a Written Warning
- Eleven unscheduled absences during a 12 month period will result in a Final Written Warning
- Fourteen unscheduled absences during a 12 month period will result in Termination of Employment
- If employee do not show up at all it's a no call no show and employees will be terminated.

The following corrective action procedures will be used regarding unplanned lateness:

- PTO deductions out of the employee's PTO bucket will occur for unplanned or unapproved lates (anything not previously submitted for via the time off request form and approved). The below details how this will occur:
- There will be a 10 minute grace period for lateness.
- 11 to 30 minutes late: 15 minutes PTO deducted
- 31 minutes to 45 minutes late: 30 minutes PTO deducted
- 46 minutes to 1 hour late: 45 minutes PTO deducted
- 1 hour and 1 minute late to 1 hour and 15 minutes late: 1 hour PTO deducted
- 1 hour and 16 minutes late to 1 hour and 30 minutes late: 1 hour and 15 minutes PTO deducted
- 1 hour and 31 minutes late to 1 hour 45 minutes late: 1 hour and 30 minutes PTO deducted
- 1 hour and 46 minutes late to 2 hours late: 1 hour and 45 minutes PTO deducted

- Employees showing up late past 10 minutes without calling/notifying the Administrator will be issued a corrective action and start the corrective action process for that behavior as follows: verbal written first offense, written second offense, final written third offense, term fourth offense.
- If employees do not show up by 2 hours past their scheduled shift start time it will be considered a no call no show/ job abandonment and can lead to termination of employment.

## **JOB ABANDONMENT**

Employees who fail to notify the Owner/Administrator of an absence from work (no call/no show) will be considered a voluntary resignation from employment and they will be terminated. Furthermore, employees that take a day off that is unapproved will be terminated from employment.

## **TIME OFF REQUESTS**

Time off requests are asked to be requested at least one week in advance. Requests will be either approved or denied within 2 business days. Time off requests may not be approved depending upon schedule, ratio, how many staff are already scheduled off, etc. If employees take time off in excess of what is in their PTO buckets, it is at the Owner/Administrator discretion as to whether or not the time will be approved. Excessive time off will be denied.

## **SICK/EMERGENCY CALL IN**

To facilitate scheduling, please call or text the Owner/Administrator if feeling unwell.

**Be sure you have a “Contact Information” card with the Owner/Administrator and center phone numbers with you at all times. It is your responsibility to contact in instances where you will be late or unable to make it into work. Direct contact with the Owner/Administrator is required and it is not considered acceptable to leave a voicemail message. You also must receive a text message back in order for your absence to be considered allowable, although unscheduled. It is your responsibility to make sure the Owner/Administrator receives notification of your absence and allows it for the day.**

## **PAID TIME OFF**

Paid time off days include vacation days, sick days, and personal days. Holidays are considered separate and are also paid IF the employee does not call out the day before or after any holiday day(s). In addition to PTO days, each employee may take one paid day per year for bereavement for a close family member.

All paid time off days (with the exception of unplanned events) must be scheduled prior and approved by the Owner/Administrator. If these days are taken without being previously scheduled and approved, they will count towards unscheduled absences.

Anyone that takes Paid Time off and then resigns without notice after returning from their paid time off will not be paid that time.

Fulltime Employees:

After 3 months of employment, fulltime employees will be given 6 paid time off days. After 6 months of employment with Beginnings and Beyond, fulltime employees will be given 4 additional days of paid time off, totaling 10 paid time off days. Each year, fulltime employees will be given 10 paid time off days on their anniversary hire date to utilize. They will also earn 1 additional day each year of employment, with a cap at 15 days. These days cannot be carried over to the next year.

#### Part Time Employees:

After 3 months of employment, part-time employees will be given 4 paid time off day. After 6 months of employment with Beginnings and Beyond, part-time employees will be given 3 additional days of paid time off, totaling 7 paid time off days. Each year, part-time employees will be given 7 paid time off days on their anniversary hire date to utilize. They will also earn 1 additional day each year of employment, with a cap at 12 days. These days cannot be carried over to the next year.

#### Birthday Paid Off:

Full time employees will receive their birthday paid off as well. If their birthday falls on a weekend, the Friday or Monday prior or after will be given.

#### Temporary and Substitute Employees:

Temporary and Substitute Employees are not eligible for any paid time off.

## **BENEFITS**

Staff are offered supplemental benefits through Allstate in which they can purchase supplemental benefit plans and life insurance as desired. After hire, during Allstate's Open Enrollment Period, meetings will be set up with Allstate so that employees can decide if they would like to enroll in or waive the benefit options. Additional benefits are offered through VITABLE HEALTH, entitling all staff to unlimited telehealth and unlimited mental health and in person visits from a Nurse (at home or at the center) for all medical issues except for ER type visits. This plan also includes prescription coverages. This coverage includes your spouse and any children over the age of 18 months. The cost is \$15 per month only. Additionally MEC medical plans are also available to staff and families, as well as dental and vision plans.

