



Employee Handbook

TABLE OF CONTENTS

	<u>Page</u>
<u>WELCOME TO HIGH HOPE ACADEMY</u>	1
<u>PERSONNEL POLICY HANDBOOK</u>	2
<u>PREFACE</u>	2
<u>MISSION STATEMENT OF HIGH HOPE ACADEMY</u>	3
<u>VISION STATEMENT OF HIGH HOPE ACADEMY</u>	3
<u>PHILOSOPHY</u>	3
<u>HISTORY</u>	4
<u>ORGANIZATIONAL STRUCTURE</u>	6
<u>REQUIREMENTS FOR ALL POSITIONS</u>	7
<u>EMPLOYMENT POLICIES AND PROCEDURES</u>	8
A. SELECTION OF EMPLOYEES.....	8
B. AT-WILL EMPLOYMENT	8
C. STATEMENT OF POLICY	8
D. EQUAL EMPLOYMENT OPPORTUNITY	8
E. NAEYC GUIDELINES	8
F. STATE LICENSING RULES AND REGULATIONS	9
G. CURRICULUM.....	9
H. CONFIDENTIALITY	9
<u>CUSTOMER AND COMMUNITLY RELATIONS</u>	10
<u>EXTRACURRICULAR BABYSITTING</u>	11
<u>VISITORS</u>	12

<u>STAFF GUESTS</u>	12
<u>CO-WORKER RELATIONS</u>	13
<u>ORIENTATION</u>	13
<u>STAFF DEVELOPMENT</u>	14
<u>INTRODUCTORY PERIOD</u>	15
<u>TRAINING REIMBURSEMENT</u>	15
<u>MILEAGE REIMBURSEMENT</u>	16
<u>PROFESSIONAL RESPONSIBILITIES</u>	16
A. PARENT TEACHER CONFERENCES	16
B. HOME VISITS	16
<u>IMMIGRATION LAW COMPLIANCE</u>	16
<u>EMPLOYEE RECORDS</u>	17
<u>OPPORTUNITIES FOR ADVANCEMENT</u>	17
<u>SEXUAL HARASSMENT AND OTHER UNLAWFUL HARRASSMENT POLICY</u> . 18	
<u>CHILD ABUSE MANDATED REPORTER</u>	18
<u>HIGH HOPE ACADEMY CHILD ABUSE POLICY</u>	18
<u>SMOKING POLICY</u>	20
<u>ALCOHOL AND SUBSTANCE ABUSE</u>	20
<u>HOURS OF WORK & COMPENSATION ISSUES</u>	21
A. EMPLOYMENT CLASSIFICATION.....	21
B. OUTSIDE EMPLOYMENT	22
C. COMPENSATION	22
<u>RATE OF PAY INCREASE</u>	22

<u>ACTING PAY</u>	22
<u>REGULAR ASSIGNMENT TO LOWER CLASSIFICATION REDUCTIONS IN PAY</u>	23
<u>RELEASE FOR LACK OF WORK – RECALL WITHIN 30 DAYS</u>	23
<u>WORK SCHEDULE</u>	23
<u>BREAK PERIODS</u>	24
<u>TIME OFF & ABSENCES</u>	24
<u>TIMEKEEPING PROCEDURES</u>	27
<u>OVERTIME PAY</u>	27
<u>ANNIVERSARY DATE</u>	28
<u>COACHING AND/OR PROGRESSIVE DISCIPLINARY</u>	28
<u>PROFESSIONAL DEMEANOR</u>	28
<u>PERFORMANCE EVALUATIONS</u>	29
<u>PAYROLL</u>	30
<u>BENEFITS</u>	32
A. HOLIDAYS	32
B. PAID TIME OFF (PTO)	32
C. CHILDCARE BENEFITS	35
<u>MEDICAL & EMERGENCY LEAVES OF ABSENCE</u>	35
<u>JOB STATUS UPON RETURN FROM LEAVE</u>	36
<u>FAMILY AND MEDICAL LEAVE OF ABSENCE (FMLA)</u>	36
A. DISABILITY LEAVE OF ABSENCE	37
B. INSURANCE PREMIUM PAYMENT DURING LEAVE OF ABSENCE ..	38
<u>BEREAVEMENT LEAVE</u>	38

<u>JURY DUTY</u>	38
<u>LEAVE OF ABSENCE REQUEST FORM</u>	40
<u>FRINGE BENEFIT REQUEST FORM</u>	41
<u>PAYROLL DEDUCTION FORM</u>	42
<u>YOUR BENEFIT PACKAGE</u>	43
A. MEDICAL INSURANCE	43
B. DENTAL INSURANCE	43
C. RETIREMENT PROGRAM	43
<u>GOVERNMENT REQUIRED COVERAGE</u>	44
<u>COBRA NOTIFICATION</u>	45
A. Qualified Person.....	45
B. Continuation Period.....	45
C. Termination of Continued Coverage	46
D. Monthly Cost	46
E. Election Requirement.....	47
F. Grace Period	47
G. Plan Changes	47
H. Disabled Continued Extension	47
I. Acquired Dependents	47
J. Other Group Health Coverage or Medicare	48
K. Other Purchase (Conversion).....	48
L. Employee, Spouse and Dependent Notifications.....	48
<u>RULES & REGULATIONS</u>	49
A. TEAMWORK AND SERVICE TO THE CUSTOMER	49

B. ETHICAL STANDARDS.....	49
C. GUIDELINES FOR CONDUCT.....	49
<u>GRIEVANCES.....</u>	52
<u>EMERGENCY CLOSING AND INCLEMENT WEATHER.....</u>	53
<u>SOLICITATION OR DISTRIBUTION OF LITERATURE.....</u>	53
<u>SECURITY/SAFETY CHECKS</u>	53
<u>DRESS CODE</u>	54
<u>IDENTIFICATION BADGES.....</u>	55
<u>PARKING.....</u>	55
<u>USE OF PHONE AND MAIL SYSTEMS</u>	55
<u>SOCIAL MEDIA.....</u>	56
<u>TELEPHONE USAGE POLICY.....</u>	57
<u>PURCHASING</u>	57
<u>EMPLOYEE MAILBOXES AND EMAILS.....</u>	58
<u>EMPLOYEE BULLETIN BOARDS</u>	58
<u>USE OF HIGH HOPE ACADEMY EQUIPMENT & SUPPLIES.....</u>	58
<u>EMERGENCY & SAFETY PROCEDURES.....</u>	59
A. EMERGENCY PROCEDURES.....	59
B. DISASTER PROCEDURES (FIRE DRILL/TORNADO WARNING)	59
<u>SAFETY.....</u>	60
A. GENERAL EMPLOYEE SAFETY	60
B. REPORTING SAFETY ISSUES.....	60
<u>HIGH HOPE ACADEMY, INC. SAFETY PROGRAM RESPONSIBILITES</u>	61
A. The Program Director.....	61

B. Program Director – Assistant Director – Teachers	61
C. Employees	61
D. General Safety Rules.....	61
E. Material Handling	62
F. Equipment and Playground Safety Check.....	62
G. Housekeeping.....	62
H. Chemicals.....	63
I. Fire Prevention	63
J. Medical Emergency	63
K. First Aid Boxes... ..	64
L. High Hope Academy Safety Hazards	64
<u>ORIENTATION & ON-GOING SAFETY TRAINING</u>	64
<u>BLOODBORNE PATHEGON TRAINING</u>	65
<u>SUDDEN INFANT DEATH SYNDROME</u>	66
<u>SHAKEN BABY SYNDROME</u>	66
<u>WORKERS COMPENSATIONS – UNEMPLOYMENT POLICY</u>	67
<u>SEPARATION OF EMPLOYMENT</u>	68
<u>HIGH HOPE ACADEMY’S CORE VALUES FOR A WINNING TEAM</u>	70
<u>CLOSING STATEMENT</u>	71
<u>ACKNOWLEDGE RECEIPT OF HANDBOOK</u>	

WELCOME TO HIGH HOPE ACADEMY

On behalf of myself and your new colleagues, welcome to High Hope Academy. We are happy to have you as a new member of our team!

High Hope Academy has earned a reputation as a local leader. We are successful because of the individual contributions made by each of our employees. You were selected to join High Hope Academy's team because we feel you have the skills, ability and commitment needed to help us deliver the finest service available to our customers. Since founding High Hope Academy, we have held to a very simple philosophy: ***exceptional education for our students is essential to preparing them for life.*** We want to ensure that the positive experiences our students receive will spark a love of learning that will continue well into the future.

We hope you will find your job challenging yet rewarding and that you will enjoy the special feeling of satisfaction that comes with a job well done. While serving the parents and children of High Hope Academy, 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.

This handbook will explain many of the benefits that you will enjoy as a High Hope Academy employee and some of the rules and regulations that enable our Company to run smoothly.

We would like to welcome you to our center. We are glad to have you as part of our team. We hope to have the opportunity to enjoy many years of working together, helping the children in the area to grow and develop. I extend to you my personal best wishes for your success and career development as a member of High Hope Academy.

Sincerely,

High Hope Academy Family

PERSONNEL POLICY HANDBOOK

This handbook is designed to be a summary of personnel policies and practices as they apply to all High Hope Academy personnel, unless otherwise provided in a valid and enforceable collective bargaining agreement. Although this handbook is not a contract or legal document, it does provide a working guide for use in understanding and applying all policies and practices. It is meant to be helpful to all employees and their supervisors.

Please understand that circumstances may surface that require changes in the policies, practices and benefits described in this manual. As a result, High Hope Academy reserves the right to amend the contents as deemed appropriate.

Should any provision in this Employee Handbook be found to be unenforceable or invalid, such finding does not invalidate the entire Employee Handbook, but only that particular provision.

This Employee Handbook replaces and supersedes any and all other High Hope Academy Handbooks, or other High Hope Academy, Inc. or High Hope Academy Center, Inc. policies, whether written or verbal, except valid and enforceable collective bargaining agreements.

PREFACE

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 particular question in this Handbook, or if you would like a particular policy or procedure clarified, please feel free to ask the Director or Assistant Director. They will be glad to help you answer any questions that arise.

MISSION STATEMENT OF HIGH HOPE ACADEMY

The mission of High Hope Academy is to cultivate a community of families and teachers working together to provide a high quality, safe, stimulating, and positive environment that enhances and fosters the physical, emotional, cognitive, creative, and social development of individual children, through play-based learning and discovery. The mission will be implemented by practicing an emergent and constructivist curriculum; that inspires children to learn through active engagement.

VISION STATEMENT OF HIGH HOPE ACADEMY

At High Hope Academy, we envision that our children are able to become future leaders by being active participants in, and shapers of, their world; to grow cognitively, socially, emotionally, and globally through child-based and teacher facilitated learning.

PHILOSOPHY

High Hope Academy strives to provide a quality Early Childhood Education Program filled with carefully chosen staff members, filled with love and compassion for children. We believe that children are our most important resource and that their early childhood experiences are crucial in the development of their future. Each staff member strives to offer an environment that is high in quality and stimulates the child's senses and where warmth and friendship are abundant, to meet the needs of the total development of the child. The program we pursue is geared toward helping the child develop habits of observation, questioning and listening while building a positive self-esteem. Our staff members are partners with our parents working together to meet both the needs of the children and their families.

Our center is a model of quality in childcare and education. As an employee of the High Hope Academy family, you will be expected to exemplify excellence and quality of service and care. By following the employee policy and procedures outlined in this handbook, combined with National Association for the Education of Young Children (NAEYC) Code of Ethics you will be well on your way to meeting the goal of excellence and quality. This handbook will be used to guide your conduct; you will be oriented on more specific policies and procedures through ongoing professional development. Be sure to always keep the NAEYC Code of Conduct at the forefront of all decision making concerning children.

High Hope Academy always strives to exceed the best and succeeds by delivering outstanding performance and customer service.

ORGANIZATIONAL STRUCTURE

Owners, Adrian, Marv, and Cox is the President of High Hope Academy, Inc. and High Hope Academy Center, Inc. and is in charge of all company operations.

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

Curriculum/GSRP Specialist. The Specialist reports directly to the President. This person facilitates the implementation of the Great Start Readiness Program including enrollment of students, policy compliance, and quality assurance. In addition, the Specialist supports the Directors with the implementation of the curriculum, Quality Rating, NAEYC, DHS licensing policies and Center operation procedures. She/he has a Bachelor's or Master's Degree.

Instructional Coach. The Instructional Coach reports directly to the President. Her/his responsibilities include staff support and development provided through coaching, mentoring and staff training along with personnel and special projects as they arise. She/he has a Bachelor's or Master's Degree.

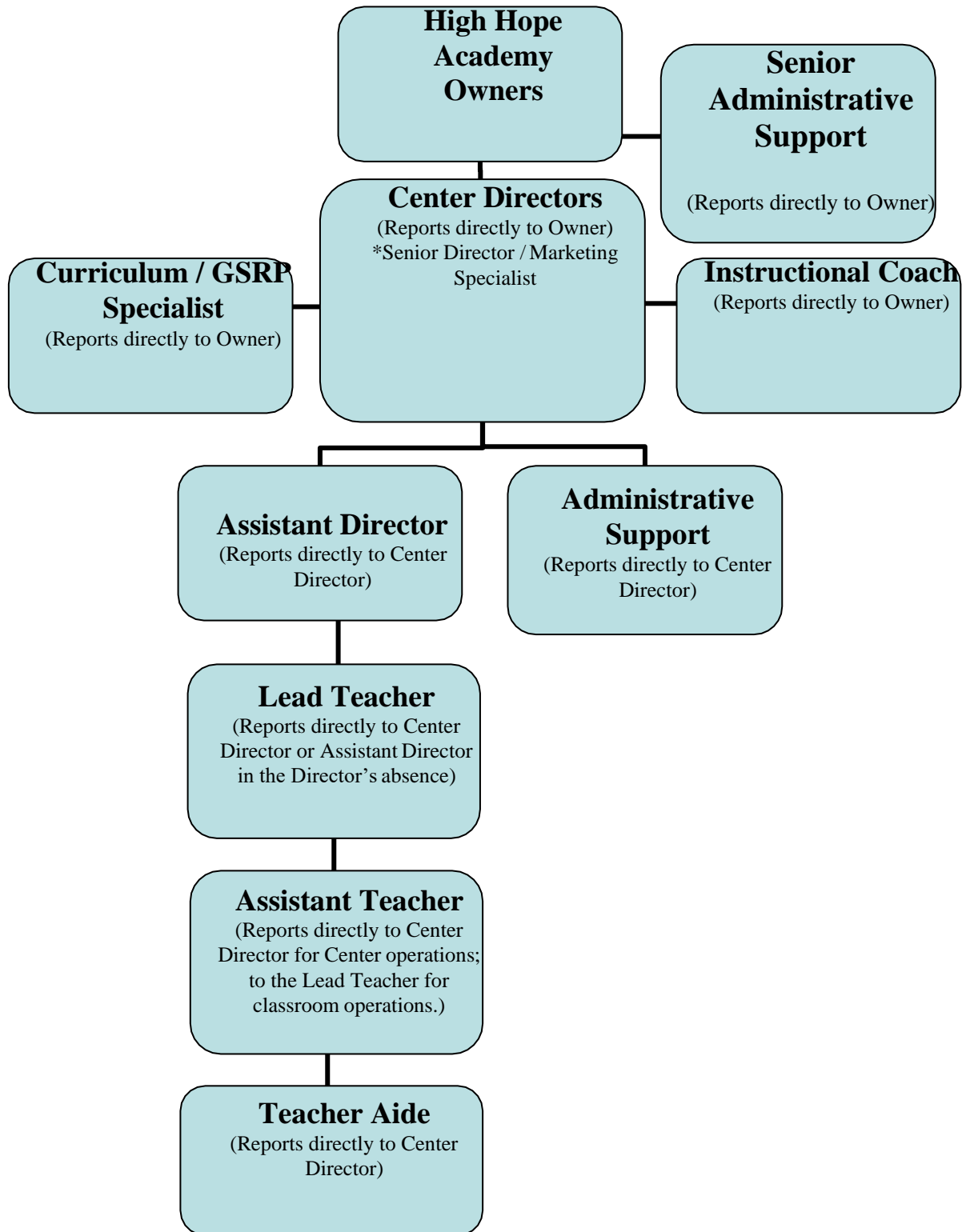
Assistant Directors. The Assistant Directors are responsible for Center activities in the Director's absence. Assistant Directors are also classroom Teachers. They usually have a Bachelor's Degree in Early Childhood Education and experience in Early Childhood settings.

