Happy House Daycare

Employee Handbook

7/3/2012

Uta Squire & Tamara Topolie
The Management of *Happy House Daycare* welcomes you and is proud to have you as a staff member of our team. Whether you are a new employee, or have been with us for some time, you are our most important and valued assets. We hope you feel comfortable with your work environment and with the people around you.

Good Luck and best wishes for a long and satisfying career with our Center. Share your passion for children daily and your rewards will be many!

Sincerely,

*Uta Squire*
*Happy House Daycare Director*

*Tamara Topolie*
*Happy House Daycare Assistant Director*
Employee Handbook

Welcome to Happy House Daycare!

This center is a model center of quality in childcare and education. As an employee of Happy House Daycare 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 AELCS (accreditation of early learning and child care services) Code of Ethics, you will be well on your way to meeting the goal of excellence and quality. This handbook is just a broad tool for conduct. You will be oriented on more specific policy and procedures through our ongoing professional development to help guide decision-making and best practices. Be sure to always keep the Code of Conduct at the forefront of all decision making concerning children.

Happy House Daycare Mission Statement

Happy House Daycare staff will strive to provide the Highest Quality Childcare and Educational Service that promotes and enhances each child’s development; while assuring our parent’s peace of mind in the care and service we render.

Happy House Daycare provides a safe, nurturing and developmentally appropriate program which fosters active learning, support for the whole child, and a child friendly environment.
* We foster innovation.
* We embrace team work.
* We strive for excellence.
* We respect and support families.
* We commit to service at all levels.
* We respect and appreciate diversity.
* We actively listen and seek to understand.
* We communicate openly and productively.
* We use resources creatively and responsibly.
* We abide by the AELCS (Accreditation of Early Learning and Care Services) Code of Ethics and Statement of Commitment.

At Happy House Daycare we encourage children to Grow, Play and Learn each and every day!
Preface
We have prepared this Handbook to provide you with information about our policies, rules, and present benefits. Please set aside some time to become familiar with this Handbook. 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. We will be glad to help you answer every question.

Policies and Procedures for Employees
You may terminate employment at any time, for any reason or for no reason.

Personnel Policy (revised March 11, 2013)
Happy House Daycare states that 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.

Happy House Daycare guarantees fair treatment of all employees. The Center strives to maintain a work environment in which all staff are free from harassment, and expressly prohibits any form of unlawful harassment of employees and co-workers on race, color, religion, creed, gender, national origin, age, marital or veteran status, sexual orientation, or the presence of handicaps or disabilities. However, all employees must be physically able to safely supervise young children.

Equal Employment Opportunity
In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Happy House Daycare will be based on education, merit, qualification and ability. Happy House Daycare 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.

Employees with questions or concerns about any type of discrimination in the work place 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 acts and/or discrimination will be subject to disciplinary action, up to and including termination of employment.

Guidelines
Teachers must provide warm, nurturing interactions on the child’s level. Such interactions should be guidance and developmentally appropriate early education. Direct Supervision of every child is expected at all times. Failure to provide supervision will be subject to discipline up to termination.
Staff ratios are important indicators of quality. The center strives to keep staff to child ratios at all times. Please be sure that you always adhere to the staff to child ratios. Make sure that you receive additional help when the number of children approaches over limit. Ratio adherence is a dual responsibility between teachers and management. Never leave your group without any emergency assistance. Call the front desk for assistance when you need to leave the group and the total number of children in attendance exceeds the staff to child ratio.

Confidentiality
Due to the sensitive nature of information that you will know as a teacher of young children, it is imperative that you keep sensitive information confidential. Any information about children or their families must be shared on a “Need to Know” basis only. Thus, be very sensitive about discussing children’s developmental needs and family information in public places such as lounge or hallway. This does not exclude off premise discussions and/or conversations. Follow the Code of Ethical Conduct and questions of major concerns should be forwarded to the Director. Protection of the interests of each child and family is vital in maintaining a standard of professionalism and privacy.
Also strive to be supportive of center efforts by avoiding negative or malicious discussions about center issues. Together we can achieve great child care and education for our parents and children. Stay positive and focus on the needs of the children in your care.

Curriculum
Happy House Daycare will use a AELCS approved curriculum on a daily basis; which will provide all teachers with the instructional guidelines necessary for developing age appropriate learning activities for children.