## **HOLIDAYS**

All full and part time employees will be paid their normal hours for all holidays IF they do not call out on the day before or after the holiday day(s) in which the center closes. The Center closes for the following holidays: New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving, They day before Christmas Eve, Christmas Eve, Christmas Day, and the day after Christmas, and New Year's Eve. If the holiday occurs on a Sunday, the center may be closed on Monday. If the holiday occurs on a Saturday, the center may be closed the Friday before. The center reserves the right to close for in-service days as they deem appropriate.

## EMPLOYEE PERKS

Employees may enroll their children at the Center if an opening exists in the child's age group and receive a 10% discount off of regular tuition costs.

Employees will also receive a \$50 bonus in their paychecks per family that enrolls their child(ren) in the center because they were referred by the employee.

We have a Points System in place, where employees earn points. After receiving a certain number of points, the employee can redeem points for various incentives, according to the points accrued in Qarrot.

Employee Service Award Program: in addition to a service award certificate, the employee's name/achievement will be posted on our center Facebook page and on our parent and staff information boards in the centers. Employees will also receive a bonus on their anniversary date. The bonus will be \$50 for each year with Beginnings and Beyond. For example: one year of service = \$50 bonus, two years of service = \$100 bonus and so on. This bonus will be earned in the Qarrot app. Please note that if employees resign/terminate employment and are then rehired, their time towards their years of service begins at the rehire date.

## PROFESSIONALISM / DRESS CODE

Employees are required to wear company-designated shirts with the Beginnings and Beyond logo at all times while working and representing Beginnings and Beyond.

Each new employee will be required to purchase and bring in their shirts to have the logo placed on them. Two shirts upon hire may be reimbursed by Beginnings and Beyond by submitting a receipt showing proof of purchase.

Shirts become the responsibility of the employee for maintenance and care. In the event a shirt needs to be replaced, employees will be required to purchase additional shirts and submit them to get the logo placed on them.

Only company logo shirts are acceptable for wear during work at the centers. No other shirts are permitted. Blankets and sweaters or sweatshirts covering the company logo are not permitted.

Employees may purchase a long sleeve shirt, or sweatshirt to have the company logo placed on them as well. Logos on shirts are to be visible at all times. The reason is for families (current or touring) to be able to properly identify staff.

### Appropriate pants to compliment the logo shirts are as follows:

Shorts that reach the fingertips (no shorter)

No leggings shorts, bicycle shorts, or spandex shorts of any kind

Capris

No leggings capris, or spandex capris of any kind

Jeans

If jeans have holes, no large holes on thigh areas

Scrub bottoms

Other pants: dress pants, khaki pants



No sweatpants of any kind  
No leggings, jeggings, or spandex of any kind  
No pajama pants unless it is a designated pajama day  
No yoga pants

Skirts past the knee

Underwear should not be visible at any time

**Note:**

- Cooks and Office Staff/ Trainers/ Behavioral Specialists are not required to wear the logo shirts. They are required to follow the guidelines for pants as listed above. They must also follow the following shirt guidelines: Shirts must appropriately cover so that cleavage is not visible. Tank tops are ok as long as bra and straps are not visible. Shirts must be long enough to cover entire torso.

If the center has a dress down day, clothing must be clean and in good condition, with no obvious stains or holes. All clothing should be of adequate length to ensure coverage when moving and bending, and to ensure you are covered appropriately. Clothing must not represent tobacco products, alcohol, drugs, violence, or sexual innuendos.

On dress down days, shorts must still be long enough in length. When standing your arms at your sides, your fingertips should be able to touch the shorts. If they do not, then DO NOT wear them. Skirts must still be past the knee. Dresses, if worn on dress down day, must be past the knee.

At all times, dress down day or otherwise, hats, scarves, coats, gloves, or other winter type gear are not permitted to be worn inside the building unless it is for religious purposes. Blankets are not to be worn around your shoulders.

Fingernails should be moderate in length. You may be asked to shorten your nails for the safety of the children as long nails can scratch a child unintentionally. Refusing to cut your nails when asked to do so may result in suspension and/or termination of employment.

Beginnings and Beyond is not responsible for lost or broken jewelry.

No Bluetooth devices or headphones are permitted while clocked in.

Employees must maintain a high standard of personal hygiene and grooming when reporting to work. Employees must have a clean face, neat hair, no body odor, etc. Clothing should be clean, neat, free of offensive odors and meet the above guidelines.

The Owner/Administrator may require an employee to improve or correct their appearance. Employees whose personal appearance, personal hygiene or demeanor is not appropriate for work will be asked to clock out and to return to work appropriately dressed. If you have any doubt about your appearance, ask your Director.

## **ARRIVAL AND DEPARTURE PROCEDURE FOR CHILDREN**

Upon enrollment, we ask that parents/guardians designate names and contact numbers for individuals other than themselves who are authorized to pick up their children. This information is entered into an online platform called Brightwheel. Parents have the ability to update Brightwheel on their own. If we do not have an individual's name listed as authorized, we will not release the children to them. We do

encourage parents/guardians to include all individuals whom they may ask to pick up their children. Please note that biological parents are permitted to pick up their child, unless there is a court document dictating otherwise.