Administrative Support. The Administrative Support person reports directly to the Center Director or President. This person provides support to the Directors with regards to the administrative duties for the day-to-day operations of the Center.

Lead Teachers. Each group of children has a Lead Teacher, who has a minimum of a Child Development Associate Degree or an Associate's 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.

Teacher Aides. The Teacher Aides are part-time employees. They work as needed in all areas of the Center. They assist the Teachers and Teacher Assistants in the classrooms as assigned.



REQUIREMENTS FOR ALL POSITIONS

Enrollment and work needs may 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. In addition to class assignments, hours of work or job classification may change based on company need. These re-assignments will be done fairly and equitably. **No employee will be guaranteed full or part-time employment or set scheduled hours of employment. Staff will be scheduled as needed between 6:00 a.m. and 6:00 p.m.**

ESSENTIAL FUNCTIONS

ALL High Hope Academy employees must be able to perform the following:

- 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 High Hope Academy, Inc. in a professional manner both within the facility and in the community.
- Able to abide by State of Georgia Child Day Care Licensing Rule requirements.
- Able to abide by State of Georgia Quality Rating Improvement Standards.
- Able to abide by NAEYC Code of Ethics and Statement of Commitment.

Please see the individual job descriptions for additional requirements and expectations of each position within the company.

EMPLOYMENT POLICIES AND PROCEDURES

SELECTION OF EMPLOYEES

Employees are selected on the basis of 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 High Hope Academy and you, the employee. Since Georgia is an at-will employment state, you are not under contract for employment. Thus, employment with High Hope Academy is not for a definite term. High Hope Academy or you may terminate employment at any time, for any reason or for no reason.

STATEMENT OF POLICY

High Hope Academy 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 on the basis of qualifications without regard to race, age, handicapping condition, color, creed, sex, or national origin.

EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at High Hope Academy will be made based on merit, qualifications, availability and ability. High Hope Academy does not discriminate in employment opportunities or practices on the basis of 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. 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.

NAEYC GUIDELINES

All employees are required to follow the NAEYC GUIDELINES. Staff are expected to adhere to the NAEYC code of ethics at all times. The code can be found at the end of this manual. Employees must provide warm, nurturing interactions on the child’s level, these interactions should consist of child guidance and the use of developmentally appropriate early childhood education practices. Direct Supervision of every child is expected at all times. Failure to provide supervision will be subject to discipline up to termination.

STATE LICENSING RULES AND REGULATIONS

ALL staff must be knowledgeable in the State of Georgia Department of Human Services Licensing Rules for Childcare Centers. Failure to adhere to these policies may result in disciplinary action, up to and including termination.

All staff are required to be at least 18 years of age, have a high school diploma or its equivalent, **hold a degree or be pursuing a degree in Early Childhood Development.**

Each staff member must have current training in CPR for Infants and children, as well as First Aid with rescue breathing and choking.

Each staff member must provide a statement informing the facility about any of the offenses listed in the State of Georgia Department of Human Services Licensing Rules for Childcare Centers rule book.

Each staff member in our facility must execute and submit a completed State of Georgia ICHAT every two years, prior to the center license renewal date. If you have resided outside the state of Georgia prior to employment documentation of a national search must be completed.

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 front desk for assistance when they need to leave the group and the total number of children in attendance exceeds the state ratio.

CURRICULUM

High Hope Academy implements the HighScope curriculum on a daily basis. American Sign Language (ASL) and S.T.E.M. (Science, Technology, Engineering and Math) are also components of our curriculum. High Hope Academy will provide all teachers with the instructional guidelines necessary for developing age appropriate learning activities, along with training to effectively implement the programs in their classrooms.

CONFIDENTIALITY

Due to the sensitive nature of the information that you will learn as a teacher or care provider of young children, it is imperative that you understand the importance of confidentiality. All information that references children or their families must be shared on a "Need to Know" basis only. All staff must be very sensitive about discussing the developmental needs and family information of children in public places including the employee lounge, hallway, and any discussions that occur off premises. Staff must always follow the NAEYC Code of Ethical Conduct. All questions of major concern should be forwarded to the Director. Protection of the privacy and interests of each child and family is vital in maintaining a standard of professionalism and trust.

Staff must also, strive to be supportive of center efforts by avoiding negative or malicious discussions about center issues. Together we can achieve great childcare and education for our children and families. Always remember to stay positive and focus on the needs of the children in your care.

CUSTOMER AND COMMUNITY RELATIONS

The success of High Hope Academy depends upon the quality of the relationships between High Hope Academy, our employees, parents, students, owner's representatives, and the general public. Our customers' impression of High Hope Academy, their interest, and their willingness to stay with us is greatly formed by the employees who serve them. In a sense, regardless of your position, you are High Hope Academy's ambassador. The more goodwill you promote, the more our clients will respect and appreciate you, High Hope Academy, and our services.

Below are several things you can do to help give clients a good impression of High Hope Academy. These are the building blocks for our continued success.

1. Act competently and deal with clients in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with other employees at all times.
3. Follow up on orders and questions promptly, provide business-like replies to inquiries and requests, and perform all duties in an orderly manner.
4. Take great pride in your work and enjoy doing your very best.
5. Remember parents are welcome in the Center at any time, unannounced.
6. 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.
7. It is not our job to "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.
8. Encourage parents to visit the Center (e.g., during Snack Time, Lunch Time, to play in the afternoon, or for another part of a day)
9. Plan activities and other social events to involve parents.
10. 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 that you do not see frequently.
 - d) Conversations via telephone are welcome for quick updates and for notification of emergencies. All parents should receive a phone call from their child's teacher during their first day of attendance at the center, sharing positive events about their child's day, along with receiving a photo of their happy child via Tadpoles.
 - e) Send a "Welcome Card" to the child, from the classroom teacher upon their registration into our program.
 - f) Use the Tadpoles parent communication system to send notices, weekly photos of children engaged in activities, daily child reports, and lesson plans; along with other classroom events via email to the individual parent regarding their child.

11. Greet all clients who are known to you by their name. If you do not know the client's name, greet them with "Good Morning" or "How are you today?"
12. Be an ambassador of the agency while working with the general public.

Remember – We are a service business. Our paychecks come from parent fees. Treat parents the way you would like to be treated.

WHATEVER IS SAID MUST CONVEY THE MESSAGE: THIS IS A FRIENDLY PLACE AND I CARE ABOUT YOUR CHILD AND YOU, AS A CLIENT.

EXTRACURRICULAR BABYSITTING

We discourage center staff members from accepting extracurricular babysitting jobs from parents at our centers. Our teachers are childcare professionals and deserve to be treated as such and should not be viewed as babysitters by parents. In addition, after spending a busy day with children at the center, all staff members need free time away from the children and vice-versa.

We must ensure that all children and parents at the center are treated equally. Teachers who babysit the same children could naturally display favoritism toward those children or parents, however unintentional. Such favoritism would be considered disruptive and unethical behavior as it is unfair to the rest of the children and parents.

Babysitting for a High Hope Academy student will be permitted as long as the following conditions are met:

- In no way will any extracurricular babysitting arrangement be permitted to interfere with the daily operation of the center. Parents and staff members must make all such arrangements on their own time away from the center. Staff members will not be permitted to accept or make telephone calls for this purpose.
- Extracurricular babysitting will not be allowed to interfere with the employee's ability to perform his/her duties at the center.
- Under no circumstances will staff members be permitted to take children home from the center.
- Staff members are prohibited from babysitting during High Hope Academy's operating hours.
- Staff members **MAY NOT** discuss any aspect of the business of High Hope Academy with a family.
- Staff members will not solicit customers from High Hope Academy, Inc. for babysitting, in-home childcare, to nanny for, or for any other reason.
- High Hope Academy will not be held responsible for any actions or circumstances resulting from any interaction between its staff members and customers that occur away from the center.
- High Hope Academy reserves the right to direct any employee to terminate any babysitting arrangement that High Hope Academy determines is not in the best interest of, or is having a negative impact on, the center, its staff members, or clients.

We do realize that some teachers simply enjoy babysitting and may need the extra income earned from doing so. We encourage our teachers to babysit for families that do not attend High Hope Academy.

VISITORS

A variety of visitors enter our building each day. All visitors must check in at the front office. If a visitor will be visiting a classroom without the accompaniment of the Director they must sign in at the front desk 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 inquiry into the purpose of the visit and redirect the visitor to the front desk. Suspicious persons or activities should immediately be brought to the attention of the Director.

If we know in advance of a special person coming to school, we will advise you; but be prepared for people to come into your classroom or the playground at any time. Upon arrival each day, employees are expected to check the Tours Scheduled Board to ensure preparedness for scheduled tours. The Tours Scheduled Board will include the parent and child's name along with the classroom the child is of age to enroll. Staff in all classrooms should be prepared for the tour, as each classroom will be visited during all tours.

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. The Director will offer to take over your classroom, to allow you to continue sharing more about your classroom with the visiting parent. 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.

In addition to touring families, new employees and those being interviewed for employment are toured through the school. Students and other people interested in the school often take tours of the facility. Licensing Consultants from the state can also drop by unannounced and may come through the building without any warning.

Visitors should be greeted with smiles and a pleasant welcome, "I am [NAME]. 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 facility unescorted at any time. This includes workers, inspectors, students, etc.

Remember- visitors are forming a lasting impression of High Hope Academy 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.

Visitors are entering your territory. They expect you to know the answers to their questions. Be sure that you have thoroughly read the Employee Handbook, Company Policy Manual, Licensing Polices and the Parent Handbook; and maintain awareness of the activities at the Center (especially in your room). If you do not know the answer to the visitor's question, politely say, "I do not know the answer to that question, but I will find someone who does." Then follow-up and be sure that the visitor receives an answer before they leave.

STAFF GUESTS

All personal visitors should be scheduled during the employee's break time and restricted to the lobby 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 expected to keep a positive work environment at all times. In the event that a situation arises, with which you disagree, please discuss it directly and professionally with the person involved. We ask employees to address 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 negativity, personal attacks, gossip and/or slander. Employees are expected to work through any concerns with their co-worker first. If you are unable to jointly resolve the problem, approach the Director to help you work through the concern. Employees are expected to conduct themselves in a professional manner by refraining from discussing their concerns with other co-workers, students, parents, or the general public.

ORIENTATION

All new employees are oriented to High Hope Academy's 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 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. The 90 day review evaluation of an employee's performance is explained during orientation.

The orientation program covers all of the following:

- Review of Center Policies
- Training in Emergency Procedures, including the operation of fire extinguishers.
- First Aid Procedures
- Shaken Baby and Safe Sleep Training
- DHS Licensing Ratio Guidelines
- Job responsibilities and any other duties as assigned.
- Training in the recognition of Childhood Illnesses and Infectious Disease Control, including Hand-washing Procedures and Universal Precautions for handling body fluids.
- Schedule of operations at High Hope Academy centers
- Review of Child Abuse and Neglect Laws and Reporting Procedures.
- The procedures for ensuring that all High Hope Academy employees know the child assigned to their care and their whereabouts at all times.
- Child Management Techniques
- **Parent Electronics Communication System (Tadpoles)**
- Supervision of Children Policies
- The integrity of children with disabilities into the program
- Confidentiality Policies.

To gain a thorough knowledge of the operations of High Hope Academy, it is essential that you ask questions. During busy times, make a note of questions you have, and discuss them later with your manager. Please do not relay information to others that you are not certain about. Take the initiative to learn all you can, because those who are successful in this dynamic business never stop learning or adding to their store of knowledge.

During the first day of orientation, you will also be asked to complete all necessary paperwork such as the appropriate federal, state and local tax forms. You will be photographed on your first day of employment and asked to complete a brief personal biography. The photograph will be used for your

employment badge and for your “New Hire Letter” provided to parents and co-workers. Your photograph and biography will be posted on the center employee board and in the classroom information packet. During your orientation, if you have not previously done so, you will be required to present information establishing your identity and your eligibility to work in the United States in accordance with applicable federal law. You will not be allowed to begin working unless this information has been provided.

STAFF DEVELOPMENT

In addition to orientation, you will be expected to complete 20 hours of training in the first ninety (90) days of employment. All new staff must be trained in the requirements of the Georgia Department of Human Services Policy Manual; the facilities childcare policies found in the Employee Handbook, Operations Manual and Parent Handbook; the HighScope Curriculum; American Sign Language; S.T.E.M., the Program Quality Assessment (PQA); the procedures to follow in handling emergencies; and the use of all fire extinguishers. Emergency Maps and Exits will be displayed throughout the Center.

Individuals hired as a Lead Teacher or Assistant Teacher will also receive training on use of the Ages and Stages Questionnaire (ASQ), Child Observation Record (COR), building parent relationships, classroom management and leadership skills during their first (90) days of employment.

High Hope Academy holds mandatory group trainings throughout the year to help you develop the skills needed to perform your job. It will be your responsibility to make all necessary arrangements for you to attend. Staff will be reimbursed at their regular rate of pay for attendance at mandatory trainings. While High Hope Academy provides trainings for our employees, it is your responsibility to ensure that you have what you need in order to perform your job appropriately.

Staff must attend and document for their training file a minimum of **24 hours** of professional growth trainings each calendar year, of which a minimum of three hours must cover Working with Special Needs or Cultural Diversity and an annual review of Medication Administration Procedures. Other training topics may be selected from the following areas:

- Child Development
- Adult and Child Safety
- Nutrition and Safety
- Curriculum-Planning
- Risk Management
- Identification and Care of Ill Children
- Recognition of Child Abuse, Neglect and Sexual Abuse and the Responsibility of Reporting Incidents
- Professional Development
- Parent Relations
- Licensing Policies
- NAEYC Guidelines
- QRIS Guidelines
- American Sign Language
- **Parent Communication System (Tadpoles)**

Participation in training seminars is required to retain your employment with the company. It is mandatory that all staff members attend training meetings held by the center, an exception to this policy will only be made for staff who have provided a class schedule demonstrating that they will be in class during the training and/or meeting hours or have obtained a note from their doctor for an excused absence. All staff

members are required to maintain a current Infant/Child and Adult CPR certificate along with a current First Aid Certification. All employees are responsible for the cost of training to become certified or renew their CPR and First Aid.

Curriculum Development

Program planning meetings will be held a minimum of each month and will be led by the Director or Assistant Director in her absence. Lead Teachers or their representative of each department will meet monthly to discuss and prepare for upcoming center events. These meetings will take place either during regular hours of operation or after hours of operation. Some parts of the planning may be assigned to each staff member to plan on her/his own.

INTRODUCTORY PERIOD

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether their new position meets their expectations. High Hope Academy uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or High Hope Academy may end the employment relationship at-will and at any time during or after the introductory period with just cause to be documented and explained in a **written notice** to be signed by both parties.

All new and rehired employees work on an introductory basis for the first ninety (90) calendar days after their date of hire or rehire. Any significant absence will automatically extend an introductory period by the length of the absence. If High Hope Academy determines that the introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a special period.

Upon satisfactory completion of the introductory period, employees enter the established employment classification for their position.

TRAINING REIMBURSEMENT

High Hope Academy may reimburse any staff member for registration fees paid to professional workshops or conferences. Approval must be obtained in advance. Employees are responsible for reimbursing the company for training registration fees paid for the employee in the event the employee fails to attend the training for any reason. It is the employee's responsibility to locate another employee to attend in their place to waive the repayment policy.

Attendance to conferences and seminars must take place outside of the company's hours of operation. Employees are not paid for time in attendance to attend **non-mandatory trainings**.

High Hope Academy, Inc. hosts an annual Early Childhood Conference each March. Registration is paid for all employees of High Hope Academy to attend. Five (5) of the required 24 annual training hours will be earned from attendance at the Early Childhood Conference.

MILEAGE REIMBURSEMENT

High Hope Academy may reimburse employees fifty (50) cents per mile for miles driven for company errands. Mileage reimbursement will be given for GSRP home visits and Director/Owner requested trips (MiAEYC Collaborative Conference, MiAEYC Administrators Training, and the HighScope International Conference are examples of Director or Owner requested trips). Mileage reimbursement will not be paid to employees for using their vehicles to attend or to travel from one center to another center for work or to attend meetings or trainings.

PROFESSIONAL RESPONSIBILITIES

The following is a list of the activities that the regular employees are required to prepare for and attend each year. The Director will provide advance notice of the dates to allow adequate time to make necessary arrangements to ensure your participation at the event.

- Parent Teacher Conferences (Lead Teachers)
- Spring Program
- Kindergarten Readiness Meeting
- Preschool Round Up
- Family Event Night(s)
- Curriculum Night
- Evening Center Meetings
- Lead Teacher Preparation for Fall Session Work Night or Saturday (2 hour)

Your attendance at these events is crucial to the High Hope Academy, Inc. commitment to building a partnership with the parents and families who attend our Centers.