Accident/Incident forms
All accidents must be reported immediately to the Director/Assistant Director. Accident(s) reports must be filled out, signed by an administrator, given to parents, and copied for the child’s file. Close supervision of children is the best anecdote to accidents. Use risk management to keep the environment safe and hazard free. Happy House Daycare strives to provide the best in equipment, that is kept maintained, and in overall good working conditions, so all children will be safe in the classroom or playground areas. Safety is a joint effort of all staff and employees requiring all of us to become risk managers.

Alberta Child Care Licensing Rules and Regulations
ALL staff is expected to be knowledgeable in The Minimum Standards for Child Care. Failure to adhere to these policies may result in disciplinary action, up to and including termination.

Staff in our childcare center must be at least 18 years of age and have a high school diploma or its equivalent.
*Criminal Record check
*Child Welfare clearance
*Valid driver’s license
*First Aid in Child Care
*Diploma or Certificate in Early Learning in Childcare
* Must have at least a Certificate for Child development assistant, and willing to obtain a Worker or supervisor (Level 1, 2 or 3)
* Must be able to work on your feet, be in good mental and physical health.

**Sexual and Other Unlawful Harassment**
*Sexual harassment will not be tolerated in any way, shape or form.*

_Happy House Daycare_ 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 legally 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 Owner/Director. 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 is not limited to, spanking, hitting, shaking slapping, thumping, or pinching a child. (This will **not** be tolerated at all).

**Child Abuse Prevention Policy**
The mission of Happy House Daycare is to nurture all children entrusted to our care in a warm and loving environment. In keeping with that purpose, this policy seeks to assure that our center is continually working toward providing an environment safe from physical and sexual abuse for those participating in receiving and providing childcare services. All employees shall seek to provide open lines of communication with parents. We will operate with an **open door policy** allowing parent access to programs at any time. When those who are employed at _Happy House Daycare_ engage in any and all kind types of child abuse, sexual exploitation, or sexual harassment, they violate the terms of their employment.

**Gross Misconduct**
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 is expected to be professional and courteous at all times. If a parent is rude to you, please allow your Director to handle the situation)
* Neglect or physical abuse of a child
* Withholding of food, nap or other comfort from a child
* Failure to report to work three 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 boisterous 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
* Sexual or other unlawful or unwelcome harassment

* Negligence or improper conduct leading to damage of employer-owned or customer-owned property
* Insubordination that show gross disrespect such as threatening, profanity, or yelling at the Directors.
* Unauthorized use of telephones, mail system, or other employer-owned 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, or while operating employer-owned vehicles or equipment
* UNSatisfactory performance or conduct
* Sharing confidential information about the center or any of its employees
* Promoting and sharing rumors or negative information about Happy House Daycare

There will be repercussions to any violation of the above rules. Depending on the severity of the offense and the Director’s discretion, violations may be followed by a warning, a two day suspension, and/or termination of employment.

**Note:** Severe offenses may result in immediate termination!

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**Reporting Abuse and Neglect**

Happy House Daycare - Grow, Play, Learn each and every day!
ALL employees must report all actual or suspected child abuse of any child attending the Center as soon as possible to the Director. Alberta law requires caregivers to report suspected child abuse or neglect to the Abuse hotline Call 1-800-222-2000 to make confidential reports. Failure to report suspected abuse or neglect is a crime. Please note that the abuse hotline and any other number needed in any incident are posted in the center.

Note: Employers are prohibited from retaliating against caregivers who make reports in good faith.

Employee Status

*Full-time* employees have a basic schedule between thirty-five (35) and forty (40) hours per week.

*Part-time* employees have a basic schedule between ten (10) and thirty-four (34) hours per week.

Staff Schedules

All staff schedules are posted at the front desk. Hours of work are subject to change by Director to meet the needs of our families and Center. Any requests for days off must be given in writing one week in advance for approval. Any requests for special days for consideration at the last minute will be honored whenever possible and when coverage is available.

Time Off/Absentees

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. *Happy House Daycare* depends upon each employee, and when one person is absent, a replacement must be hired 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 sick, personal, and vacation provided are subject to discipline, up to and including discharge. 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, its beginning and expected ending dates, the need for the employee to be given or to provide care, and the estimated time required. This means a signed doctor’s note must be brought on the day the employee returns to work.