For any authorized individual who is not the parent/guardian picking up a child, we verify with a photo id to ensure the individual is in fact who they state they are. In an unplanned situation where the parent needs to have someone pick up their child, and they are not on the authorized pick-up list, they need to call and speak to someone in the office to inform us who will be picking up and their full name. A parent may also temporarily add someone to pick up their child, when planned in advance, without placing them on the permanent authorized pick-up list. They may do so leaving a signed note in the office with the child's name and the authorized pick up's name and the date they are authorized to pick up.

In the case of an emergency, Beginnings and Beyond will contact the parents/guardians first. If they cannot be reached, the remaining individuals listed as emergency contacts will be contacted until someone can be reached.

If someone tries to pick up a child, and they are not listed as an Authorized pick-up on Brightwheel, employees must notify someone in the office immediately and/or send the person to the office immediately without releasing the child to them. It is every employee's responsibility to check the authorized pick-up list and ask for photo ID if they do not recognize them as an authorized pick up. It is every employee's responsibility to send such individuals to the office and to not release the child to these individuals unless the office resolves the matter and then instructs the Teacher that the individual can in fact take the child out of the center.

When a non-custodial parent attempts to pick up a child without the consent of the custodial parent/guardian, the non-custodial parent will be instructed that they are not permitted to take the child out of the center. The custodial parent/guardian will be contacted. If it reaches a situation where further intervention is necessary, the center will contact the Police Department.

Beginnings and Beyond will not release any children to a person whose behavior or health appears to endanger the health or safety of the children, including anyone under the influence of alcohol or other drugs. In the event that this should occur, we will contact the other parent/guardian or authorized person, the local police and Child Protective Services.

All children must be dropped off by 9:00 AM each day. This allows Beginnings and Beyond to maintain the appropriate number of employees to ensure the proper teacher/child ratios are met when the children arrive at the center. It also allows for our Cook to prepare the appropriate amount of food for our lunch time which is served by 11:00 am. Furthermore, it is beneficial for your child to arrive no later than 9:00 AM to ensure that they are getting the fullest benefit of our programs, and allowing them the ability to interact, socialize, learn, and participate in projects rather than arriving solely in time for lunch, nap, snack, and end of day activities. Exceptions can be made for Parents/Guardians who know that their children will be arriving after 9:00 AM for reasons such as a pediatrician appointment, etc. The

Parent/Guardian must contact the center to inform the Owner/Administrator that the child will be in late. We request that no child is dropped off during nap times hours of 12 pm to 2 pm .

Beginnings and Beyond discourages parents/guardians from sneaking out of the classrooms after dropping off their children. Although we understand the reasons for these actions, we believe it is best for parents/guardians to tell your children that they will be leaving, to hug and kiss their children, and to say goodbye. This will prepare the children for their departure. Some children exhibit separation anxiety when it is time for their parents/guardians to leave. Although this is very upsetting for parents/guardians to observe, it is normal for it to occur, and the children calm within minutes after the departure. The teacher in the classroom will comfort the children during this time. Teachers must always be open to suggestions and readily communicate with parents/guardians regarding any concerns.

## **POSITIVE BEHAVIOR MANAGEMENT POLICY**

### **A. EMPLOYEES BEHAVIOR**

1. Employees are expected to model positive behavior management techniques and respectful communication interactions when relating to other employees and parents/guardians while at the Center.
2. Employees will recognize that they are setting guidelines for children by their behavior and interaction with other adults.
3. Under no circumstances will an employee pull hair, pinch, slap, spank or shake a child.
2. Children shall not be yelled at, humiliated, frightened or verbally, physically or sexually abused.
3. Disparaging comments about a child's appearance, ability, ethnicity, family and other personal characteristics will not be tolerated.
4. Children will not be restrained in any way or deprived of food, toilet use, or outside playtime as a consequence of inappropriate behavior.
5. Children will not be punished for not going to sleep, for toileting accidents, failure to eat all or part of food or failure to complete a prescribed activity.

If staff notice other staff members behaving in any of the above, inappropriate manners that are listed, they themselves must notify the office staff immediately. If they do not, this can be cause for corrective action, up to and including immediate termination of employment.

### **B. POSITIVE REINFORCEMENT**

1. Employees are expected to praise and encourage children for positive behavior and redirect or guide inappropriate behavior into more positive actions, rather than relying on punishment.
2. Responses to a child's behavior will be appropriate to the child's level of development and understanding.

3. Employees will use positive developmentally appropriate methods of behavior management which encourage self-control, self-direction, positive self-esteem, social responsibility and cooperation.

C. PREVENTION OF BEHAVIORAL PROBLEMS

1. Appropriate, educationally valuable materials and activities will be provided.
2. Realistic expectations that are age-appropriate will be met in planning the program.
3. An organized, stimulating environment will be created.

D. SPECIAL NEEDS CHILDREN

The Center will discuss with the parent/guardian of a special needs child an effective positive behavioral method and to adapt behavior management practices to the needs of the child.