Parent Teacher Conferences

All teachers will prepare COR assessments or other approved assessments of the children in their group. Conferences will be held twice each year, based on the schedule set for age groups to discuss these assessments and results with parents. Parent Teacher Conferences are scheduled after Teachers' working hours.

Home Visits

Teachers and Associate Teachers in the he Great Start Readiness Program will complete family home visits annually prior to the scheduled start date of the GSRP class.

IMMIGRATION LAW COMPLIANCE

All offers of employment are contingent on verification of your right to work in the United States. On your first day of employment, you will be asked to provide original documents verifying your right to work and sign a, Employment Eligibility Verification Form (Federal Form I-9) which is required by federal law. If you at any time cannot verify your right to work in the United States, High Hope Academy, Inc. and High Hope Academy Center, Inc. may be required to terminate your employment and take other action as required by law.

EMPLOYEE RECORDS

Your employee records are maintained by the immediate supervisor and payroll department. The following information is kept in your personnel file. It is your responsibility to notify the Director of any changes to your personal file to ensure that the information is kept current.

- Legal name
- Home address
- Home telephone number
- Person to contact in case of emergency.
- Change of beneficiary
- Social Security number
- Initial Application / Resume
- Criminal History (it is your responsibility to notify your immediate supervisor of any changes to your criminal history record.)
- Department of Human Services Clearance.
- Exemptions on your W-4 tax form.
- Non-Compete Agreement
- TB tests are required to be on file prior to beginning work. The employee is responsible for all costs in obtaining both.
- Current Infant/Child and Adult CPR and First Aid Certification, within one month of hire. Initial costs to obtain these certificates are the responsibility of the employee. The employees are responsible for the cost of certification and re-certification.
- One Month, 90 day and annual evaluation records
- Self-evaluations and professional growth reports
- Training certificates or licenses maintained.
- Notices of discipline
- Health Insurance Notification Form

OPPORTUNITIES FOR ADVANCEMENT

It is our policy to provide opportunities for promotion to our employees that are within our Equal Employment Opportunity guidelines. It is High Hope Academy'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 criterion 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. The Director can help you explore other factors affecting your career development.

Job vacancies throughout High Hope Academy are posted on the staff bulletin board. An employee may bid for an opening by submitting a request to a bid on the position. The Director will ask you to provide examples of the job requirements that you are bidding on as part of your interview process for the new position.

An employee promoted to a new position will be given up to ninety (90) working days to demonstrate his/her ability and qualifications to satisfactorily perform the full duties required of the new position. If s/he does not perform satisfactorily within such time, s/he may, at the discretion of the company, be returned to the position s/he formerly held at the appropriate wage for the position s/he formerly held.

SEXUAL HARASSMENT AND OTHER UNLAWFUL HARRASSMENT

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

High Hope Academy 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 Owner. Employees can raise concerns and make reports without fear of reprisal.

Corporal Punishment is the infliction of physical pain on a child as a means of controlling behavior. This includes, but not limited to, spanking, shaking, slapping, thumping, or pinching a child. This will not be tolerated at all.

CHILD ABUSE MANDATED REPORTER

By State Law you are required to immediately report any suspicions of child abuse. You must report to the Director of the center, so she may assist you in reporting the incident to Protective Services. The Child Protection Law requires that the staff member that has suspicions be the person to call Protective Services, but the Director will always be available to provide guidance, support, and assistance to the person making the report. It is your responsibility to review the Protective Services Mandated Reporter policies posted in your Center. Child Protective Service Agency can be reached at 855-444-8911.

High Hope Academy, Inc. and High Hope Academy Center, Inc. will not tolerate child abuse in any form; physical, verbal or sexual.

High Hope Academy, Inc. & High Hope Academy Center, Inc. **Child Abuse Policy**

1. We endorse and encourage an open door policy that allows parents and others to visit the facilities at any time, unannounced.
2. We make every effort to screen each employee's past employment record.

3. Georgia State Policy IChat is used to obtain criminal history checks on all employees.
4. We try to assign two employees to any given situation.
5. We actively encourage comments and suggestions both positive and negative.
6. The Directors and Owner are continually supervising and monitoring every situation on an unscheduled basis.
7. We are aware of our legal responsibilities as a mandated reporter of child abuse and have done so and will continue to report any suspected acts of abuse.

IF A COMPLAINT WERE TO SURFACE FROM A PARENT TO US DIRECTLY WE:

1. Listen, take notes, question, and generate specifics.
2. Immediately question staff.
3. If abuse is suspected, we would
 - a.) Call police.
 - b.) Call Children's Protective Services.
 - c.) Call our insurance carriers.
 - d.) Call our attorney.
 - e.) Immediately place all staff suspected of involvement on administrative leave without pay until outcome of investigation(s).
4. If, in our opinion, the charge of abuse is unwarranted, we would.
 - a.) Confront parents with our findings and ask parents if they were satisfied or wanted further involvement by others.
 - b.) If no further involvement is wanted, we would ask parents to sign a dated written statement to the effect.
 - c.) IF PARENTS ARE NOT SATISFIED we would call police, children's protective agencies, insurance company attorney, and IMMEDIATELY PUT STAFF ON ADMINISTRATIVE LEAVE WITHOUT PAY.

IF A COMPLAINT IS LEVIED FROM A STATE OF LOCAL AGENCY WE:

1. Immediately place staff on leave without pay pending investigation(s)
2. Make calls to our insurance company and our attorney.
3. Cooperate fully by supplying any necessary information or data that supports to the investigation.
4. Issue a special bulletin to all clients and staff explaining what was going on and urging their complete cooperation with the investigation.

REALTIONSHIP WITH MEDIA

The Owner will be the only person authorized to speak to reporters, television crews, or any member of the media.

ALL STAFF ARE TO DIRECT QUESTIONS TO THE OWNER.

Director statements will contain only factual statements such as:

- We have a claim of abuse.
- Staff involved has been placed on leave until investigation is concluded.
- We are cooperating fully with the investigation.
- We want to encourage a quick and thorough investigation.
- Any other questions are to be directed to our attorney and insurance carrier.

During an Investigation, we would

1. Respect the privacy of all those involved by ensuring compliance with our confidentiality policies.

2. Utilize the advice of our attorney to ensure that the rights of any staff member accused of abuse or neglect are protected by due process.
3. Make every attempt to operate “normally”, as that is the professional responsibility of everyone.
4. Maintain constant and clear information and communication to parents.
5. Make this a time when extra love, extra care, extra giving would be the standard operating procedure, because we all know how children pick up and respond to our fears, anxieties, anger and hostilities.
6. Make every effort to insure that, as much as possible, that investigators perform their duties away from the site.

After an Investigation, we would

1. Pay any innocent staff for lost time/wage.
2. Ask our attorney to immediately sue any parent or agency who had falsely claimed abuse and ask not only for restitution but punitive damages.
3. Continually update staff and parents of further developments.

SMOKING POLICY

As you are aware, in a majority of 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, High Hope Academy 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 is strictly prohibited.

ALCOHOL & SUBSTANCE ABUSE

High Hope Academy prohibits the unlawful manufacture, sale, distribution, use, dispensation, receipt, transportation, or possession of illegal drugs or unauthorized control substances on the Company's premises. This also extends to employees engaged in business for the Company off the premises. High Hope Academy also prohibits the unauthorized use of alcoholic beverages on the premises. Furthermore, it is a major violation of High Hope Academy's policy for anyone working onsite or as a company representative 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 of High Hope Academy 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.

HOURS OF WORK & COMPENSATION ISSUES

EMPLOYMENT CLASSIFICATION

EMPLOYEE STATUS

Full-Time Employees consistently have a basic schedule between 38 to 40 hours per week, a minimum of 2000 hours per year including holidays and paid time off.

If you were a full-time employee and have been on an approved medical or emergency leave of absence, upon return you will be considered a full-time employee if enrollment deems full-time enrollment is necessary to meet licensing requirements, provided you return to work as agreed in the provisions of your leave.

Regular Part-Time Employees consistently work year round 35 hours or less, 1999 hours or less per year.

Other Part-Time Employees consistently work less than 1000 hours per year or are employed less than twelve (12) months per year.

Temporary Employees include the following:

Substitutes are hourly staff that are willing to substitute on short notice.

Summer Staff are hired for our Summer Program, as needed, and are usually college students who return to school in the Fall.

Junior Counselors are young people (13 to 15 years old) who work at High Hope Academy, Inc. during the summer months on a contractual basis as agreed upon with their parents. The Junior Counselor's parents pay High Hope Academy, Inc. an hourly fee for the time their child is working at High Hope Academy, Inc. in return, High Hope Academy, Inc. pays the Junior Counselor the same hourly rate. These individuals are meant to be an "extra hand" to the Teachers, and their time with us should be a learning experience for them (See Junior Counselor Guidelines in the Company Policy Manual).

High Hope Academy Center, Inc. Employees

Employees working in the Great Start Readiness Program (GSRP) are employed by High Hope Academy Center, Inc. These individuals are given first option to transfer to High Hope Academy Inc. during non-GSRP operating months; if positions become available during the summer months.

"Non-Exempt" and "Exempt" Employees

At the time of hire, all employees are classified as either "exempt" or "non-exempt." This is necessary because, by law, employees in certain types of jobs are entitled to overtime compensation for hours worked in excess of forty (40) hours per work week, not including vacation, sick, or holiday hours. These employees are referred to as "non-exempt" in this employee handbook.

Exempt employees are supervisors, executives, managers, officers, directors, owners and others whose duties and responsibilities allow them to be "exempt" from overtime pay provisions as provided by the

Federal Fair Labor Standards Act (FLSA) and any applicable state laws. If you are an exempt employee, you will be advised that you are in this classification at the time you are hired, transferred or promoted.

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 High Hope Academy. All employees will be judged by the same performance standards along with their ability to meet the requirements of the center, as they are modified from time to time; the employee may be asked to terminate the outside employment if he/she wishes to remain with High Hope Academy.

Note: Furthermore, you cannot be employed by a competitor, as this will cause a conflict of interest with your employment at High Hope Academy.

COMPENSATION

A pay range is established for each of the organization's jobs. Each employee whose performance is "proficient" or better will receive a rate of pay that corresponds with the pay range that has been established for his/her job.

The position of each employee's rate of pay within the range that has been established for his/her job will be determined primarily by the employee's relevant experience and job performance.

RATE OF PAY INCREASE

Pay increases are not automatic, but are earned by satisfactory performance on the job, satisfactory attendance AND trainings/conferences attended along with the financial status of the company. Notification of the maximum annual percentage of increase available for the employees to earn will be provided each year. Payroll increase percentage pay rates will be determined by the financial status of the individual center.

Each employee will be placed on a salary grade based on their position and education level. Each salary grade has a minimum and maximum wage an employee may earn. Once employees reach the maximum pay rate for their assigned career ladder level pay scale they will not be eligible to earn a rate of pay increase until they are assigned to a new career ladder level due to a promotion, the completion of an Early Childhood Degree as assigned on the career ladder level, or the salary grade is updated increasing the pay range scale.

ACTING PAY

Acting pay may be granted when an employee is temporarily assigned, for a period of at least four (4) weeks or more, to assume a substantial portion of the responsibilities of a job with a higher pay range. Notification of the change in pay will be recorded and submitted for processing on the Payroll Change form.

REGULAR ASSIGNMENT TO LOWER CLASSIFICATION REDUCTIONS IN PAY

For a variety of reasons, an employee may be reassigned to a job/position that has a lower pay range than the job/position they had previously held. The Director of the center along with the Owner, will have the final determination in reassigning staff to alternative job positions and pay rates. Reassignments may take place, but are not limited to the following; changes in enrollment in which case the number of children enrolled or the ages of the children does not support the need for the employees current position, the employee fails to meet the current educational or performance requirements for the position held, the employee requests to move to another position or classroom in the company, the staff person is not available to work the hours the position requires. In such cases, reduction in pay guidelines will apply.

RELEASE FOR LACK OF WORK – RECALL WITHIN 30 DAYS

If an employee released for lack of work is recalled from layoff within thirty (30) calendar days from the date of release, she/he shall be paid the maximum salary of the classification of which job she/he is assigned upon recall. If assigned to a lower classification at the time of recall than was held at the time of release, the rate of pay will be reflected accordingly.

WORK SCHEDULE

High Hope Academy is open year-round except for those days indicated on the parent contract. The hours scheduled, excluding time taken for meals, shall constitute a regular workday and five regular workdays in seven consecutive days commencing at 12:01 a.m. Monday shall constitute a regular work week. Normal work hours shall be between 6:00 a.m. and 6:00 p.m., Monday through Friday.

Full-time management schedules will follow either a 7:00 a.m. to 4:15 p.m. shift (maximum two days per week) or 8:30 a.m. to 6:15 p.m. shift (minimum three days per week), Monday through Friday. Part-time hourly management will follow the same daily scheduled hours as noted above, working less than five days per week, or ½ day schedules, 5 days per week. The Owner will determine scheduled hours for administrative employees based on the needs of the agency. Work schedules for classroom and support positions vary throughout the company.

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. The Director may make such changes at their sole discretion. The Director will inform you of your hours by posting a weekly schedule. They will guide your completion of weekly or daily time sheets. It is the responsibility of the employee to check the posted schedule daily for any necessary schedule changes based on enrollment needs.

No employee will have set hours of employment or shift schedules, nor is anyone guaranteed full or part-time status. 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. The Director 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 the Director .

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 the Director of your anticipated arrival time or if it is necessary for you to leave work because of a personal emergency, you must inform the Director before leaving.

BREAK PERIODS

Lunch periods and breaks will vary. You are expected to cooperate with the Director in taking lunch periods and breaks at a time where there will be no interference with the children. Hourly employees will receive a minimum of one 30 minute unpaid meal break in a shift of 8 hours or longer. Supervisors may modify the break schedule to meet the requirements of licensing, at their discretion.

TIME OFF & ABSENCES

Our philosophy at High Hope Academy on absenteeism is this: first, absenteeism is controllable. Second, with the exception of an emergency, there is no reason why all employees cannot be at work, on time, all the time. And finally, a few employees cause most of the lost time. Therefore, absence and tardy control is best achieved through individual focus aimed at the irresponsible, chronic employee who is absent and/or tardy.

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. High Hope Academy 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 or family members **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.

Note: Foreseeable absences must be requested at least **10 working days** in advance.

- 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. Requests will be evaluated based on a number of factors, including anticipated work load requirements, staffing conditions, mandatory meetings and/or trainings, and hardship to High Hope Academy 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.

- Absences due to illness, children's illness, or family emergencies must be called in **AT LEAST three hours before an employee is scheduled to work. Opening staff are required to call in between the hours of 4:00 p.m. to 6:00 p.m. the day prior.** Sooner for all shifts if at all possible!
- Employees are asked to limit their absences for illnesses to occasions that they are too ill to perform their duties, or the illness is contagious.
- Employees with children needing care are encouraged to have alternative, back-up childcare arrangements made for their children to help eliminate absences due to childcare needs.
- Non-Director Administrative positions report both to the Center Director and Owner.
- Car trouble is not considered an emergency. Please arrange for a ride from a friend or family member if the problem arises.
- Employees are required to call their Director. If the Director is not available, the designated Assistant Director must be contacted. Please try both numbers until the phone is answered. The following are not acceptable and could be cause for immediate termination:
 - ✓ Leaving a message on the voicemail at High Hope Academy
 - ✓ Calling or texting a co-worker
 - ✓ Texting or leaving a voicemail for the Director (without talking to them directly on the phone)

It is your responsibility to notify the Director personally **BEFORE** your starting time. State the reason for your lateness and when you expect to arrive at work. Failure to call in personally to report absences or lateness is a violation of Center rules, and the absence or tardy will be considered unauthorized. Calls from friends or relatives on your behalf will not be accepted as an authorized notice of absence or lateness; you may be required to submit evidence verifying the reason for your absence or lateness. Failure to provide the requested documentation will result in discharge.

Staff are required to attend the regularly scheduled staff meetings and trainings. If you do not attend staff meetings and trainings it will be considered a no call/no show and appropriate sanctions will be taken. Agendas for these staff meetings and trainings will be kept on file for licensing to review. Staff will be paid for the time they spend at the mandatory staff trainings and meetings. High Hope Academy expects each member of the staff to conduct themselves in a professional manner as a mature adult, respecting each member's contributions. Comments and complaints should be made to the Director. Remember that employment and family records and conduct at the center are confidential.