Note: Foreseeable absences must be requested at least 7 days in advance. *Request for leave should be in advance for foreseeable events (at least 7 days) and as soon as possible for unforeseeable events. Requests for leave must be made in writing on the Employee Time-Off Request Form. Request will be evaluated based on a number of factors, including anticipated work load requirements, staffing considerations, and hardship to Happy House Daycare 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 two hours before, even sooner if possible!*  
*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 the Director, Uta Squire at 780-639-4415 or 780-573-8247. If the Director is Not available, the designated Assistant Director, Tamara Topolie, must be contacted 780-201-2580. 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 answering machine at the Center.  
- Calling or texting a co-worker.  
- Texting or leaving a message for the Director without talking to her directly on the phone.

*It is your responsibility to notify your 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 absence or lateness is a violation of Center rules, and the absence or lateness 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 or lateness. Failure to provide the requested substantiation will result in discharge.

**Please Note:** All absences will be monitored. Excessive absences, or pattern of absences that begin to occur, will be addressed by the Director and could possibly be grounds for termination. It is important to understand that when we are short of staff, it is not only stressful on the other staff members, but affects the children as well.

* Without a doubt, working in a child care environment can sometimes be very stressful. Please let the Director know if a situation arises where time is needed to regroup or even a “stress free” day off needs to be taken. Happy House Daycare 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 or 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 Child Care Licensing for NEGLECTFUL SUPERVISION. This action results in the employee not being allowed to work in child care again. Also, the employee’s last paycheck will be mailed to the employee on the next pay period and may not be picked up at the Learning Center office. This also applies to employees who simply do not show up for work and does not call or give notice of their decision to quit.  
* If any employee plans to terminate employment with Happy House Daycare, a two week notice in writing is required. If this procedure is followed, the employee’s paycheck can be picked up at the Center office.
Signing In/Out

Accurate recording of time worked is the responsibility of every full time and part time hourly employee. Happy House Daycare is required to keep accurate records of time worked in order to calculate employee pay. Time worked is all the time actually spent on the job performing assigned duties.

Employer will determine the hourly schedule for each employee. Employees should be sure to review any schedule changes noted on the office write-in calendar. Employees should record the beginning and ending time of all work shifts, and any split shifts or other departure from work for personal reasons.

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

Orientation

All new employees are oriented to the Happy House Daycare policies and procedures. Such an orientation should begin on the first day of employment and continue throughout his/hers first **30 days**. Each staff member will be assigned a mentor to make sure that all procedures are explained and demonstrated. The **90 day** review will evaluate an employee’s performance of all expectations explained during orientation. Any staff member may ask the mentor or director for further explanation or clarification of policies at anytime. It is each staff member’s responsibility to uphold center expectations at all time.

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 and emergency evacuation procedures
* 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.
* The daily routines Happy House Daycare
* Review of child abuse and neglect laws and reporting procedures
* The procedure for ensuring that all Happy House Daycare employees know the children assigned to their care and their whereabouts at all times.
* Child management techniques.
* The integrity of children with disabilities into the program.
* Confidentiality policies.
Each new staff member will be given orientation time sheets that are expected to be filled out along with your regular time sheet. Orientation time sheets must be signed by your mentor and handed in to the office when fully completed.

**Outside Employment**

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities at **Happy House Daycare**. **ALL** employees will be judged by the same performance standards and will be subject to **Happy House Daycares** scheduling demands, regardless of any existing outside work requirements.

If **Happy House Daycare** determines that an employee’s outside work interferes with performance or the 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 or she wishes to remain with **Happy House Daycare**

**Note:** Further more you cannot be employed by a competitor, as this will cause a conflict of Interest in your employment at **Happy House Daycare**.

**Coaching / Corrective Action**

You are expected to follow all policies and procedures for smooth operation and safety of the children in your care. However, everyone occasionally make mistakes or needs guidance for optimal performance of teaching duties. When an employee needs guidance, progressive corrective 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.  

**Personal Appearance**

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the image 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 appearance and that promotes confidence and professionalism to the public. We expect you to accept the responsibility of dressing appropriately for your position or situation. With that in mind, the following dress code will be implemented and enforced at all times.