E. USING TIME OUT

1. Time-out will only be used as a supplement to, not a substitute for, other developmentally appropriate, positive methods of behavior management.
2. Time-out will be limited to no more than one minute for each year of a child's age.
3. Before using "time-out", the employees will discuss with the child the reason for the "time-out" in language appropriate to the child's level of development and understanding.
4. Time-out is to be a positive opportunity for the child to regroup and focus on appropriate behavior.

F. TIME OUT PROCEDURE

1. Remove the child from the group but keep the child within eyesight of the group so that he/she may observe the activity.
2. The child will be placed in an area that is comfortable and under supervision.
3. Before rejoining the group, employees will talk to the child about alternatives to the inappropriate behavior in a way that shows faith in the child's ability to make more positive decisions in the future.
3. Time out is used for acts of defiance and aggressive behavior only.

G. FAMILY INVOLVEMENT

Families will be notified by the Owner/Administrator and consulted should a behavioral problem develop that would require their intervention.

## **SIGN IN AND OUT PROCEDURE FOR CHILDREN**

Parents/Guardians must sign their children in and out of the center utilizing Brightwheel. When parents that do not sign their child in and out, it is the responsibility of the Teacher in the classroom at the time to sign the child in and out via Brightwheel. It is extremely important that this be documented so that in emergency situations, the center has an accurate account of which children are remaining in the building. As employees, you are responsible for reminding parents/guardians to sign their children in and out each day.

## **DIRECT CARE AND SUPERVISION**

The center will ensure that employees will not be given other duties that will interfere with providing care to the children. Employees must ensure that children are supervised at all times and are never left unattended.

## **EMPLOYEE TO CHILD RATIOS**

The center will comply with all employee/child ratios and maximum group sizes for each age group as indicated by the table in the Child Care Regulations. Employees must notify the Owner/Administrator if additional employees are needed and ratios have not been met.

For children ages 1 and older, during nap times, at least half of the normal employees as required must be present. For infants, full employees must be present at all times, even during nap

## **DIAPER CHANGING PROCEDURE**

The following procedure is posted in the center and must be adhered to by all employees:

1. Place a disposable cover sheet over the diaper changing station pad prior to placing the child on the diaper changing station.
2. Wash and dry the child during each diaper change utilizing disposable wipes or one-use washcloths, whichever is requested and provided by the parent/guardian.
3. Dispose of used disposable diapers and disposable cover sheets in diaper receptacle.
4. Place non-disposable diapers (do not rinse or empty) into a ZIP lock bag labeled with the child's name (labeled bags provided by parent/guardian) to be returned to parent/guardian at the end of the day.
5. Clean and sanitize the diaper changing station after each use, utilizing disinfectant as provided by the center.
6. Wash hands and child's hands with soap and water immediately following the diaper change.
7. The diaper receptacle must be sanitized at the end of each day, utilizing disinfectant as provided by the center.

## **MEDICAL EMERGENCY SITUATIONS**

If there happens to be a medical emergency situation that occurs to your children while at Beginnings and Beyond, the following steps will be taken to ensure the proper care and attention is given to the children.

- An ambulance will be called if there is a situation involving a life threatening accident, injury, or illness.
- Transportation by the Owner/Administrator to the hospital will be provided should a non life-threatening emergency occur which requires prompt medical attention.
- Parents/Guardians will be notified immediately if any of these situations occur. If the parent/guardian is unable to be reached, the emergency contact will be notified.

## **MEDICATION**

All of the employees at Beginnings and Beyond must be trained in medication administration and will be certified to give children prescription and non-prescription medication if requested by the parent/guardian.

Any medications that are brought into the center, whether they are prescription or non-prescription, must have a form filled out detailing the children's name, date of birth, medication allergies, doctor's name and phone number, pharmacy name and phone number, name of medication, dosage (amount to be given), time (when to be given), route of administration (oral, eye, ears, etc.), expiration date, start and end dates for administering the medication, reason for the medication, and any additional special instructions regarding the medication.

All medication must be in the original container, properly labeled, unexpired, and authorized by the children's health care provider (if prescription). Any deviations from the label on the medication must be in writing from the children's health care provider, whether it is prescription or non-prescription.

Written permission must be obtained from the parent/guardian in order for Beginnings and Beyond to administer any medication to children. There is a medication information and authorization log on which parents/guardians will need to sign in medication.

All medications will be stored in a locked area so they are inaccessible to the children at the center. Any unused portions will be returned to the parent/guardian.

Any topical applications such as diaper rash ointment, sunscreen, insect repellent, etc. must be authorized by the parent/guardian as well in order for Beginnings and Beyond to apply these to your children. The written authorization will be placed on a medication form as well for these purposes. Please ensure that parents/guardians label these items with their children's names on them. If parents sign the preventive medication form, this will allow Teachers to apply these types of medications without having to notate the administration of them in Brightwheel. This applies only to preventive medications as some examples are listed in this paragraph.

If children require medication for life threatening conditions (allergies, bee stings, etc.) the prescription can be kept at the center for as long as the children are enrolled. Medications of this type will be administered when necessary. New prescription medications must be brought in if the medicines have expired.