Please Note: All absences will be monitored. Excessive absences or patterns of absence that begin to occur, will be addressed by the Director and could be grounds for termination. It is important to understand that when we are short on staff, it is not only stressful on the other staff members, but affects the children as well. We have developed a policy that allows employees to take time off for legitimate reasons when necessary. This policy is also designed to address employees whose absences become excessive.

Tardy	½ Pt.	<ul style="list-style-type: none"> • Arriving after the start of your shift, up to a maximum of 30 minutes.
Early Out	½ Pt.	<ul style="list-style-type: none"> • Punching out or leaving work early, up to a maximum of 1 hour before the end of your shift, unless requested to do so by your supervisor.
Extended Break	½ Pt.	<ul style="list-style-type: none"> • Absences less than 4 hours, when you request an extended break after the start of your shift and return prior to the end of your shift.
Absence	1 Pt.	<ul style="list-style-type: none"> • Arriving 30 minutes or more after the start of your shift. • Punching out or leaving early more than 1 hour before the end of your shift. • Missing a full day of work for any reason. • Consecutive days will count as one point per day unless verified by a doctor. Consecutive absences of up to 3 days will count as 1 point per day. Each day's absence verified by a doctor beyond 3 days will count as ½ point. Failure to provide doctor verification immediately upon return to work will result in a point for each day. • Absences greater than 4 hours, where the employee leaves after the start of the shift and returns prior to the end of the shift.

Without a doubt, working in a childcare environment can sometimes be very stressful. Please let the Director know if a situation arises where time is needed to regroup. High Hope Academy strives to be sensitive to the needs of its employees and will try to make arrangements to accommodate an over-stressed staff member. Simply walking out and not returning from break leaves co-workers in a bind, but even more important, the children who are left are the ones who suffer.

Any employee, who chooses to walk off the job or simply does not return after leaving for break and/or lunch, will be reported to Childcare Licensing for **NEGLECTFUL SUPERVISION**. This action results in the employee's inability to work in childcare again. Also, the employee's last paycheck will be mailed to the employee, less a deduction of \$50.00 for the non-return of the Employee Manual and Company Handbook fee. The employee may not return to High Hope Academy premises. This also applies to employees who simply do not show up for work and do not call or give notice of their decision to quit. If any employee plans to terminate employment with High Hope Academy, a **two week written notice is required**. If this procedure is followed and company manuals are returned, the employee's paycheck will be processed without the Employee Manual and Company Handbook fee.

TIMEKEEPING PROCEDURES

Accurate recording of time worked is the responsibility of every full-time, part-time, salary and non-salary employee. Two time clock systems are located at each center, one for High Hope Academy, Inc. and one for High Hope Academy Center, Inc. Employees must record hours worked using the time keeping system identified for the agency they are employed. Federal and state laws require High Hope Academy to keep accurate records of time worked in order to calculate pay and benefits. Your supervisor will determine the hourly schedule for each employee. Employees should be sure to review any changes noted on the schedule. Employees are to record the beginning and ending time of all work shifts, and any split shifts or other departures from your workstation for personal reasons. Staff assigned to an alternative center for substitute coverage or meetings are expected to clock out prior to travel time and clock in upon arrival at their new work location. Staff are expected to take care of personal business, such as dropping their child off in their classroom for care, before and after they clock in or out.

All pay sheets and time sheets must be initialed by the Director for approval for pay prior to submitting to the payroll department. Assistant Directors may approve time sheets in the event the Director is absent from work the daytime sheets are due to payroll. If you are requested to come to work early or work after your regular scheduled hours, notification of this event must be indicated on your time sheet. All employees must receive prior written approval from your supervisor to work time outside of their scheduled time. This constitutes clocking in more than four (4) minutes before or four (4) minutes after your scheduled time. This also includes clocking in and out for break time.

Staff will receive pay at their regular salary rate for the time spent in training at mandatory company meetings and trainings. Travel or mealtime while attending these trainings will not be included in the hours identified as training time hours. Your supervisor will record your time in attendance on your timecard.

All approved paid time off requests must be attached to your time sheet. Please comply with our procedure to ensure that you are paid accurately and on a timely basis.

Any failure to clock in or out properly will result in a **delay** in payment of wages due.

Note: Altering, falsifying, or tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

OVERTIME PAY

From time to time, it may be necessary for you to perform overtime work in order to complete a job on time, unless otherwise provided in a valid and enforceable collective bargaining agreement. **All overtime or time worked outside of your scheduled hours (more than 4 minutes before or after scheduled hours) must be approved by your supervisor in writing prior to working these hours. Approval must be attached to your time sheet.** When it is necessary to work overtime, you are expected to cooperate as a condition of your employment. **All over time must be approved by the Director in advance. Approval must be attached to your weekly time sheet. Directors must receive prior approval from the owner to authorize any overtime pay for hours worked beyond forty (40) hours per week.**

When an High Hope Academy employee is required to work in excess of forty (40) hours per Monday through Friday work week the following applicable overtime pay policies will apply:

Non-exempt employees are to be paid one and one-half times their “regular hourly rate” for all hours worked in excess of forty (40) hours in a work week.

Exempt employees are paid a salary commensurate with their job responsibilities regardless of their number of hours worked, and therefore are not eligible for overtime pay.

ANNIVERSARY DATE

The first day you report to work in a classroom becomes your “official” anniversary date. In the event you were hired on a temporary basis and converted to permanent status, your anniversary date will be the first day that you were paid by High Hope Academy, Inc. or High Hope Academy Center, Inc. as a regular permanent full-time, regular part-time employee, or part-time employee. Your anniversary date is used to compute various conditions of employment and benefits described in this Employee Handbook, unless otherwise provided in a valid and enforceable collective bargaining agreement.

Employees who work less than twelve (12) months per year with the exclusion of medical or family emergency leaves, will have a new hire date and termination date each year based on their actual dates scheduled to work.

COACHING AND/OR PROGRESSIVE DISCIPLINARY

You are expected to follow all policies and procedures for smooth operation and safety of the children in your care. However, everyone occasionally makes mistakes or needs guidance for optimal performance of teaching duties. When an employee needs guidance, progressive discipline procedures will be followed. Those procedures may include, but may not be restricted to the following:

- Oral coaching or warning, written warning, written improvement plan, administrative leave with or without pay, up to termination. (Nothing in this policy or in the handbook is intended to limit in any way the center’s right to terminate at any time, with or without cause and with or without advance notice.)
- If the Director finds that repeat occurrences of coaching is required in the same area for an employee without reaching the desirable performance outcomes, the employee will be removed from the position.

PROFESSIONAL DEMEANOR

Demeanor involves your manner and your non-verbal tone and gestures. At High Hope Academy every staff member must be conscious 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 at High Hope Academy will greet every parent and family with a smile and by their name; to let them know that you are truly happy to care for their child.

PERFORMANCE EVALUATIONS

DAILY SUPPORT – Employees are strongly encouraged to discuss job performance and goals with the Director on an informal, day-to-day basis.

COACHING MEETINGS – High Hope Academy will also support all employees with ongoing and regular coaching meetings to address any employment issues, performance concerns may be addressed (on an as needed basis). Coaching Meetings may also come in the form of staff meetings after regular work hours have ended. All employees are required to attend all staff meetings when announced.

SIX MONTH REVIEWS – Six month reviews are to be performed twice a year to measure individual performance of established objectives and personal growth goals for the coming six months.

ONE MONTH MEETING – All new employees will meet with their immediate supervisor at the end of their first month of employment for an informal review. Questions will be answered, and additional support will be provided, as needed.

INTRODUCTORY PERIOD EVALUATIONS – A formal performance evaluation will be conducted at the end of employee's initial period of hire, or after 90 days when promoted to a new position, known as an introductory or probationary period.

FORMAL PERFORMANCE EVALUATIONS - Additional formal performance evaluations may be conducted to provide the Director, as well as the employee the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. The Directors will be responsible for coordinating and collecting evaluation documentation and evidence through the appropriate agency identified assessment tools. The Director will work with the employee to provide necessary support.

All High Hope Academy, Inc. employees are reviewed annually around the time of their anniversary dates. Employees assigned to the Great Start Readiness Programs which operate less than twelve (12) months per year, a minimum of eight (8) months employment per year and are not assigned to work in another program area during the summer months, will receive a review upon the completion of the program year, in the month of June. Any increases awarded at that time will go into effect the date the employee returns to employment at High Hope Academy.

Annual reviews are comprised of several factors, including:

- (a) Self-evaluation.
- (b) Evaluation by manager.
- (c) Goal setting.
- (d) Achieving planned goals.

During the formal performance review process, your manager is encouraged to cover the following areas:

- The quality and quantity of your work.
- Strengths and opportunities for growth.

- Attitude and willingness to work.
- Initiative and teamwork.
- Attendance.
- Customer service orientation.
- Problem solving.
- Ongoing professional growth and development.

A performance appraisal gives you a chance to discuss your duties and responsibilities with your manager and to learn how your manager perceives the quality of your work, your progress in attaining department goals and what will be expected of you during the next appraisal period. It gives you the opportunity to ask questions, learn about the objectives to be achieved, and explore directions for your career.

PAYROLL

The pay period at High Hope Academy, Inc. is twice monthly for non-salary and salaried employees. Earnings are deposited onto your assigned payroll card on the 5th and 20th of each month. Pay dates may be subject to change depending on needs of the agency or whenever High Hope Academy holidays or closings interfere with the normal pay schedule.

Salary. Directors and Management are salaried. This means the employee's annual wage is distributed evenly over 24 pay periods throughout the year. If an unpaid leave of absence is taken the salary will be altered to account for the time off. Salaried employees are expected to work a minimum of 8.5 hours each day while the program is in session, with no limit to the maximum amount of hours worked to get their job done. No compensatory time is given for time worked beyond 40 hours per week. All hours worked should be documented daily on your time sheet.

Hourly. All hourly employees, including substitutes must record their hours worked by clocking in and out on the time clock each day, at the time the hours are worked. Hourly employees are paid only for the approved hours worked and recorded on the time sheets.

ALL employees must record any absent time by completing a request slip for paid time off daily and attach it to their weekly time sheet; Administrators reporting to the Owner, Non-Administrators reporting to the Center Director. Personal paid time off requests must be completed for sick or vacation days. It is the employee's responsibility to ensure any earned Holiday Time is included on their weekly time sheet. It is the employee's responsibility to review their reported hours worked no later than the end of each day for accuracy; time sheets must be signed and submitted to the Director for payroll processing. If an employee fails to notify the Director of modifications needing to be made on their time sheet, the corrections will be completed on the following pay period.

PAY DEDUCTIONS

Your pay is subject to all deductions required by law, federal tax, social security payment, and state and local income taxes, as applicable. The amount of the deductions will depend on your earnings and on the information you furnish on your W-4 form regarding the number of exemptions you claim. If you wish to modify this number, please request a new W-4 form from your Center Director. Only you may modify your W-4 form. Verbal or written instructions are not sufficient to modify withholding allowances.

High Hope Academy must also deduct Social Security taxes on each employee's earnings up to a specific limit that is called the Social Security "Wage Base".

How Does This Work?

High Hope Academy matches the amount of Social Security taxes paid by each employee. (If you have questions concerning why deductions were made from your paycheck or how they were calculated, the Director can assist in getting these concerns answered.)

The W-2 form you receive annually reflects how much of your earnings were deducted for these purposes. Any other mandatory deductions to be made from your paycheck, such as court ordered garnishments, will be explained whenever High Hope Academy, Inc. or High Hope Academy Center, Inc. are ordered to make such deductions. Questions about your pay and your deductions should be discussed with your Center Director. **Do not discuss your pay with co-workers. Any employee found discussing their pay with co-workers is subject to disciplinary action up to and including termination.**

Should there be an underpayment of any kind, we will make every effort to repay you as quickly as possible. In the event that there is an overpayment of any kind, it is your responsibility to bring this to the attention of your Center Director.

GARNISHMENT OF WAGES

High Hope Academy honors wage garnishments. Employees will be notified immediately upon their receipt.

ADMINISTRATIVE PAY CORRECTIONS

High Hope Academy 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 Director so that corrections can be made as quickly as possible.

EMPLOYEE CHECK LOSS POLICY

If an employee loses his/her payroll card, a new payroll card will be issued to the employee at the fee charged by the payroll company.

CENTER PERFORMANCE BONUS PAYMENT

High Hope Academy, Inc. recognizes that the success of the center is based on the performance of the individuals that comprise the team. In recognizing this individual center's meeting performance goals will be awarded bonus payments twice per year, July and December, based on the current bonus structure provided to the Director at the start of each calendar year. Annual bonus rates are set based on the overall performance of the company. Current year bonus plans will be reviewed with the team by the Director each January.

BENEFITS

HOLIDAYS

Unless otherwise provided in a valid and enforceable collective bargaining agreement, High Hope Academy, Inc. and High Hope Academy Center, Inc. pays full-time employees for the following holidays if they fall on the employees regularly scheduled workday.

New Year's Day	January 1 st
Memorial Day	Last Monday in May
Independence Day	July 4 th
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Eve	December 24 th
Christmas Day	December 25 th

To be eligible for Holiday Pay, you must have completed for ninety days of full-time service, and must report for duty, and work your complete shift, on the last scheduled work day before the holiday, and on the first scheduled work day after the holiday. Exception: if your supervisor sends you home early or gives prior approval that allows you time off for days before and/or after holidays. If you are on approved paid time off for vacation leave you will receive holiday pay for the holiday. If you are out sick on the day before or after a holiday you will not be paid for the holiday unless you provide a doctor's note or your immediate supervisor approves payment for the day. The paid holiday benefit will discontinue to employees placed on probation status for performance misconduct, in accordance with standard High Hope Academy policy, or hours are reduced to part-time employment. Employees working less than ninety days are not eligible for Holiday Pay.

Holidays falling on a Saturday or Sunday will not be observed as a paid holiday.

Holiday Exceptions

Your date of hire cannot be used in conjunction with paid holidays.

PAID TIME OFF (PTO)

Unless otherwise provided in a valid and enforceable collective bargaining agreement, paid time off under this policy may be used for instances such as vacation, medical reasons, (i.e., personal, spouse, parent, child) or other personal business).

Full-Time Employees (Employed a Minimum of 2000 Hours per Year)

Unless otherwise provided in a valid and enforceable collective bargaining agreement, the amount of paid time off that any full-time employee can receive in one calendar year increases with the length of employment as shown with the following schedule:

- (1) After four months of full-time service from an employee's hire date – 30 hours for the remainder of the calendar year.

- (2) After one year of full-time service from an employee's anniversary date – 65 hours per calendar year.
- (3) After two years of full-time service from an employee's anniversary date – 85 hours per calendar year.
- (4) After six years of full-time service from an employee's anniversary date – 145 hours per calendar year.

Regular Part-Time Employees (Employed less than 2000 Hours per Year)

Unless otherwise provided in a valid and enforceable collective bargaining agreement, the amount of paid time off that any regular part-time employee can receive per year is as follows:

- (1) First year of employment, ten (10) hours of PTO will be earned after completing 500 clock hours and a minimum of 90 days of employment.

- (2) Second year and beyond of continuous employment:

Works less than 1000 hours per calendar year – fifteen (15) hours annually

Works 1000 hours or more per calendar year – twenty (20) hours annually plus

1000 hours to 1500 hours per year – three (3) hours per month

1501 hours to 1800 hours per year – four (4) hours per month

1801 hours up to full-time status – five (5) hours per month

Full and Regular Part-time Employees

If your hours are reduced after meeting the requirements to become eligible for Paid Time off, for any reason, and you will not meet the minimum guidelines for earning paid time off as scheduled, your total paid time off earned will be reduced to the maximum amount following the guidelines above based on your current schedule.

When you have met the eligibility requirements, paid time off requests must be made in advance by filling out a request slip and giving it to your supervisor for approval and to schedule your paid time off. Requests will be considered approved once they are signed by the Director for classroom staff, the Owner for Administrative staff, and returned to the employee to confirm approval. Requests must be made at least fourteen (14) days in advance*, and all paid time off desired between May 1 and August 31 must be requested by April 1 of that year. Requests made with less advance notice may not be given if substitutes are unavailable. It is expected that employees will schedule appointments, personal needs, and family-related issues at times that do not conflict with work schedules. Approval WILL NOT be granted to staff for time off requests to work another job. Staff may not be allowed to take paid or unpaid time off between August 15 and September 15 unless the request is specially approved by their immediate supervisor. Requests are evaluated based upon various factors, including anticipated operating requirements and staffing consideration. Supervisors will consider the following factors when determining approval for time off requests:

- Seniority
- No more than one teacher in a room may be on vacation at one time.
- Preference is given for one week requests over one day requests.