**Uniforms**

Happy House Daycare has uniforms so we achieve professionalism each and every day. Each staff that is hired on here is given a $50 allowance once a year. With this you are asked to go to any department store and buy green or orange t-shirts and sweaters along with any colored comfortable well fitted pants. Once purchased then bring the receipts back to the daycare and
we will refund the money. We ask out of respect that any pants worn are sure to cover the lower back area well. When bending down and playing with children all day pants that are stretchable and provide comfort seem to work best. Uniforms are expected to be worn every day. We do have casual Fridays if you pay $2.00 you may wear (as long as appropriate) your own clothing.

**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 loose.

**Shoes** must be neat and in good repair at all times. You will need two sets of shoes just as the children do, one set for outside and one set for inside. Be sure that your shoes are supportive you are on your feet all day. When outside you are expected to engage in the activities with the children be sure that you can do so with proper foot wear. **Smoking or Alcohol** is not permitted on the center premises at any time.

**Hygiene** as a professional working with children and parents we expect good role modelling in all hygiene. This involves good oral hygiene; we want the children to have nice smiles as we do for you as well. Hand washing must be role modelled and done consistently throughout the
day. Be aware of your own personal smells everyone is different and requires different amounts of products to smell clean be sure that you are aware of your bodily odors. If you are a smoker we ask you to be aware of third hand smoke. This is smoke that is off of your clothing and transferred to children in this case we ask that you are extremely sensitive to this and do your very best to not be exposing the children to this.

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

Professional Demeanor
Demeanor involves your manner and your non-verbal tone and gestures. At Happy House Daycare every teacher 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 will greet every parent and family with a smile; to let them know that you are truly happy to care for their child.

Performance Evaluation

Daily Support: Employees are strongly encouraged to discuss job performance and goals with the Director on an informational, day-to-day basis.

Staff Meetings will also support all employees with on-going and regular coaching meetings to address any employment issues at which performance concerns may be addressed (on an as needed basis). These will also come in the form of staff meetings after regular work hours have ended. Staff Meetings are held once a month. Staff attendance is mandatory (unless discussed with director). If meetings are missed staff must read and discuss minutes and memos with the director to establish a clear understanding of what was missed. Recording of minutes and memos will be done by rotation of staff starting with the longest of employment first. During meetings things discussed will be planning, observations and any other new goals or changes set for center.

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.
**Probation Period Evaluation** - A formal performance evaluation will be conducted at the end of employee’s initial period of hire, known as the probation period (90 Days).

**Extra Performance Evaluations** - Additional formal performance evaluations may be conducted to provide the Directors 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.

**Visitors**
A variety of visitors enter our building each day. All visitors must sign in at the front desk and wear an **identification badge** at all times. It is important for all employees to present a warm, welcoming, and professional impression at all times. To ensure a safe environment for the children, employees should notice that all visitors have an identification badge. If a visitor is not wearing an identification badge, employees should politely inquire 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.

**Staff Guests**
ALL personal visitors should be scheduled during the employee’s break time and restricted to lobby area until staff member is available. If an employee’s child (who is enrolled in another classroom in the Center) wishes to visit the parent, the needs of the parent’s classroom take precedent.

**Paycheques**
Paycheques are on the 1st and 15 of each month. Payment on the 15th is an advance and the full paycheques are on the 1st. There is no direct deposit. *** (Pay dates may be subject to change depending on needs of Daycare) ***

**Employee Cheque Loss Policy**
If an employee loses his/her paycheck, Happy House Daycare will put a **stop payment** on that cheque and will rewrite another check for the same amount minus a $25 deduction (to compensate for the $25 stop payment fee that bank charges this facility.) It is the employee’s responsibility to keep track of his/her paycheck and deposit within a reasonable amount of time.

**Administrative Pay Corrections**
Happy House Daycare takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheque and that employees are paid promptly on the scheduled payday (1st and 15th of each month) by the end of each individual employee’s work day. 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.

**Benefits**

**Wages**

Starting rate is $10.50 once probation period is over and complete of Orientation course (level 1) wages goes up to an extra $2.14 an hour (top-up wage) or more depending on education. Wages increase by educational completion and time put in. After three- six months of continuous work staff member is put onto salary under director evaluation.

**Education**

If continuing schooling in the child care field staff is able to apply for incentive to have help with payment of schooling. This is called professional development and each staff member is initialed to $1000 a year to go towards schooling, workshops and anything related to the child-care field.