Any Teachers that administer medication must notate the administration of it in Brightwheel, indicating the medication name, time of administration, and amount administered. This applies to all medications except for preventive medications.

## **ACCIDENTS OR INJURIES**

At Beginnings and Beyond, we ensure that if an accident or injury does occur to a child during our care, we will take the necessary steps to protect the child from further harm. We will also immediately notify the parent/guardian. We ensure that all injuries that occur, no matter how small, shall have a completed injury notation in Brightwheel and/or be included on an injury log, which will need to be signed by the parent and the parent/guardian or emergency contact (if necessary) will be notified.

Teachers must notate the injury in Brightwheel for each incident to include the description of the injury, how the injury occurred, and required treatment. Injuries that result in death or inpatient or outpatient treatment will be reported to the Office of Child Care Licensing.

## **CHILD ILLNESS**

A child exhibiting any of the following symptoms will not be allowed at the center unless a licensed physician provides written documentation that the child has been diagnosed and poses no serious health risk to his or herself or others.

- A. Temperature: infants four months old and younger, equivalent to 100 degrees or greater even if there has not been a change in behavior.
- B. Temperature: children older than four months, equivalent to 101 degrees or greater accompanied by behavior changes or other signs of symptoms or illness – until medical evaluation indicates inclusion in the facility.
- C. Symptoms and signs of possible severe illness (such as unusual lethargy, uncontrolled coughing, inexplicable irritability, persistent crying, difficult breathing, wheezing, or other unusual signs) – until medical evaluation allows inclusion.
- D. Uncontrolled diarrhea, that is, increased number of stools, increased stool water, and/or decreased form that is not contained by the diaper – until diarrhea stops.
- E. Blood in stools not explainable by dietary change, medications, or hard stools.
- F. Vomiting illness two or more episodes of vomiting in the previous twenty four hours until the vomiting resolves or until a health care provider determines the cause of the vomiting is not contagious and the child is not in danger of dehydration.
- G. Persistent abdominal pain continues more than two hours or intermittent pain associated with fever or other signs or symptoms.
- H. Mouth sores with drooling, unless a health care provider determines that condition is non-infectious.

- I. Rash with fever or behavior change until a health care provider determines that these symptoms do not indicate a communicable disease.
- J. Purulent conjunctivitis defined as pink or red conjunctiva with white or yellow eye discharge, until twenty four hours after antibiotic treatment has been initiated.
- K. Scabies, until twenty four hours after treatment has been initiated.
- L. Head lice, until twenty four hours after treatment has been initiated.
- M. Tuberculosis, until a health care provider states that the child is on appropriate therapy and can attend care
- N. Impetigo, until twenty four hours after treatment has been initiated.
- O. Strep throat or other streptococcal infection, until twenty four hours after initial antibiotic treatment and cessation of fever.
- P. Varicella-Zoster (chicken pox) until all sores have dried and crusted – usually six days.
- Q. Shingles, only if sores cannot be covered by clothing or a dressing; if not exclude until sores have crusted and are dry.
- R. Pertussis, until five days of antibiotic treatment.
- S. Mumps, until nine days after onset of parotid gland swelling.
- T. Hepatitis virus, until one week after onset of illness, jaundice or as directed by the health department when passive immunoprophylaxis (currently immune serum globulin) has been administered to appropriate children and employees.
- U. Measles, until five days after onset of rash.
- V. Rubella, until six days after onset of rash.
- W. Herpetic gingivostomatitis (cold sores) if the child is too young to have control of oral secretions.
- X. Unspecified illness if it limits the child's comfortable participation in activities or if it results in a need for greater care than can be provided without compromising the health and safety of other children.

#### Procedures:

If a child becomes ill at school, a parent/guardian will be contacted to pick up the child. Once contacted, we request that parents/guardians pick up their children as soon as possible. If parents/guardians are not able to be contacted, Beginnings and Beyond will then contact the emergency contact. Children who are ill and need to be picked may need to be kept isolated from other children so as not to expose



them to any health risks. Isolated children will be kept comfortable until they are picked up from the center. The isolation area will be the Owner/Administrator's office. The office must be notified prior to any employee contacting a parent to pick up a child, as it is at the discretion of the Owner/Administrator. Employees may be requested by the office to send a Brightwheel message indicating that pick up is necessary.

Children with reported communicable diseases shall not be permitted to remain at the center, as specified by the Division of Public Health, unless:

- Written documentation from the child's health care provider states that the child has been evaluated and presents no risk to the child or to others.
- The licensee (child care center) has reported the illness to the Division of Public Health and has been advised that the child presents no health risk.

**\*\*Please note that if the health care provider's opinion differs from the opinion of the Division of Public Health, the center will follow the instructions of the Division of Public Health.\*\***

Communicable diseases include, but are not limited to: bacterial meningitis, diphtheria, influenza disease (not the flu), german measles, hepatitis, measles (rubeola), mumps, pertussis (whooping cough), rubella (3 day or german measles), tuberculosis, giardiasis, hepatitis A, salmonellosis, shigellosis.