- No more than two staff members may be off at the same time in centers licensed for less than 100.
- No more than three staff members may be off at the same time in centers licensed for more than 100 children.

IF SUBSTITUTES CANNOT BE FOUND, IT IS EXPECTED THAT THE EMPLOYEE WILL CANCEL THE REQUEST!

Unless your supervisor has granted time off with a signed approved time off request, the employee's absence will be considered unauthorized. Unauthorized absences or repeated tardiness jeopardizes the employee's evaluation and presents grounds for dismissal.

A time off request will be considered approved once the employee receives a signed copy of the request from their supervisor. The supervisor will also keep a copy of the approved time off for their records. The employee must ensure that a copy of the approved time off request is attached to the employee's time sheet.

Employees must not leave their assigned duties until their scheduled employment day is completed or they have been dismissed from work by their supervisor. Infractions of this rule may result in discharge or other disciplinary action and loss of pay.

Full-time employees who have used all of their annual earned paid time off and are absent 40 hours per year beyond their earned paid time off or work less than 2000 hours per calendar year, will be considered a part-time employee and will be ineligible for benefits available to full-time employees. Excessive unpaid time off requests for full or part-time staff will result in loss of merit increase, reduction in job status and /or disciplinary action up to termination. Paid time off does not accumulate if not used each year. Cash payment for unused earned paid time off will not be given at the end of the calendar year.

Paid time off does not accrue during any month in which you are on an unpaid leave of absence or not on the active payroll. Employees on a medical or emergency unpaid leave of absence will return at the same seniority level the employee was placed at the start of the unpaid leave. High Hope Academy does not grant extended unpaid time off requests for non-medical or non-emergency reasons. Individuals must terminate their employment to be removed from the schedule for a period of time for non-medical or non-emergency reasons and are welcome to re-apply subject to High Hope Academy's usual hiring policies. If the individual is rehired, their length of employment will be based on their new hire date. Length of employment will not be cumulative from any prior employment period.

An employee absent from work without notifying his/her supervisor or obtaining permission for such absence, unless reasonable excuse is offered, is considered to have abandoned his/her job.

** Up to 24 non-consecutive hours of paid time off for regular full-time staff may be taken without the usual required advance notice due to unforeseeable events such as illness. High Hope Academy, Inc. and High Hope Academy Center, Inc. reserves the right to require you to present a doctor's note regarding the illness.*

CHILDCARE BENEFITS

After one month of employment employees are eligible for a fifty (50) percent discount off the regular tuition for their oldest child and fifty (40) percent discount on their childcare costs for their remaining children for the time their child attends during the hours they are working at the center. Employees who are receiving the employee childcare multiple child discount do not qualify additionally for the multiple child discount offered to customers with more than one child enrolled in the center. If the employee sends their child for childcare services while the employee is not working at the center the employee will be charged the **full current customer rate for the time the child is in attendance and the employee is not at work. 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 charged regular tuition rates for reserved spaces when absences exceed one week per year.

Note: All staff parents must adhere to the same enrollment and attendance policies that regular customers 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.

The number of employee reduced childcare spaces is limited to one child per 4 to 1 or 8 to 1 ratio classrooms and 2 children per 10 to 1 or higher ratio classrooms per center. Employees can elect to place their child on a wait list for the reduced rate space or enroll their child at the non-reduced rate until the reduced rate space becomes available. Classroom staff children may not be enrolled in a classroom in which the employee is regularly assigned for the full day.

MEDICAL & EMERGENCY LEAVES OF ABSENCE

Unpaid Leave of Absence

Under **emergency** circumstances, for medical or personal, you may need to be temporarily released from the duties of your job with High Hope Academy, Inc. or High Hope Academy Center, Inc. It is the policy of High Hope Academy to allow its eligible employees to apply for and be considered for certain specific emergency leaves of absence. Medical leaves may not last more than ninety (90) days.

Unless otherwise provided in a valid and enforceable collective bargaining agreement, time off for any reason during a working day will count first against your allotted paid time off. Thereafter, unless specifically exempted, any time off will be without pay.

All requests for emergency or medical leaves of absence shall be submitted in writing to your supervisor. Each request shall provide sufficient detail such as the reason for the leave, the expected duration of the leave, and the relationship of family members, if applicable.

Full-time and regular part-time employees are eligible for thirty (30) day personal emergency leave of absence. A request for a personal emergency leave will be evaluated on a number of factors, including anticipated operational and staffing requirements during the proposed time of absence. Pending approval, you should take available paid time off prior to the effective date of the leave of absence.

In the case where the initial 30 calendar days are insufficient, consideration may be given for an extension of 30 more days if your supervisor is informed in writing.

Failure to return to work as scheduled from an approved leave of absence or to inform your immediate supervisor in writing of an acceptable reason for not returning as scheduled will be considered a voluntary resignation of employment. All leaves granted will have a termination date. If the supervisor makes the determination to rehire this individual, the standard company hiring procedures will apply. Prior time worked for the company is not cumulative with the employee new hire date.

Time on leave for either medical or emergency leave does not accrue towards seniority, pay raises and/or other benefits.

JOB STATUS UPON RETURN FROM LEAVE

High Hope Academy, Inc. and High Hope Academy Center, Inc. will hold your job for up to three (3) months for absence due to pregnancy, disability or for other medical leave, or thirty (30) days for personal emergency leave. Employees returning from an absence due to medical leave will return to the same position. For leaves other than medical, you will be returned to your former position, if possible, or an equivalent one if otherwise qualified and one is available.

Family and Medical Leave of Absence (FMLA)

1. Employees are eligible, if they have been actively employed for twelve (12) months, and worked at least 1250 hours (an average of twenty-five (25) hours per week) during those twelve (12) months. This twelve (12) month period "rolls back" from the date of leave to the prior twelve (12) month period.
2. The total amount of leave taken cannot exceed twelve (12) work weeks in any twelve (12) month period.
3. A family leave shall be granted upon the birth or adoption of a child of the employee, or upon the serious health condition of the employee's child, spouse, or parent
4. A medical leave shall be granted upon the employee's own serious health condition.
5. In appropriate circumstances, we may require you to be examined by an High Hope Academy, Inc. or High Hope Academy Center, Inc. designated physician, at High Hope Academy's expense.
6. In the event of a serious health condition to the employee or his/her child, spouse, or parent, creating a need for unforeseeable family or medical leave, the employee must provide us with notice, as soon as practicable, of any needed time off, and a written doctor's certificate. The certification must include the date on which the health condition occurred, the probable duration of the condition, an estimate of the amount of time you need to be off work to care for the family member or for your own health condition, and confirmation that the nature of the condition warrants you to be away from work to care for yourself or your dependent.
7. Employees shall be required to give thirty (30) days advance notice in the event of foreseeable medical treatment. To assist us in arranging work assignments during your absence, we ask that you give us prior notice, to the extent possible, of an expected birth or adoption, as well as an indication, to the extent known, of your expected return date. To facilitate your return to work, we also ask that

you provide us with two (2) weeks advance notification of your intended return date. Failure to do so may delay your return date.

8. Upon completion of a leave granted under this section, you shall be reinstated to your original position, or an equivalent one.
9. You must use any accrued paid time off during your family care or your own personal medical leave.
10. While on a leave of absence provided for under this policy, you may continue your group health insurance benefits paying 100% of the monthly premium, for up to a maximum of twelve (12) weeks leave during any one (1) year period. If your leave extends beyond twelve (12) weeks, you shall be offered the opportunity to purchase continuing coverage at 120% of the monthly premium under state and federal COBRA continuation rules.
11. Other accumulated fringe benefits such as retirement, paid time off, and the like, shall be preserved at the level accrued as of commencement of the medical or emergency leave, but shall not accrue further during any such leave period.
12. If additional family care or medical leave is required you must, prior to expiration of the family care or medical leave, submit additional certification to High Hope Academy, Inc. or High Hope Academy Center, Inc.
14. Should you seek a leave of absence for reasons other than described above, you will be considered a terminated employee and will be considered for rehire when you are eligible to return to work. Time worked prior to this absence period will not accrue towards future benefits earned.

Disability Leave of Absence (including leaves of absence due to maternity or pregnancy)

Unless otherwise provided in a valid and enforceable collective bargaining agreement, High Hope Academy, Inc. or High Hope Academy Center, Inc. may grant an unpaid leave of absence for illness, disability or pregnancy. To request a disability leave of absence from High Hope Academy, Inc. or High Hope Academy Center, Inc. you must submit a statement of ill health or disability from your doctor. (Pregnancy is treated, for the purposes of this policy, the same as an illness or disability.) Whenever possible, you are required to give as much notice as possible of your pending need for a disability leave of absence.

In the case of pregnancy, please inform your supervisor as soon as possible of the date you and your doctor anticipate that you will begin your leave. Your job status will be protected in that we will make every effort to hold your position open, or return you to a similar position if one is available, for which you may be qualified.

At the time the disability leave begins, any accrued personal paid time off will be used. These benefits do not continue to accrue during a leave of more than thirty (30) days. This policy applies to all employees. Your group insurance booklet should be reviewed to determine your insurance coverage during a leave of absence.

Employees who must remain away from work for more than the period of time allowed above will be considered terminated from employment. They are welcome to re-apply subject to High Hope Academy's usual hiring policies.

Employees who develop a physical condition which requires medical treatment or restrictions and precautions will be required to submit a physician's statement. This statement must give approval that continued full-time employment in his/her present position will not jeopardize his/her health or the safety of others, in the event she/he continues to work. A similar statement is required upon return from a disability leave.

Insurance Premium Payment during Leave of Absence

High Hope Academy, Inc. or High Hope Academy Center, Inc. will not continue to pay its share of insurance premiums for employee coverage while you are on a disability leave of absence. While you are on any type of unpaid leave of absence from High Hope Academy, Inc. or High Hope Academy Center, Inc., you will be responsible for paying the total premiums for your coverage and that of your dependents. Failure to do so may result in loss of coverage and possible refusal by the insurance carrier to allow your coverage to be reinstated. Please consult with supervisor to set up a payment schedule.

High Hope Academy, Inc. or High Hope Academy Center, Inc. will resume paying a portion of your Health Insurance when you return to active employment.

Employees who elect to continue benefits while on leave are subject to the terms and conditions of the individual plans/policies.

BEREAVEMENT LEAVE

Recognizing that a time of bereavement is very difficult, every effort will be made to ensure that a bereaved employee is able to attend to family matters. Employees should notify their supervisor of this situation immediately.

Absence due to a death in the immediate family will be paid to full-time employees for 2 business days, unless otherwise provided in a valid and enforceable collective bargaining agreement. The immediate family is the employee's spouse, child, parents, spouse's parents, and stepparent.

Any available paid time off can be used at this time with the approval of your manager. Additional unpaid time off will be granted to allow for any arrangements associated with the death that must be made.

Funeral leave pay will only be made to employees for actual time spent away from work for the funeral or its arrangements. For example, if the death occurs at a time when work is not scheduled, payment will not be made. If a holiday or part of your vacation occurs on any of the days of absence, you may not receive paid time off in addition to paid funeral leave.

JURY DUTY

We encourage you to fulfill your civic responsibility by serving on a jury when required to do so. Full-time employees will be granted up to two days of paid jury duty leave over any one year period, unless otherwise provided in a valid and enforceable collective bargaining agreement. If you are required to serve beyond that period, you may use any available paid time off due you or you may request an unpaid leave of absence.

If you are called for jury duty, you must notify your immediate supervisor within forty-eight (48) hours of receipt of the jury summons so that arrangements can be made to accommodate your absence. Your

supervisor must receive a copy of the summons to arrange for your pay. Of course, you are expected to report to work whenever the court schedule permits. Directors may also request that employees in jury duty telephone them daily to discuss work issues.

Employees called for jury duty are expected to take all action necessary – up to and including requesting a deferral – to ensure that their absence does not impede the Company’s ability to perform business on a usual basis.

Unless otherwise provided in a valid and enforceable collective bargaining agreement, your insurance benefits will remain in effect and unchanged and paid time off will continue to be earned as per High Hope Academy policy during the full term of your jury duty.

LEAVE OF ABSENCE REQUEST

Employee Name _____ ID # _____

Address _____

Date of Hire _____

I am requesting a () medical () emergency leave of absence beginning _____ (exact date) to _____ (exact date or approximate date for medical leave.)

The reason for the leave is _____

_____.

I know that I am responsible for my medical and/or dental premiums while I am on leave and will abide by the terms of the insurance carriers. I will mail my premium by the first (1st) of every month directly to Kathy Hoszkiw, High Hope Academy, Inc., 3210 Lansing Ave., Jackson, MI 49202.

() I wish to continue my medical, dental while on Leave of Absence.

() I do not wish to continue my medical, dental while on Leave of Absence.

Employee Signature _____ Date _____

Action Taken _____

Director Signature _____ Date _____

Owner Signature _____ Date _____

() Medical () Emergency

FRINGE BENEFIT REQUEST

To: Supervisor / Payroll

From: _____ Date: _____

All employees are responsible for requesting fringe benefits. You **MUST** turn in this form in order to receive a fringe benefit.

THIS NOTICE MUST BE SENT TO PAYROLL WITHIN 30-DAYS OF ELIGIBLE ENROLLMENT DATE OR YOU WILL LOSE THE BENEFIT!

1. I would like to enroll in the company Health Insurance Program effective _____.

2. I would like to enroll in the company Retirement Program effective _____.

3. I would like to enroll in the company Dental Insurance Program effective _____.

4. I would like to enroll my children in the center at the reduced tuition rate effective _____.

All premiums, childcare tuition and retirement investments must be paid through payroll deduction.

Requests to use Paid Time Off must be made on your time sheet to receive pay for the time off.

PAYROLL DEDUCTION FORM

Employee Payroll Deduction

<input type="checkbox"/> New <input type="checkbox"/> Change <input type="checkbox"/> Cancel

Employee Name _____

Social Security Number _____

Effective Date _____

Please deduct the following amount from my pay check each pay period for the following:

_____**Childcare** _____**Health Insurance**

_____**Dental** _____**Training**

_____**Retirement Plan**

_____**Other (Describe)** _____

Employee Signature _____

Date _____

Date Received in Payroll _____

YOUR BENEFIT PACKAGE

MEDICAL INSURANCE

High Hope Academy, Inc. and High Hope Academy Center, Inc. is committed to sponsoring a comprehensive benefits program for all eligible employees. In addition to receiving a competitive salary and having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits which will enhance your job satisfaction.

A good benefits program is a solid investment in High Hope Academy's employees. High Hope Academy will periodically review the benefits program and will make modifications as appropriate, based on maintaining a competitive level of benefits as well as High Hope Academy's ability to pay for them. High Hope Academy reserves the right to modify, add or delete the benefits it offers, unless otherwise provided in a valid and enforceable collective bargaining agreement.

Upon request, management will provide eligible employees with booklets which describe your coverage under the Plan in detail along with your co-pay costs and can answer questions that you may have.

Eligibility

Employees who have continuously maintained a full-time work status for a six month period are eligible to apply for medical coverage sponsored by the company. Open enrollment is held annually December 1 to December 14. Eligible full-time employees may enroll in the program during this time. High Hope Academy pays a portion of the policy cost. The employee's share must be paid through payroll deduction. If a full-time employee's status reduces to part-time, they will no longer be eligible to participate in the company sponsored health insurance program. In order to prevent loss of coverage while on leave without pay, you must make arrangements to continue to pay your premiums.

Please note that all medical insurance benefits are subject to change at any time at High Hope Academy's discretion, unless otherwise provided in a valid and enforceable collective bargaining agreement.

DENTAL INSURANCE

After completing ninety (90) days of employment all High Hope Academy employees are eligible to participate in the company sponsored dental insurance coverage based on the requirements set by the insurance companies. Full monthly premiums are charged to the employee and must be paid through payroll deduction.

RETIREMENT PROGRAM

High Hope Academy offers a retirement program to eligible employees. Eligible employees are able to contribute to the plan through payroll deduction.

Please direct all questions concerning these plans to the payroll department.

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 High Hope Academy, Inc. or High Hope Academy Center, Inc. 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 High Hope Academy, Inc. knows about the injury. Please have your supervisor inform the Owner, enabling her 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 High Hope Academy, Inc. or High Hope Academy Center, Inc. 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, High Hope Academy, Inc. or High Hope Academy Center, Inc. is required to deduct this amount from each paycheck you receive. In addition, High Hope Academy, Inc. or High Hope Academy Center, Inc. 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.