After working in child care for a year staff is able to then apply for the staff incentive allowance, if furthering their education or is already educated. This is an incentive of $2500 or if you are to leave the child care field for 6 months then come back (maternity leave not included) you can then apply for the $5000 staff incentive allowance.

**Vacation Pay**

After a year of working for Happy House Daycare you are then initialed to 2 weeks paid vacation. After 5 years of continuous work you are initialed to 3 weeks paid vacation. Any days that are taken off under a year of working for us are unpaid but we should be able to accommodate for most of the days needed. All vacations must be requested on a leave authorization form and approved by administration.

**Note:** Any employee, who leaves in good standing with proper notification, can have pay in lieu of taking accrued time off. Leave of absence without pay may be granted when coverage is available.

**Sick Leave**

Sick leave provides employees with paid time off due to illness. Full time hourly employees are eligible for (two) days per calendar year. An employee may submit a physician’s note and
request additional days from the sick leave bank when missing more than three consecutive days due to illness.

Statutory Holidays (paid if on salary)

The Daycare is closed on the following for 2012:

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<tr>
<th>Alberta Family Day</th>
<th>Monday February 20, 2012</th>
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<tbody>
<tr>
<td>Good Friday</td>
<td>Friday April 6, 2012</td>
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<tr>
<td>Victoria Day</td>
<td>Monday May 21, 2012</td>
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<tr>
<td>Canada Day</td>
<td>Monday July 2, 2012</td>
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<tr>
<td>Heritage Day</td>
<td>Monday August 6, 2012</td>
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<td>Labour Day</td>
<td>Monday September 3, 2012</td>
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<td>Thanksgiving</td>
<td>Monday October 8, 2012</td>
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<td>Remembrance Day</td>
<td>Monday November 12, 2012</td>
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<td>Christmas Day</td>
<td>Tuesday December 25, 2012</td>
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<tr>
<td>Boxing Day</td>
<td>Wednesday December 26, 2012</td>
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<tr>
<td>New Years Day</td>
<td>Tuesday January 1, 2013</td>
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We are also closed from December 23, 2012-January 3, 2013 for Christmas break.

Funeral leave
Bereavement time will be paid to all full time employees for up to three continuous days for scheduled time lost due to death of an immediate family member, including parent, spouse, child, brother, sister or a spouse’s parent.

Use of Telephone/Cell Phones

Calls for or by you should be conducted either before or after a shift, or on a lunch break. Cell phones are not to be used in the classroom or on the playground. They should only be used on breaks when off the clock. In emergency situations, please advise the Director and she will be happy to make other arrangements.

**Note:** This includes NO texting on the cell phone while in the classroom or while children are in your care.

Personal use of telephone for long-distance and toll free calls is Not permitted. There will be no personal phone calls while on duty at the Center. The *Happy House Daycare* phone is for business purposes only. Our children should have your full attention at all times.
To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

MEALS

Your own meals are to be eaten in the staff room or in other areas where no children are present. You are to clock out for your lunch break unless otherwise authorized by the manager to work through the break. When the center is serving family style meals, staff is expected to participate by eating with the class during mealtime in order to model appropriate behavior, nutritional choices and manners. You are expected to only eat center food that is offered to all children in your care while in the presence of children. If you bring food from home or order out, please consume such food on your break away from the children. You would not want someone to eat something that smells delicious in your presence and not offer to share the food with you. Any beverages other than those being offered to children must be consumed from a sealed container. **ALL HOT BEVERAGES** must be in a spill proof mug and kept away from the children. (Please remember to keep respect for all of the children in your care.)
I _______________________ Have read all polices and the employee handbook. I agree and understand what they stand for. As a staff member of Happy House Daycare I hereby will show and establish the listed polices and abide by them. Under no circumstances shall I not follow polices and if broken I understand it is subject for dismissal.

Staff Signature__________________________ Date Signed_________________

Owner Signature_________________________ Date Signed________________
I _______________________ understand the confidentiality of all records and observations sustained at the Daycare. Under no circumstances shall I be subject to discuss them with anyone outside the establishment. I understand that subjects discussed at the Center are to not leave the premises unless they are to be reported for misconduct to outside means.

Staff Signature__________________________ Date Signed______________

Owner Signature________________________ Date Signed______________