## **SAFETY AND SANITATION**

The following areas and equipment must be washed with soap and water and disinfected as required after each use:

Potty chairs that have fist been emptied into a toilet  
Sinks and faucets used for hand washing after the sink is used for rinsing a potty chair  
Diapering surfaces  
Food preparation and eating surfaces  
Toys mouthed by children  
Mops used for cleaning  
Plastic Bibs  
Thermometers

The following areas and equipment must be washed with soap and water and disinfected as required at least daily:

toilet and toilet seats  
sinks and faucets  
diaper pails and lids  
water table and water play equipment  
play tables  
mats that are not stored separately  
smooth surfaced non-porous floor

Employees and children must wash their hands regardless of glove usage with soap and water and use single service towels for drying their hands after the following:

before and after eating or handling food  
before and after giving medications  
before and after caring for a child who may be sick  
before and after using a water play table with other children  
after toileting or diapering  
after coming into contact with blood, fecal matter, urine, vomit, nasal secretions or other body secretions  
after handling animals or their equipment or after coming into contact with an animal's body secretions  
after playing in a sandbox  
after outdoor play  
after cleaning  
after taking out the garbage

For protection from diseases and infection, spills of body fluids must be cleaned up immediately as follows:

- for spills of vomit, urine, and feces on any surface including the floors, walls, bathrooms, tabletops, toys, and diaper changing tables - clean with soap and water and disinfect.
- for spills of blood or blood-containing body fluids and injury and tissue discharges clean with soap and water and disinfect. Non-porous gloves should be used during these times.
- For cleaning contaminated surfaces, employees must avoid exposure of open skin sores or mucous membranes to blood or blood-containing blood fluids and injury or tissue discharges by using non-porous gloves to protect hands when cleaning the surfaces.
- Blood contaminated material and diapers shall be disposed of in a sealed plastic bag with a secure tie
- Mops shall be cleaned, rinsed, disinfected, wrung dry, and hung to dry

## CHILD ABUSE AND NEGLECT

Children who attend our program are cared for, nurtured, and kept safe at all times. Because child abuse is a very serious allegation, policies are intended to protect both the children in our care as well as colleagues at the Center.

It is the Center's goal to employ child care professionals who are committed to the highest standards of ethical behavior. To ensure the health and safety of young children in care, a policy of "Zero Tolerance for Child Abuse" is strictly enforced.

Children at the Center should expect to be treated with kindness, concern, and respect at all times. Any employee who exhibits unprofessional behavior that could be construed as abusive may be dismissed from work. Any evidence of physical or sexual abuse or misconduct will be grounds for immediate dismissal. **Employees are advised that corporal punishment or physical discipline are considered abuse.**

Any person who has information about behavior that may reasonably be characterized as known or suspected child abuse or neglect shall make a report to the Administrator and to appropriate authorities, as required by law. Allegations of abuse shall be reported to the Parent/Guardian and investigated.

Delaware statute prohibits injuries inflicted by non-accidental means involving physical abuse, neglect, sexual abuse, sexual exploitation, emotional/mental injury, or abandonment.

Department of Child Abuse phone number will be posted near the telephone in the Administrator's office.

In all cases of suspected abuse or neglect, the incident is to be immediately reported to The Delaware Department of Child Abuse at (800) 292-9582 as required by law.

It is the obligation under law to report such incidents and under no circumstances will an employee be discouraged, inhibited, or penalized for reporting an incident of suspected abuse or neglect.

Incidents, once reported, are to be documented by the person reporting and kept on file.

If an employee is suspected of committing abuse or neglect, immediate action will be taken by the Administrator to protect the children from harm.

An employee alleged to have perpetrated the incident of child abuse or neglect will have no direct contact with any child until an investigation is performed and completed.

Any employee accused of abuse or neglect shall have an opportunity to respond to the allegations. Until the issue is resolved, an employee suspected of abuse or neglect may be reassigned, suspended or placed on administrative leave, either with or without pay, at the discretion of the Administrator/Owner. If determined that the employee has committed an act of child abuse or neglect, appropriate disciplinary action will be taken up to and including termination. Action will be taken to ensure that the circumstances that may have resulted in the incident of abuse or neglect to the children will be corrected and/or eliminated.

We are mandatory reporters in the State of Delaware. If an employee sees any concerning behavior of another employee towards a child they must notify the office immediately. If they do not notify the office staff they will have corrective action, up to and including termination of employment.

## **INCLUSION POLICY**

At Beginnings and Beyond, we promote inclusive practices in order to meet the needs of the children and families of our community. All children are welcome to attend our center regardless of ability. We support the right of every child to participate in a broad range of activities. Through inclusive practices, we aim to reflect our wider community and promote positive attitudes to both the similarities and differences in each other. Discussion with parents will be held to determine the needs of the child and ways in which we can meet those needs, along with documentation from doctors if necessary to assist in this process. A written plan (IEP or IFSP) will be put into place. Monthly meetings will be held with parents to see if additional changes need to be made to the IEP. Documentation of these meetings will be made as well.