COBRA NOTIFICATION

Under federal law, High Hope Academy, Inc. or High Hope Academy Center, Inc. is required to offer covered employees and covered family members the opportunity for a temporary extension of health coverage (called COBRA) of the group rates when coverage under the plan would otherwise end, due to certain qualifying events. This notice is simply intended to inform you (and your covered dependent(s) if any), in a summary fashion of your potential future options and obligations under the continued coverage provisions of the law. Should an actual qualifying event occur in the future, the plan administrator will send you the appropriate notification. Please take special note, however, of your notification obligations (See item L for details).

A. Qualified Person. Persons who qualify for Continuation:

- (1) An employee (and any covered dependents) whose coverage ends due to:
 - (a) termination of employment for a reason other than gross misconduct, or
 - (b) a reduction in work hours; and
- (2) An employee's spouse (and any children) whose coverage ends due to divorce or legal separation; and
- (3) An employee's surviving spouse and/or children, whose coverage ends due to the employee's death; and
- (4) An employee's spouse and/or children whose coverage ends due to the employee's entitlement to Medicare; and
- (5) An employee's child whose coverage ends due to ceasing to be a dependent child under the terms of the plan; and
- (6) Under certain circumstances, an employee whose coverage ends due to the sale or business reorganization of the employer.

Exception: Continuation is not available to any employee or dependent who after the qualifying event becomes covered under another group health plan which does not contain any exclusion or limitation with respect to a preexisting condition. Persons covered by Medicare are not eligible for COBRA Continuation.

B. Continuation Period. Health coverage can continue up to the maximum continuation period. The following are the maximum continuation periods.

- (1) 18 months following a termination of employment or reduction in work hours for all qualified persons (qualified employees and their qualified dependents).

Exception: Qualified persons who are determined to have been disabled by the Social Security Administration at any time during the first 60 days of COBRA continuation coverage may request an 11 month extension of

continuation for a maximum continuation period for 29 months. (See item H. for details)

- (2) 36 months from the qualifying event for dependents following the death of the member, a loss of dependent status under the plan, and a divorce or legal separation.
- (3) 36 months for qualified spouses and children following the date of a member entitlement to Medicare.
- (4) Second qualifying events. If any of the qualifying events described in A(2) through A(5) above occur during the 18 month continuation period, described in B(l) above, such period will be extended for the affected dependents to 36 months dating from the beginning of the original 18 month period.

Exception: The maximum COBRA period for dependents following an employee's entitlement to Medicare is 36 months regardless of time period already satisfied under COBRA. Requests for such extended continuation must be sent to High Hope Academy, Inc. within 60 days after the occurrence of any qualifying event.

You will be notified of applicable continuation periods in the event of loss of coverage due to employer bankruptcy or sale or reorganization of the employer's business.

C. Termination of Continued Coverage. Continuation ends the earliest of the following:

- (1) The date maximum continuation period expires; or
- (2) The date the qualified person becomes covered by Medicare, or
- (3) The date the qualified person becomes covered by another group health plan, which does not contain any limitation or exclusions with respect to any preexisting condition; or
- (4) If the required amount is not paid on a timely basis, the end of the last coverage period for which timely payment was made (see grace period below.); or
- (5) The date the employer's group health plan is terminated. (The continuation period may be completed under the replacement plan, if any); or
- (6) A qualified beneficiary extended continuation coverage to 29 months due to a Social Security disability and a final determination has been made that the qualified beneficiary is no longer disabled; or
- (7) A qualified beneficiary notifies the Management that they wish to cancel continuation of coverage.

D. Monthly Cost.

If you elect COBRA Continuation, you can be required to pay all of the applicable premium plus a 2% administrative fee. If you qualify for the 11 month extension due to disability, ABC Academy,

Inc. or High Hope Academy Center, Inc. can charge up to 150% of the applicable premium, during the extended coverage period.

E. Election Requirement.

You or your qualified dependents must make written election within 60 days after the later of; (1) date coverage would otherwise end, or (2) the date of the employer's notice. The election form must be returned to High Hope Academy, Inc. or High Hope Academy Center, Inc. within the 60-day period; otherwise, the continuation option expires. COBRA continuers must have 45 days after the initial election of COBRA to remit the first payment. All other payments must be received no later than 30 days following the first day of each month of continued coverage or within the High Hope Academy's Grace Period.

F. Grace Period.

The payment of the required plan contribution (with exception of any re- election charges, which have been deferred, see item E) will be considered to be timely if it is made within 30 days of the due date (date of Statement) or within the grace Period of the plan, if it is longer than 30 days. Benefits will still be paid during the grace period, provided payment is made prior to the end of the grace period.

G. Plan Changes.

Your continued coverage(s) will be subject to the same benefit and rate changes as the Group Plan.

H. Disabled Continue Extension.

Qualified persons who are determined by the Social Security Administration to have been disabled at any time during the first 60 days of COBRA continuation coverage or a reduction in work hours can request an extension of continuation coverage from 18 months to 29 months. The disabled person must provide a copy of the Social Security determination to High Hope Academy, Inc. or High Hope Academy Center, Inc. within 60 days after receiving the determination. If the determination is not received before the 18 month continuation ends, the right to extension ends. The continuer must be continuously disabled. The extension of continuation will end 30 days after the person is no longer determined to be disabled.

I. Acquired Dependents.

Any qualified person may elect coverage for a dependent, spouse, new born child, adopted child, etc. acquired during a continuation period. The acquired dependent must be a person who would have been an eligible dependent had she or he been acquired by an active employee under the normal terms of the plan. A qualified person must apply for the coverage of acquired dependents within the same time limits that pertain to enrollment of like dependents acquired by active employees. Applications that are not made on a timely basis may be subject to medical evidence depending upon plan provisions. Coverage, provided an acquired dependent will end on the same date as described for qualified person in C above, except that, in no event, will coverage be provided beyond the end of the continuation period in effect for the qualified person on the date

the dependent is acquired. That is, if continuation is extended for a qualified person as described in B(4) above, such extension will not apply to acquired dependents.

J. Other Group Health Coverage or Medicare.

If during the continuation period you become covered by Medicare or another group health plan which does not contain any provision which excludes or limits preexisting conditions, your continuation coverage will terminate. Any payment of benefits after your coverage should have otherwise been terminated due to other coverage through another group plan or coverage through Medicare, will be considered to be benefits overpayment. You are required to repay any benefit overpayment.

K. Other Purchase (Conversion).

When the maximum continued group coverage period ends, you and/or your dependents) may apply for individual coverage, provided you/they are not then eligible for similar benefits, which would result in over-insurance. Application for individual coverage and payment of the required premium must be made within 31 days after the continued group coverage ends. Dental and Prescription Drug coverage's are not included with the individual coverage conversion option.

L. Employee, Spouse and Dependent Notifications.

Under the law, the employee, spouse or other family member has the responsibility to notify Management of a divorce, legal separation, or child(ren) losing dependent status under High Hope Academy's Health Plan. This notification must be made within 60 days from whichever date is later, (1) the date of the event, or (2) the date on which coverage would be lost under the terms of the insurance contract because of the event. Carefully read the dependent eligibility rules contained in the (summary plan description) so you are familiar with when a dependent ceases to be a dependent under terms of the plan.

RULES & REGULATIONS

TEAMWORK AND SERVICE TO THE CUSTOMER

As you learned from our Mission Statement, excellent service to our customers is a primary goal. Our success is a result of consistently performing beyond our clients expectations.

To perform at this level, it is essential that all High Hope Academy employees/departments operate as a team. Whatever your job function, you are a member of the team that services clients because all of our jobs are related to and dedicated to that end.

As a member of a team, you must understand that the quantity and quality of the work you do affects your co-workers and, ultimately, the client. We expect you to set high standards for yourself, in the job you do, the way you communicate and the manner in which you interact with others.

ETHICAL STANDARDS

High Hope Academy, Inc. and High Hope Academy Center, Inc. strives to maintain the highest standards of personal and business ethics and corporate conduct. As an employee, you are required to do the same. Your daily activities on behalf of High Hope Academy, Inc. or High Hope Academy Center, Inc. should always be carried out in an ethical and legal manner, and conflicts of interest should be avoided.

GUIDELINES FOR CONDUCT

Every organization requires a set of rules so that the group as a whole may operate smoothly and safely to accomplish its goals. This is particularly so at High Hope Academy, Inc., or High Hope Academy Center, Inc. where failure to adhere to high standards of conduct may affect the well-being of employees and customers. Employees of High Hope Academy are expected to accept certain responsibilities, adhere to accepted business and professional principles in manners of personal conduct, and exhibit a high degree of personal integrity at all times.

When an employee violates any of High Hope Academy or departmental standards, his/her supervisor is responsible for acting promptly to correct the situation and to prevent further occurrences for mutual benefit. Often, disciplinary actions are taken in a progressive manner in order to provide the opportunity for the employee to correct his/her behavior and to meet work standards. Examples of progressive steps in this process are: verbal counseling, written counseling, suspension, and/or discharge. Documentation of all counseling, suspension and discharge will be written in duplicate by the supervisor and countersigned by the employee and placed in his/her file. The director, employee and owner will retain copies of any disciplinary action taken.

Written reprimands are issued to ensure important correction of any employee's attitude or job performance. A total of three reprimands within a twelve (12) month period may result in immediate dismissal.

Some offenses are so serious that they can result in termination without previous warnings. The following examples are listed for the guidance of all. This list is not intended to be a comprehensive list of all prohibited activity. The following actions may result in immediate termination:

- Inappropriate behavior toward parents. (All staff are expected to be professional and courteous at all times. If a parent is rude to you, please allow the Director to handle the situation.)
- Neglect of physical abuse of a child.
- Withholding of food, nap or other comfort from a child.
- Failure to report to work two consecutive workdays without proper notification.
- Falsification of center records (i.e. employment application, time clock, and your records).
- Working under the influence of alcohol or illegal drugs.
- Smoking in prohibited Areas
- Conviction of a felony for any offense committed while employed by the center.
- Fighting, threatening violence or disruptive activity in the work place.
- Leaving a child unattended (inside or outside).
- Allowing a child to leave the center with an unauthorized person.
- Sleeping while supervising children.
- Habitual absenteeism or tardiness without notice or unauthorized absences from workstation during the workday (leaving assigned work area without prior approval or adequate coverage).
- Sexual or other unlawful or unwelcome harassment.
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property.
- Insubordination that shows gross disrespect, such as threatening, profanity, or yelling at the Directors.
- Unauthorized use of telephones, mail systems, or other employer-owner equipment (No Cell phones allowed in the center during work hours!).
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the work place, while on duty.
- Use of any form of Social Media to defame the company or its customers or employees.
- Unsatisfactory performance or conduct.
- Sharing confidential information about the center or any of its employees.

- Promoting and sharing rumors or negative information about High Hope Academy.
- Gambling on center property.
- Unauthorized posting or removal of bulletins or notices
- Disregard of one's appearance, uniform, dress or personal hygiene.
- Dishonesty.
- Violation of any and all safety rules.
- Failing to be ready to work prior to clocking in at the start of your shift and remaining prepared to work until after you have clocked out at the completion of your shift.
- Leaving one's work area without authorization or interfering with the work of other employees.
- Entering or remaining inside High Hope Academy's property outside of your scheduled working hours without prior approval from the Director . Scheduled work time includes hours posted on weekly scheduling including four (4) minutes before and four (4) minutes after those hours posted.
- Immoral, indecent or disorderly conduct of any nature, or lending money for interest on High Hope Academy's premises.
- Threatening, intimidating, coercing, fighting or the inability to work effectively with another employee or a customer by word or deed, whether on or off High Hope Academy's premises.
- Any discourtesy, unkindness or impatience with customers or with any member of the public visiting High Hope Academy, Inc.
- Possession of firearms or any other type of weapon while on High Hope Academy's property.
- Unauthorized possession of property belonging to High Hope Academy, Inc. or High Hope Academy Center, Inc. of another employee or of a customer or visitor to High Hope Academy, Inc. or High Hope Academy Center, Inc.
- Negligent or deliberate destruction of or misuse of property belonging to High Hope Academy, Inc. or High Hope Academy Center, Inc. or to a customer or visitor to High Hope Academy.
- Failure to follow the rules concerning solicitation and/or distribution of literature.
- Unauthorized possession, use, copying or reading of High Hope Academy's records, or disclosure of information contained in such records to unauthorized persons.
- Poor attitude or disrespect to management, your supervisor, the customers or visitors to High Hope Academy, Inc.

- Any act of misconduct, incompetence, or any violation of this Employee Handbook which may, in management's sole discretion, be grounds for disciplinary action and/or termination of employment.
- Failure to complete regularly assigned tasks in a timely fashion or refusal to perform assigned work.
- Unapproved change of scheduled hours of work.
- Receives repeated complaints from parents.
- Refuses to carry out orders of department head or supervisor or is insubordinate.
- Has received three reprimand slips signed by the department head and filed in the employee's personnel file within any (12) twelve months after the three month probationary period.
- Failing to perform in a manner that ensures the safety of the children in your care.
- Failing to demonstrate awareness of the location or the number of children assigned to you.

All employees will be counseled where there is deficiency in performance. The following is one exception to this rule: Any employee who strikes a child or subjects a child to corporal punishment shall be subject to IMMEDIATE DISMISSAL. Examples of this behavior include: slapping, pushing, shoving, sitting a child down with force, pulling a child's arm, jerking a child's head, molestation or any other physical harm.

IMMEDIATE DISMISSAL also results from subjecting a child to humiliation, ridicule, depriving a child of a snack or meal, or using abusive language toward a child. **THIS LIST IS NOT MEANT TO BE ALL INCLUSIVE.**

GRIEVANCES

In our organization, the employee is urged to make his/her complaints know to those able to correct the situation (Lead Teacher, Director), discuss grievances, and have them adjusted and corrected informally.

If he/she prefers to seek an adjustment of his/her problem through formal methods, however, the following procedure has been developed.

- Step 1. Each employee has the right to present any grievance or complaint to his/her supervisor in writing.
- Step 2. If the employee is dissatisfied with his/her supervisor's reply, he/she has the right to present any grievance or complaint to the supervisor in charge in writing.
- Step 3. Any employee who is dissatisfied with the reply given in Step 2 has the right to prompt and full review by the owner.

EMERGENCY CLOSING AND INCLEMENT WEATHER

Emergency

In the event of an emergency the Owner will make the final determination in closing the center. Emergency closings may be deemed necessary for lack of heat, water, electricity or severe weather. It is the responsibility of the opening staff to contact the Director within one half hour of opening with details of the emergency. It is the responsibility of the Director to contact the President immediately with details of the emergency to determine if closing of the center is necessary.

Inclement Weather

We consider every position at High Hope Academy to be essential; therefore, it is important for you to report to work, as scheduled, during inclement weather. In the event that hazardous weather conditions exist, your arrival time will be considered by your supervisor. Closing of the center will be determined by the Owner. The Director will notify you of any closings.

Staff persons scheduled to work during the period in which their center is closed due to emergency or severe weather are not entitled to pay for the time their facility is closed.

SOLICITATION OR DISTRIBUTION OF LITERATURE

High Hope Academy strictly prohibits both employees and others from soliciting and/or distributing literature on High Hope Academy premises during business hours, unless otherwise provided in a valid and enforceable collective bargaining agreement. High Hope Academy has established specific policies on solicitation for employees and for non-employees.

EMPLOYEES:

- May neither engage in solicitation of any kind, nor allow themselves to be solicited during their work time;
- May not distribute or post any kind of literature in work areas or on bulletin boards; and
- May be subject to immediate dismissal or corrective action if they violate the policies.

NON-EMPLOYEES:

- May not solicit and/or distribute literature of any kind, anywhere on High Hope Academy premises including bulletin boards; and
- Are subject to the strict enforcement of this policy by managers and others in authority at High Hope Academy

SECURITY/SAFETY CHECK

Classroom exterior doors are to be locked when not in use. All windows are to be closed and secured and all doors locked at the close of the school day. An opening and closing check-off procedure is in effect in all centers. Employees who open or close must follow the closing procedures listed in this manual everyday

All closets, desks, offices, classrooms or containers that are High Hope Academy property, as well as briefcases, backpacks, book bags, parcels and other personal belongings of employees, are subject to inspection and search by High Hope Academy or their designated agents.

DRESS CODE

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the image that High Hope Academy presents to parents and their children, visitors, and guests. Our philosophy is to provide a culture that allows staff to dress in a style which presents a neat, business-like appearance and that promotes confidence and professionalism in public. We expect you to accept the responsibility of dressing appropriately for your position or situation. With that, the following dress code will be implemented and enforced at all times.