## ANTI - HARASSMENT

Beginnings and Beyond strives to maintain a workplace that fosters mutual employee respect and promotes professional conduct as well as harmonious, productive working relationships. One of our greatest strengths is the diversity of our employees. We are committed to providing an equal opportunity work environment where employees are evaluated on the basis of their qualifications and skills. We hire, retain, compensate, and promote our employees without regard to their race, color, national origin, gender, age, sex, pregnancy, marital status, sexual orientation, gender identity or expression, religion, creed, disability, veteran's status, or any other category protected by state and/or federal laws. Our facility believes that that discrimination, harassment, and retaliation in **any** form constitute misconduct that undermines the integrity of the work environment. All employees and volunteers are entitled to a work environment free from all forms of discrimination and/or harassment. Please refer to Beginnings and Beyond Anti-Harassment and Anti-Discrimination policies for further information regarding definitions, non-retaliation, reporting procedures, and corrective action procedures.

## SMOKING / ALCOHOL / DRUGS

Smoking, alcohol, and drugs of any kind (except for valid prescription medication) are **absolutely prohibited** inside the center, in the outdoor play area, on or near the center outside, while transporting children, or in while children are present on field trips or routine program outings sponsored by the center. Use, distribution, possession, or purchase of these substances, in or near the center, are grounds for immediate termination of employment. Due to high health standards, we ask that employees do not smoke right before they arrive at work and during breaks. Cigarette smoke gets into clothing, hair, etc. This can cause health problems in children, especially when cuddling the small children. Smoke breaks are not offered at Beginnings and Beyond.

## PARKING

Employees may park along the street by Beginnings and Beyond at our Cowgill Street location, however they must leave the front area of the center clear for parents/guardians. Employees may park in the parking lot spots furthest from the front door for Beginnings and Beyond at our Buckson Drive location, however there is a monthly parking lot rotation where employees will rotate and have to park in the designated spots next door in the Hotel parking lot. Ludlow Lane employees will park in the center parking lot.

## TELEPHONE & OFFICE COMPUTER USE

If employees need to make a phone call, they may request use of the phone in the Owner/Administrator's office. Employees may use these telephones only for work-related calls or emergencies.

**Cell phone usage in the classrooms is strictly prohibited. Cell phones used for personal use may be used only during lunch breaks or before / after shifts.**

Employees may give their loved ones the center phone number for them to contact in case of an emergency while employees are at Beginnings and Beyond. The Owner/Administrator will ensure that the employee is notified. Personal messages will be taken as well, however if they are not urgent in nature, they will not be given to the employees until their lunch or after work.

## **CLASSROOM TABLETS**

Each classroom is provided a tablet to assist staff in their job responsibilities. It is to be used for professional purposes. Employees are expected to exercise the same care and respect for the security and upkeep of the tablet and accessories as if it were the employee's personal property. The following guidelines are general in nature as not every possible scenario can be thoroughly described or known.

1. Employees agree to accept the full responsibility for the tablet and other accessories loaned to them. They are liable for any and all costs associated with replacing or recovering the tablet or accessories that may arise from their use of the tablet. Additionally, they are responsible for any and all costs associated with reimbursing Beginnings and Beyond for the cost of repairing or replacing the tablet or accessories if lost, stolen, or damaged while in their possession.
2. Employees will use the equipment for work-related purposes only, and the tablet and/or accessories are strictly prohibited from being taken out of the center by any employee.
3. Employees agree not to tamper with the hardware or software of the tablet and accessories or allow others to do so.
4. It is the employee's responsibility to deliver the tablet and accessories to administration for updates and/or checks upon notification by administration immediately.
5. In the event that employment at Beginnings and Beyond ends, an employee must return the tablet and all accessories in working condition to the administration promptly before their departure.
6. Beginnings and Beyond reserves the right to require the return of the tablet from any employee at any time without notice. If return of the tablet is requested, employees have 1 hour to comply with the request.
7. Employees are in default of this agreement if: (1) fail to care for and maintain the condition of the tablet and/or accessories; (2) misuse or abuse the tablet and/or accessories; (3) loan the tablet and/or accessories to any unauthorized persons, including children; (4) violate any of the terms or conditions of the agreement. Such default may result in their liability for the replacement cost of the tablet and/or accessories.
8. Employees are responsible for keeping the device secure and in working condition. Take every precaution to prevent damage.
9. If employees misplace, lose, or damage the tablet, intentionally or not, while it is in their possession, they must report it to administration immediately.
10. Employees must adhere to the guidelines for the proper care of the tablet and accessories listed below.
11. Employees must properly utilize and complete the tablet tracking form each day for each classroom they enter and/or exit when they utilize that classroom's tablet. Additionally, they understand that if they fail to take or return a tablet without properly documenting it, they may be liable for the cost of repairing or replacing the tablet if it is lost, stolen or damaged during the timespan in which it is signed out by them regardless if it is in their possession or not. In situations where multiple staff

have signed out a tablet and the tablet is lost, stolen or damaged, all individuals attached to that tablet at the time it is lost, stolen or damaged are liable for the cost of repairing or replacing the tablet unless there is definitive proof of whom caused the tablet to be lost, stolen or damaged.