- **Jewelry** should be conservative. Long chain necklaces or pendants should not be worn as they can present a safety hazard to small children. Earrings should also be small, conservative and secure, to prevent children from grabbing and pulling them loose. Facial piercing must be covered or removed.
- **Shoes** must be neat and in good repair at all items. Tennis shoes or flats are best. Since you are expected to engage the children in activities on the playground shoes should be appropriate for the situation. Open-toe or open-heel shoes are not recommended for safety reasons, (no flip flops). All kitchen staff must wear closed-toe and heel-shoes. Bare feet are prohibited. Slippers may only be worn in the infant room as an alternative shoe covering.
- **Clothing** should be clean and in good repair at all times. You are hired to work with children and being down on the floor frequently is part of the job responsibility. Knee-length shorts or capris are allowed during the Summer Program only; they must fit loosely with no holes or lavish accessories. Use a conservative outlook when deciding upon apparel. Clothing that allows you to interact with the children while looking professional is required.
- **Hair** color should be conservative in color, clean and well groomed.
- **Nails** should be maintained in a conservative length to prevent any unintended scratching of the children in your care and to help prevent the spread of germs or bacteria potentially found in longer nails.
- **Tattoos** shall be covered while at work or attending a work-related function.

The regulation staff shirt may not be altered in any way or tucked up to reveal the midriff.

All employees must report to work wearing their High Hope Academy logo shirt. Two are provided upon hire. Additional shirts may be purchased by the employee. Alterations to the shirt may not be made, nor may it be worn in a manner that exposes your midriff.

All employees must wear their ID badge while working in the center or representing the agency outside of the center.

When representing High Hope Academy outside of the center employees may not wear backless, midriff or low cut tops, short skirts, exercise clothing, tube tops, leggings, jeans, ripped pants, too tightly fitted clothing, or inappropriate words, pictures or logos on clothing, jean shorts, slippers, bare feet, stocking feet, bathing suits or low cut pants or shirts exposing your undergarments.

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 the Director if you have questions as to what constitutes appropriate dress.

Dress Down Day

Directors will notify their employees of days approved for business casual dress. Business casual dress is defined as casual clothing that is appropriate for a classroom environment (see above regarding restrictions). Employees are expected to exhibit good judgment in clothing choices on Dress Down Day, consider the day's activities when determining what to wear. When business obligations take an employee out of the center, he/she should dress accordingly. Acceptable casual clothing includes jeans with the exception of holes, cut offs, frayed edges, worn and an appropriate shirt.

IDENTIFICATION BADGES

All employees of High Hope Academy will be issued an identification badge with their name and photo upon employment. If your identification badge is lost or stolen, you must request a replacement. You are required to wear your identification badge, in clear view, at all times while on duty.

Upon termination of employment, you must return your identification badge to the Director .

PARKING

Staff are expected to reserve parking spaces nearest their building for the parent dropping off and picking up their children. Staff is expected to park in the spaces furthest from their centers entry area. Staff parking spaces are posted at each center on the employee bulletin board. We ask that all employees abide by this request.

USE OF PHONE AND MAIL SYSTEMS

When you answer the telephone, you represent High Hope Academy, Inc. to the caller. We expect you to speak to the caller in a courteous and professional manner.

- **All calls will be answered within three (3) rings.** If you are away from your desk you are expected to have the cordless phone with you or assign another individual to answer the phone for you. If you are meeting with a parent or staff member you are expected to excuse yourself from that person to answer the phone;
- When answering the telephone, give the name of the center and your name;
- If the person with whom the caller wishes to speak is on another line, ask the caller if he/she desires to be placed on hold.
- While waiting for the individual on the other line or while searching for someone requested by the caller place the call on "**HOLD**" so noise is not transmitted;
- If caller has been placed on hold, offer to have the call returned if the person with who he/she wishes to speak is not available within a reasonable amount of time;
- When a caller leaves a name, number, or message, make sure it is recorded correctly and given to the appropriate party;
- When taking a message reassure the caller by saying "I'll deliver the message," or another response that is appropriate.

- 100% of all messages will be delivered and responded to on the day of the call;
- Voicemail and email will be checked throughout the day and responded to in a timely manner, the same day it is received.
- If you do not understand what the caller is saying, ask him/her to repeat the message, keeping in mind your telephone manners;
- We want to be as service-oriented as possible. Therefore, please make every effort to assist the caller or refer the caller to the appropriate individual for assistance.
- The LAST WORDS ARE to all phone conversations are: "Thank you for calling."

SOCIAL MEDIA POLICY

The following principles apply to professional use of social media on behalf of High Hope Academy as well as personal use of social media when referencing High Hope Academy:

- Employees need to know and adhere to the High Hope Academy and NAEYC Code of Conduct, Employee Handbook, and other company policies when using social media referenced to High Hope Academy.
- Employees should be aware of the effect their actions have on their image, as well as High Hope Academy's image. The information that employees post or publish may be public information for a long time.
- Employees should be aware that High Hope Academy may observe content posted to their personal Social Media accounts. Individuals must use their best judgment in posting material that is neither inappropriate nor harmful to High Hope Academy, its employees, or customers.
- Although not an exclusive list, some specific examples of prohibited Social Media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.
- Employees are not to publish, post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should check with their Director.
- Social Media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to the Owner of High Hope Academy.
- If employees encounter a situation while using Social Media that threatens to become antagonistic, employees should disengage from the dialogue in a polite manner and seek the advice of the Director.
- Employees should get appropriate permission before referring to or posting images of current or former employees, members, vendors or suppliers. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks, or other intellectual property.
- Social Media use shouldn't interfere with employee's responsibilities at High Hope Academy. High Hope Academy's computer systems and iPad devices are to be used for business purposes only. Using High Hope Academy's computer or iPad devices for business purposes is allowed by authorized individuals only (ex: Facebook, Twitter, High Hope Academy blogs and LinkedIn), personal use of Social

Media networks or personal blogging of online content is discouraged and could result in disciplinary action.

- Subject to applicable law, after-hours online activity that violates High Hope Academy's Code of Conduct or any other company policy may subject an employee to disciplinary action or termination.
- If employees publish content after-hours that involves work or subjects associated with High Hope Academy, a disclaimer should be used, such as this: "The postings on this site are my own and may not represent High Hope Academy's positions, strategies or opinions."
- It is highly recommended that employees keep High Hope Academy related Social Media accounts separate from personal accounts, if practical.

TELEPHONE USAGE POLICY

Employees are welcome to use the business phone during their break time, for local personal calls. Please check with the Director for their preference on which phone to use. If you receive a non-emergency personal call while you are with children, the Director will take a message and put it in your mailbox or designated message area. It is the employee's responsibility to check their mailbox or designated message area for your messages during the day. The person answering the phone does not have to seek people out. You may return the call during your break time. Emergency calls/messages should go directly to the Director or person in charge, who will then relieve the person involved so that he or she may respond. No long distance personal calls will be tolerated unless prior permission to make such a call is received from a supervisor, and the necessity is apparent. Personal telephone call privileges are subject to change or termination at any time

Personal cell phones must be checked into the office upon arrival; at the time that you collect your ID badge. You may retrieve your cell phone at the end of your shift or during your scheduled break.

Personal use of the phone during scheduled hours should be limited to emergencies. The use of personal cell phones during working hours for phone calls or text messaging is prohibited. All electronic and telephone communication systems (including voice-mail) and all communications and information transmitted by, received from, or stored in these systems are the property of High Hope Academy, and as such are to be used solely for job-related purposes. The use of any software and business equipment, including, but not limited to, facsimiles, computers, and copy machines for private purposes is strictly prohibited. The use of the company computers for sending or receiving personal email, or utilizing the internet for personal research or any other personal use is not allowed. The use of employer paid postage for personal correspondence is prohibited.

PURCHASING

High Hope Academy will make every effort to provide you with the supplies, materials and support needed for you to do your job in a professional manner. This is such an important area that we have devised a specific and detailed policy that follows. Each center has a budget set for purchases of non-fixed expenditures such as office supplies, teaching supplies, maintenance supplies, trainings. The Director is expected to operate within the budget guidelines by monitoring orders placed. Staff purchasing supplies for their classroom must submit a completed "Purchase Request" form for approval from their Director, prior to purchasing classroom items to receive reimbursement for the classroom purchase. A receipt and the approved purchase request form must accompany all reimbursements. Receipts should be turned into the office at the time of purchase for reimbursement on a monthly basis. Requests for large or numerous items are made by the Director and approved by the President.

EMPLOYEE MAILBOXES AND EMAIL

ALL staff members have a mailbox with their name on it along with a work email account.

Mailboxes are used by the Director or other staff to place notices.

Look in your mailbox and check your email every day. Many of the notices are timely.

Keep your mailbox empty. Do not use it to store teaching materials, etc. These boxes are to be used for High Hope Academy, Inc, information only.

Respond to your work emails in a timely manner. Personal email accounts may not be used for to correspond with center customers.

EMPLOYEE BULLETIN BOARD

Each center will have a bulletin board for the use of the teachers. Notices and general information for and from the staff should be placed there. All staff members must check the staff bulletin board upon arrival and before leaving each day. It is the employee's responsibility to read all memos and information posted on the bulletin board and take whatever action is required by the employees listed on these postings.

The Director will submit a weekly memo with current information regarding the families, employees and activities within your center

USE OF HIGH HOPE ACADEMY EQUIPMENT & SUPPLIES

The equipment used to accomplish your work is expensive and may be difficult to replace. Exercise care when using tools and equipment and follow all operating instructions, maintenance requirements and safety guidelines. Please do not use any equipment requiring operation that you do not fully understand. Ask for assistance. Report damages or deterioration of equipment immediately to your immediate supervisor. Equipment and supplies are intended for company use only. Employees may be reprimanded up to termination for personal use of company equipment and supplies.

You are responsible for all property, materials or equipment issued to you or in your control during your employment with High Hope Academy unless otherwise provided in a valid and enforceable collective bargaining agreement. Company iPads or computers may not be removed from the center and must be checked in and out each day with your Center Director for use in the classroom. Should you leave High Hope Academy for any reason, you are required to return it to your manager before your last day of work.

EMERGENCY & SAFETY PROCEDURES

EMERGENCY PROCEDURES

Emergency

In the event a resuscitator and an ambulance are needed, you are to call the Fire Department – **911**.

In the event that only an ambulance is needed, you are to call the Police Department – **911**.

These are both emergency numbers; if you use them, state the following:

“This is High Hope Academy at 3210 Lansing Ave., 800 Laurence St. or 2111 Emmons Rd., in Jackson. Send an ambulance and/or resuscitator immediately.”
(Emergency numbers and center address and phone number are attached to all center phones.)

In the event that you cannot reach a phone, pull any of the fire alarms throughout the building.

Accidents.

1. Students: If a child is hurt in class or on the playground, do not leave the area unsupervised. Send another adult or older child to the office for help. Someone will come immediately to tend the child. The adult on or near the scene of the accident is responsible for making out an accident form and signing it immediately after the injured child has been cared for. Make sure the office receives the copy along with the parent.
2. When the director is not present and there is a real question as to the seriousness of the injury, call 911 and ask for an ambulance.
3. If an employee is injured while on the job, they must notify the office at once.

Sickness

If a child becomes sick while at the center (complaining, vomiting, temperature, etc.), notify the office immediately. The parents will be notified to pick the child up within 30 to 45 minutes. Staff should refer to the Parent Handbook for the center policies allowing children to return after illnesses.

DISASTER PROCEDURES

Fire Drill

A designated alarm will sound as determined by the office.

- Have the children leave by the designated exit in a quiet, orderly manner.
- Close all doors.
- Take your attendance sheets; the teacher leaves the room last to ensure all others have gone from the room.
- Outside, the children should be clustered in the furthest fenced in area of the playground and roll call taken outdoors to ensure everyone is present.
- When the all-clear signal has sounded, return the children to their room.

Tornado Warning

- Have the children leave the classrooms or playground in a quiet orderly manner to the Smallest interior room in the center.
- Close all doors
- Take your attendance sheets; the teacher leaves the room last to ensure all others have gone from the room.
- All children should sit in the hallway facing the wall and roll call taken to ensure everyone is present.
- When the warning has passed, the children may return to their rooms. (Tables may be brought out to the hallway for the children to sit under.)

SAFETY

General Employee Safety

High Hope Academy, Inc. is committed to the safety and health of all employees and recognizes the need to comply with regulations governing injury and accident prevention and employee safety. Maintaining a safe work environment, however, requires the continuous cooperation of all employees.

High Hope Academy will maintain safety and health practices consistent with the needs of our industry. If you are ever in doubt about how to safely perform a job, it is your responsibility to ask your supervisor for assistance. Any suspected unsafe conditions and all injuries that occur on the job must be reported immediately. Compliance with these safety rules is considered a condition of employment. Therefore, it is a requirement that each supervisor make the safety of employees an integral part of her/his regular management functions. It is the responsibility of each employee to accept and follow established safety regulations and procedures.

Reporting Safety Issues

Every precaution must be taken to guard against accidents to children and staff. It is the responsibility of every staff member to correct unsafe or messy conditions such as liquid, food, paper, extension cords, children's clothes, toys on floor, etc. All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues must be reported immediately to your supervisor. If you or another employee is injured, you should contact outside emergency response agencies, if needed. If an injury does not require medical attention, a Supervisor and Employee Report of Accident Form must still be completed in case medical treatment is later needed and to insure that any existing safety hazards are corrected. The Employee's Claim for Worker's Compensation Benefits Form must be completed in all cases in which an injury requiring medical attention has occurred.

Federal law (Occupational Safety and Health Administration) requires that we keep records of all illnesses and accidents which occur during the workday. The State Workers' Compensation Act may also require that you report any workplace illness or injury, no matter how slight. If you fail to report an injury, you may jeopardize your right to collect worker's compensation payments as well as health benefits. OSHA also provides for your right to know about any health hazards which might be present on the job. Should you have any questions or concerns, contact your supervisor for more information.

High Hope Academy, Inc. Safety Program Responsibilities

The Program Director

1. Familiarize all staff with the safety program and ensure its effectiveness and implementation.
2. Be aware of all safety considerations when introducing a new process, procedure, machine or material to the work place.
3. Give maximum support to all programs and committees whose function is to promote safety and health.
4. Actively participate in safety committees as required.
5. Review serious accidents to ensure that proper reports are completed and appropriate action is taken to prevent repetition.
6. Conduct monthly employee health and safety training.
7. Ensure all emergency lighting is in working order.
8. Conduct all required safety drills and reviews.

Program Director – Assistant Director – Teachers are the foundation of the Safety Program.

Their responsibilities are to:

1. Familiarize themselves with company safety policies, programs and procedures.
2. Provide complete safety training to employees prior to the assignment of duties.
3. Consistently and fairly enforce all company safety rules.
4. Investigate injuries to determine cause, and then take action to prevent repetition.
5. See that all injuries, no matter how minor, are treated immediately and referred to the primary manager to ensure prompt reporting to the insurance carrier.
6. Inspect work areas often to detect unsafe conditions and work practices, utilizing High Hope Academy, Inc. self-inspection checklists as required.

Employees

Employee responsibilities for safety include the following:

1. Adhere to all safety rules and regulations.
2. Wear appropriate safety equipment as required.
3. Maintain equipment in good condition.
4. Report all injuries, no matter how minor, immediately to a supervisor and record on an Accident Report. HAND the original copy to the parent, the Xerox copy to the Program Director. Accident reports must be completed for staff injuries also.
5. Encourage co-workers to work safely.
6. Report unsafe acts and conditions to the supervisor.

General Safety Rules

For the protection and safety of all employees, High Hope Academy has established the following rules designed to prevent accidents and injuries. Compliance with these rules will be mandatory.

1. All accidents and injuries must be reported to the supervisor at the time of occurrence and recorded.
2. All spilled juice, water and other liquids must be wiped up immediately.
3. Any defective equipment must be immediately reported to your supervisor.

4. Failure by an employee to comply with the safety rules will be grounds for corrective discipline.
5. Equipment shall not be operated until you have received proper instruction on their operation.
6. Center TV's shall be strapped down at all times. The TV and cart shall not be left in the classroom when not in use. CHILDREN ARE NOT ALLOWED TO PLAY ON OR AROUND THE TVCART.
7. Mop buckets containing water shall not be left unattended at any time.
8. All staff must ensure that any door with a door closure attached remains securely latched at all times.
9. All medicine shall be stored in a locked cabinet or refrigerator.
10. All doors and emergency exits will remain free of obstructions.
11. Cots shall have 18 inches clearance on all sides.
12. All cribs shall have 24 inches of clearance on all sides excluding sides adjacent to classroom walls.
13. Children will be instructed to refrain from climbing on equipment or furniture not designed for this purpose.

Material Handling

1. Lifting: Attempting to lift or push an object which is too heavy must be avoided. You must contact the supervisor when help is needed to move a heavy object.
2. When carrying material, caution will be exercised in observance of obstructions, loose material, etc.
3. All material will be stacked and stored in proper areas.
4. Materials will not be stored in hallways or walkways. They must be kept clear at all times.

Equipment and Playground Safety Check

A daily playground safety check will be conducted prior to children using the playground. The results of the check will be recorded on the wipe off board designed for this purpose and the Playground Safety Check log. All staff members are expected check the playground safety check upon arrival. Ongoing safety checks should be completed each time children are taken onto the playground. All toys and equipment must be checked daily for any needed repairs. Immediate notification must be given to the Director for any unsafe equipment or toys which is in need of repair. The Center Director immediately who will arrange for necessary repair.

Housekeeping

The foundation for a safe, healthful, and pleasant place to work is good housekeeping. High Hope Academy provides safe and suitable working conditions for all employees. You are urged to cooperate in every way to maintain this environment. Work stations and classrooms should be left in an orderly condition at the close of the day; windows, equipment and lights, i.e., copy machines, computers, air exhaust system should be turned off. All areas of High Hope Academy should be free of litter. It is the teacher's responsibility to ensure their classroom is daily meeting the centers housekeeping guidelines, daily. We should treat our facility as though it were our home.

1. Materials and equipment will be kept out of hallways and walkways.
2. Materials will not be stored against doors or exits or fire extinguishers.
3. Materials and other equipment will be returned to their proper storage area after use.
4. Areas will be kept dry, spilled liquid will be cleaned immediately.

5. Trash and scrap will be thrown in proper waste containers.
6. Good housekeeping practices will be exercised within each employee's work area.
7. Every day – every employee is responsible for making sure that items are not stacked on top of cabinets, shelves, etc., - ANY PLACE THAT MIGHT CAUSE A HAZARD TO CHILDREN/STAFF.

All toys and equipment must be collected on the playground and returned to its proper storage area at the end of the recess period.

It is the responsibility of the Center Director to ensure that the full closing procedures have been completed prior to the departure of the last scheduled employee has. Closing procedures are completed in each classroom as the number of children reduces during the day, eliminating the need for use of the classroom. Teaching staff are responsible for the removal of garbage, cleaning of the floors, sinks, cabinets and storage areas prior to closing the room for the day. Cleaning is not to be completed while staff members are scheduled to maintain ratios, as the full attention of the classroom staff should be given to the children in their care.

Chemicals

1. Chemicals meeting the definition of "Hazardous Material: as defined by the OSHA Safety and Health Regulations, will not be purchased and/or brought into a center for usage without:
 - A. Material Safety Data (Form OSHA-20) or equivalent information on file and
 - B. Express consent or approval of the Director.
2. All containers will be labeled as to their contents
3. A solution of ½ cup bleach to one gallon of water shall be used to disinfect all tables, chairs, cots and toys. The container shall be clearly labeled with contents along with the poison control number 517 788-4816.

Fire Prevention

To help prevent fires, you should keep work areas free from unnecessary combustible materials, limiting items displayed to bulletin board areas only. Items may not be hung from the lights or ceiling. Know the location of the firefighting equipment in your work areas. Tampering with fire extinguishers is forbidden. Fire extinguishers, sprinklers, fire exits doors or windows will not be blocked by supplies, stock or toys at any time. Smoking or open flame is prohibited on all High Hope Academy property. All fires must be reported immediately. Fire emergency number, 911, will be called and location of fire given. Stay away from the fire scene if you are not directly involved in removing persons to safety. Avoid using the telephone after the fire is reported. All telephone lines must be kept open for emergency calls. Above all, you should know what to do in the event of a fire.

Medical Emergency

All medical emergencies will be reported immediately. Medical emergency number must be called and location of emergency given. The person reporting any emergency must stay on the telephone line until released by answering party.

First Aid Boxes

All centers have a first aid box on the premises located in the teacher's resource room, along with each classroom having their own individual first aid kit. The classroom first aid kits must be taken with the group each time they leave the classroom. Outings include recess time on the playground, field trips and nature walks in the neighborhood.

IT IS IMPERATIVE THAT ALL EMPLOYEES BECOME THOROUGHLY FAMILIAR WITH THE ABOVE SAFETY RULES AND PROCEDURES

High Hope Academy Safety Hazards

In the history of our company, we have identified these very few safety problems or issues. In the childcare industry there are only some issues that have re-occurred over and over. We list these here for your information and awareness and solicit your suggestions for improvement or changes for a safer environment.

1. Slipping and falling: games, puzzles, toys, small chairs, children themselves all create a situation where slipping and falling are safety impediments (mopping, sweeping, working with floor). Wet Floor Signs must be displayed each time the floors are mopped.
2. Back strain: Lifting children onto changing tables, out onto tables to tie shoes, bending to wipe noses, buckle pants, etc, all contribute dangers, if staff members are not bending and lifting with their knees, being aware of weight, etc.
3. Stress: The sheer number of human contacts, noise, pressure, active environment, and hectic time schedule, all lead to a situation where stress is a threat at all times.
4. Cuts-abrasions-bruises: Equipment inside and outside is abused by children, weather, and other conditions. Edges become exposed, wheels get broken, etc.

ORIENTATION & ON-GOING SAFETY TRAINING

The goal of our safety training program is to develop safe work habits and attitudes. It is critical that new workers understand work rules and procedures prior to being assigned a job. It is even more imperative that all employees remain safety conscious and responsible for being aware of safety issues and the need to recommend changes where problems are identified.

1. New employees will be given an orientation that covers High Hope Academy safety policies, responsibilities, rules and hazards.
2. At all schools there is a weekly check list that covers potential safety hazards.
3. All Directors will hold on-site meetings at least once a month with entire staff or with Lead Teachers where, safety will be part of every agenda.
4. All employees will complete a work/job assessment review annually.

BLOODBORNE PATHOGEN TRAINING

In 1992, the Federal Government passed laws and policies to protect employees who might be exposed to blood and other body fluids in the course of their work. The driving force was contagious diseases and their spread. These laws, policies, and standards are to be governed by the Occupational Safety and Health Administration (OSHA) at the Federal level and/or the State OSHA Department.

Bloodborne Pathogen Exposure Control Plan

Following is High Hope Academy, Inc. and High Hope Academy Center, Inc. Policy:

1. Exposure determination:
All Teachers, Teacher Assistants, Teacher Aides, Assistant Directors, and/or Directors may incur exposure to blood or other possibly infectious materials.
2. Implementation Schedule:
 - a. Universal precautions will be observed at all High Hope Academy centers in order to prevent contact with blood or other potentially infectious materials.
 - Plastic bags are available for diapers, diaper wipes, and paper in all changing areas.
 - Rubber gloves are available and are to be used. They are to be disposed of in plastic bags.
 - All Directors will ensure that adequate supplies, sanitary conditions, and universal precautions are being maintained.
 - Adequate hand-washing facilities are available near all diaper changing areas and in bathroom areas.
 - b. Needles are not a problem or danger in our occupation. If the occasion does arise for their use, they must be returned to the parent for disposal. They must be stored in the Director's office until the parent's arrival.
 - c. There is complete separation from changing areas and food/drink area.
 - d. Food, drinks and serving dishes and silverware may not be stored in the classrooms.
 - e. Personal Protective Equipment: High Hope Academy provides rubber gloves at all changing areas and in all first aid kits. Each staff is responsible for seeing that supplies are adequate and in place. First Aid kits must be carried by the teaching staff when children transition to the playground or leave the center on a field trip.
 - f. All diaper changing areas will be cleaned and decontaminated using bleach water daily and after each diaper changing procedure. Changing areas may not be used for any purpose other than changing diapers.
 - g. Laundry contaminated with blood or other materials will be put in plastic bags, sealed and returned to parents with notification.
 - h. HEPATITUS B VACCINE
 - High Hope Academy employees render first aid only as a collateral duty, only responding to an actual incident.
 - High Hope Academy has an incident report procedure and all employees must report to the Director before the end of a work shift when an incident occurs.
 - High Hope Academy will alert all staff to this entire policy and plan.
 - Employees who file a report have the right to have the Hepatitis B vaccination series offered to them within 24 hours.
 - Employees who decline the Hepatitis B vaccine will sign a waiver.

- All Directors have the responsibility to offer the vaccine, collect the waiver, and communicate with the Owner regarding this policy, the plan, incidents, and recommendations for change.
- i. High Hope Academy will provide training for all employees at staff meetings.
- j. All records will be maintained by each High Hope Academy, Inc. Director.

SUDDEN INFANT DEATH SYNDROME

Sudden Infant Death or crib death is the leading cause of death among healthy infants. The following are recommendations for the care of infants:

- Healthy babies should sleep on their back.
- Babies should sleep on a firm, flat mattress with a tightly fitted sheet.
- Babies should not get too hot.
- Babies should not get exposed to cigarette smoke.
- Check sleeping babies every 5 minutes to ensure they are breathing.
- Parents should be called immediately if babies seem ill.

SIDS deaths are more likely to occur when infants are in the care of someone other than their own parents.

MORE SIDS INFORMATION

Visit the SIDS Alliance website: www.sidsalliance.org
Call the Georgia SIDS Alliance at 1-800-331-SIDS

SHAKEN BABY SYNDROME

Shaken Baby Syndrome is the violent shaking of an infant/young child.

Many infants/young children suffer serious, permanent damage as a result of being shaken, Shaking an infant/young child causes the brain to bounce around inside of the skull. This bouncing around can result in serious brain damage, hemorrhaging, blindness, paralysis, or other serious injuries or death. Even a few seconds of shaking can cause serious damage.

Shaking an infant/young child to stop their crying can cause serious damage.

Playing too rough can put an infant/young child at risk of suffering Shaken Baby Syndrome.

HELPFUL HINTS TO PREVENT SHAKEN BABY SYNDROM:

NEVER, EVER shake a baby or young child.

Never play rough with a young child.

Remember crying is an infant's or young child's form of communication.

If an infant's crying or a young child's behavior is upsetting to you:

STOP!

"Take a break, don't shake!"

Make sure the infant's/young child's basic needs are met (diapering, food, comfort).

If you are frustrated or about to lose control, call someone to replace you until you are able to calm down.

If you are caring for a child and have difficulty in coping with a fussy infant/young child, it's okay for you to tell the Director that you can no longer work with that age group.

DO FOLLOW THROUGH!

MORE SHAKEN BABY SYNDROME INFORMATION

Visit this website: www.shakenbaby.com
Call the Georgia Children's Trust Fund – 517 373-4320

High Hope Academy, Inc.
Worker's Compensation – Unemployment Policy

Worker's Compensation Carrier

High Hope Academy, Inc. workers compensation insurance carrier is the State Worker Compensation Insurance Fund.

Employee Responsibilities

- You must report unsafe conditions or problems immediately.
- You must report any injury immediately.
- You must use the medical facilities on High Hope Academy's list, unless you submit another choice in writing before any accident.
- You must complete the Job/Work Review Sheet (see attached) that will be given to you at least once a year.

Unemployment Claims

High Hope Academy, Inc. and High Hope Academy Center, Inc. processes unemployment claims through Georgia Employment Security Commission.

Fraudulent Claims

High Hope Academy, Inc. and High Hope Academy Center, Inc. has joined the Small Business effort to fight fraud. We believe that the abuse of these very important programs is a threat to our economy and our values. We urge persons hurt on the job or laid off due to hard time or any other legitimate reason, to avail themselves of the options open. However, we feel that persons who make fraudulent claims are criminal and should be subject to any and all remedies prescribed by law. We would hope that all High Hope Academy employees would share our belief and cooperation by reporting fraud to either an Owner or Director or to the carrier at 517 787-2600.

Injury Prevention Program

High Hope Academy has a very extensive Injury Prevention Program listed in the handbook. Please review, as all employees are subject to provisions outlined there.

Please see attached sheet that was given to all employees. We need to insert this into the packet given to all new employees.

1. Our employees should be given medical attention at the attached locations unless they have a request on file for another location/doctor.
2. Have employees fill out Employee's Claim for Workers' Compensation Benefits. (English/Spanish in triplicate with carbon.)
3. Give the employee the Medical Service Order (small form).
4. Notify the owner.

5. Complete the Employer's Report Form (Long, purple and white, and with carbons.)

You should all be familiar with the Claims Kit provided by our carrier. Review all of the information enclosed in the kit. The Claims Kit should be kept in the centralized file cabinet.

SEPARATION OF EMPLOYMENT

Termination of Employment

Unless otherwise provided in a valid and enforceable collective bargaining agreement, High Hope Academy, Inc. and High Hope Academy Center, Inc. operate under the principle of employment at-will. This means that neither you nor High Hope Academy, Inc. or High Hope Academy Center, Inc. has entered into a contract regarding the duration of your employment. You are free to terminate your employment at any time, with or without reason. Likewise, High Hope Academy, Inc. and High Hope Academy Center, Inc. have the right to terminate your employment, or otherwise discipline, transfer, or change your position at any time, with or without reason, consistent with applicable state and federal law.

An employee wishing to resign in good standing shall submit to their Director a resignation letter dated and signed stating the effective day of the resignation and reason for the termination of their employment. High Hope Academy, Inc. and High Hope Academy Center, Inc. expects that you will give a notice of at least one month in the event of your resignation. For the purpose of this procedure, paid time off days shall not be counted as worked days. No paid time off will be paid out at the time of employment termination. An employee who fails to comply with this requirement shall have such failure documented in their personnel file and may be considered ineligible for rehire.

An employee who is discharged for disciplinary reasons will be ineligible for rehire. The Director is responsible for the documentation of the discharge and the disciplinary action. This documentation will be filed in the employee's personnel file. Employees terminated by High Hope Academy, Inc. or High Hope Academy Center, Inc. will be escorted by the Director and Assistant Director or Lead Teacher in the building to collect their personal belongings and to remove them at the time of termination. Employees terminated by the company may not have access to the center without supervision of the Director and on other employee chosen by the Director.

Upon termination of employment, you are required to return your employee manual, keys, supplies and/or materials that are school property.

Exit Interviews

All employees who resign will be expected to have an exit interview with their supervisor. One purpose of this interview is to make sure the reasons for the employee's termination are not based on some misunderstanding or condition which could be remedied by either the company or the worker. The company is also interested in obtaining any information that can lead to the improvement of working conditions.

In order to comply with the State law and the Employment Development Department, an Exit Form will be completed. Every attempt will be made to keep all information confidential.

Insurance Conversion Privileges

According to the federal Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985, described above, in the event of termination of employment, or loss of eligibility to remain covered under High Hope Academy group health insurance program, you and your eligible dependents may have the right to continued coverage under or health insurance program for a limited period of time at your own expense. Please refer to the section above on your Group Health Insurance Benefits or contact the Management for more details.

Return of High Hope Academy, Inc. or High Hope Academy Center, Inc. Property

Any property issued to you, such as equipment, keys, teaching supplies, copies or classroom teaching tools made with company materials are the property of High Hope Academy, Inc. and must be returned at the time of your termination. You will be responsible for any lost or damaged items.

HIGH HOPE ACADEMY'S
CORE VALUES FOR A WINNING TEAM

I understand that High Hope Academy, Inc. and High Hope Academy Center, Inc. are committed to being the best of the best in the provision of quality preschool and childcare and take 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 High Hope Academy 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 to 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 High Hope Academy 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 High Hope Academy 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 High Hope Academy, Inc. or High Hope Academy Center, Inc. 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 High Hope Academy who will be responsible for possibly implementing it. All suggestions are valued and will be listened to.

Sincerely,

High Hope Academy Family

**RECEIPT AND ACKNOWLEDGMENT OF
HIGH HOPE ACADEMY'S 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 High Hope Academy's Employee Handbook. I understand that the policies and benefits described in it are subject to change at the sole discretion of High Hope Academy, Inc. or High Hope Academy Center, Inc. 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 High Hope Academy has entered into a contract regarding the duration of my employment. I am free to terminate my employment with High Hope Academy, Inc. at any time, with or without reason. Likewise, High Hope Academy 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 High Hope Academy. No employee of High Hope Academy can enter into an employment contract for a specified period of time, or make any agreement contrary to this policy without the written approval from Management.

Employee's Printed Name

Position

Employee's Signature

Dated

(Return signed form employee file within two weeks of hire date.)