#### **Guidelines for Proper Care of the tablet**

1. The tablet is not to be loaned to anyone.
2. Proper care must be given to the tablet at all times, included but not limited to the following:
  - Handle and store all tablet accessories properly.
  - Keep food and drink away from the tablet.
  - Do not leave the tablet out in extreme heat or cold.
  - Use the appropriate accessories for the tablet.
3. Proper security is to be provided for the tablet at all times, including, but not limited to, the following:
  - Secure the tablet in a safe place at the end of your shift or ensure it is signed off into the care of the individual taking over the room at the end of your shift.
  - Do not leave the tablet in the reach of the children or in any location where it may be susceptible to damage or theft.

## **GRIEVANCE POLICY AND PROCEDURE**

Any concerns or issues that employees have should be brought to the attention of the Owner/Administrator. There is an open-door policy and the Owner/Administrator is available at all times to discuss anything employees feel the need to speak about, whether it be in person or via call or text to her personal cell phone at 302-519-1572.

## **WORKPLACE SAFETY / SECURITY**

The Center is concerned for and is aware of its responsibility for the safety of the employees. Every effort has been made to safeguard our children and employees. It is important that you comply with all security measures, perform your duties in a safe manner and follow all established safety rules. Immediately report any concerns that you have regarding your own personal safety, or the safety of other employees, children or families

## **ADULT HEALTH POLICY**

All employees must ensure that they do not provide care to, or have direct contact with, children during normal working activities when the employee is known to have a communicable or other reportable disease which is readily contagious to others, whether the person has symptoms or is a carrier of such disease.

In addition, employees must not be involved in food preparation or serving, if so indicated by the symptoms or illness. The Division of Public Health will be notified of the reportable communicable disease and consulted to determine the most appropriate action, including exclusion.

## **PARENT/GUARDIAN COMMUNICATION AND SUPPORT**

Beginnings and Beyond believes that communication with parents/guardians is an extremely important component for a successful childcare and early learning center experience. Parents/Guardians are of primary importance to their children's development, and for this reason we strive to make communication a top priority. With communication, parents/guardians can feel empowered and offer suggestions, and they come to realize the value we place on the children and their families.

Parents/Guardians may visit the center anytime they would like to see their children. We welcome any monitoring of the programs their children are enrolled in. For this reason, we also have a closed circuit video monitoring system that may be available for Parents/Guardians to view as long as the privacy of the other children are not compromised. Video footage is not made available to families that have unenrolled from the center. It is also at the discretion of the Owner as to whether or not video footage will be shown to any family member requesting it.

We ensure that there is no discrimination on the basis on any child or their family's race, color, national origin, gender, age, sex, pregnancy, marital status, sexual orientation, gender identity or expression, religion, creed, disability, veteran's status, or any other category protected by state and/or federal laws. We ensure that all employees have the utmost respect for all children and their families, as well as each other.

Communication regarding their children's behavior and achievements occurs on a daily basis through the everyday conversations between the Teacher and parents/guardians. Because of this, we have only one sit down parent/teacher meeting annually. Parents/guardians may request at any time to have additional formal meetings with either their child's Teacher or the Owner/Administrator. We are always available for these meetings at their request.

To show our commitment to welcoming suggestions and wanting the families to voice any concerns they may have, we have an anonymous suggestion box in the front entry in which you or parents/guardians may submit any ideas or issues that you may have. Each month, based off of all suggestions received, the Owner/Administrator will post a list of what was contained in the suggestion box with action plans beside each suggestion/concern. Please note that if there is any confidential information placed in the box, this will remain confidential and will not be posted. We also urge you to have open communication with the Owner/Administrator at any time you feel necessary.

In addition to this, parent/guardian surveys may be distributed in order for Beginnings and Beyond to continue to improve. These surveys are anonymous as well and can be placed in the suggestion box once completed.

Daily reports are provided to parents/guardians of all children at Beginnings and Beyond through Brightwheel. These reports will inform them of their children's activities and advancements, of any special concerns the teachers note, any fun tidbits of information about their child for that day, as well as their daily schedules in terms of how much they ate and at what time, and diaper changes or toileting information.

In these ways, we strive to have various open lines of communication for all families and to show our dedication and commitment to constant communication and improvement.

Support is given to families in any way that is possible. Teachers work closely with parents to come up with plans when behavioral or other issues are noticed in a child. We work closely with parents to help their children reach the necessary goals. If additional assistance is needed outside of the center, information is given to parents for other programs that can assist them and their children.

### **WE LOOK FORWARD TO PARTNERING WITH YOU...**

This truly is a partnership between families, children, and staff. We are committed to making this a wonderful experience for you as an employee, your classroom and center families, and your classroom and center children, and we look forward to our future together!



**EMPLOYEE RECEIPT OF HANDBOOK ACKNOWLEDGMENT FORM**

**BEGINNINGS AND BEYOND**

I acknowledge that I have received, read, and understand the Employee Handbook for Beginnings and Beyond, which contains all the pertinent information regarding Beginnings and Beyond and its policies and procedures for the center.

Employee Name: \_\_\_\_\_

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

Date: \_\_\_\_\_