

The University Child Care Center

Personnel Policies & Procedures Manual



**Effective Date
July 1, 2005**

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This Personnel Policies and Procedures Manual replaces the Personnel Policies and Procedures Manual dated May 2, 2002.

Center History

Victory Village Day Care Center has been providing high quality child care to parents in the University of North Carolina community for over 50 years. The Center was established as Victory Village Day Care Center in 1953 as a parent cooperative. For 45 years, Victory Village was located off of Manning Drive in Chapel Hill, very near the neighborhood of the same named that housed married students after World War II. The center could provide care for 65 children at that site.

In August 1998, The University of North Carolina at Chapel Hill and UNC Health Care Systems opened the University Child Care Center, located near the William and Ida Friday Continuing Education Center on the University campus. The University and Health Care System contracted with Victory Village Day Care Center to manage the facility.

Children enrolled at The University Child Care Center are children of students, faculty and staff of UNC-Chapel Hill and UNC Health Care Systems. The population is a diverse group that reflects the race, ethnic and cultural diversity of the Chapel Hill community.

Philosophy

Victory Village Day Care Center is a leader in the child care profession, designing innovative and flexible opportunities that achieve superior outcomes for children and families. We are cost effective in delivering a continuum of care that meets the dynamic needs of University of North Carolina-Chapel Hill and University of North Carolina Hospitals employees and their children. We are committed to creating a culture that continually improves services, sustains a high quality, team-oriented work environment and provides quality child care.

The Center's staff is committed to promoting the well being of both children and their families. We provide a secure and happy atmosphere for children during these most important years of growth, development and learning. Children at the center are offered an opportunity to participate in a full program balancing the areas of intellectual, physical, social and emotional growth.

Our Program

The goal of Victory Village is to provide comprehensive childcare for children and families. We believe that each child is an individual who deserves to be respected and appreciated for his or her own unique character. We believe that young children learn best by interacting actively with their environment. We believe that the best curriculum for young children is one that provides for growth in all areas of development:

- **Social:** Interactions with peers and adults
- **Emotional:** Affirmation, expression and understanding of a child's own feelings and others' feelings
- **Physical:** large and small muscle skills, awareness of his or her body's capabilities
- **Cognitive, intellectual and creative:** basic concepts and problem-solving skills that will lay the foundation for future learning

Infant and Toddler Care

Infant and toddler care offers an opportunity for our staff to share in a special relationship. Each baby has a crib and storage area of his/her own. Designated spaces are available for feeding, soothing and playing one-on-one with the caregiver.

As infants grow, staff socialize with the children and give them words for what they see, hear and feel. First opportunities for play are available on an individual developmental level.

Preschool Program

Children are taught on an individual basis unique to their own stage of development. Children two years of age and older participate in age appropriate activities which are planned to coordinate with specific weekly topics that are familiar to them. Each week topics and activities are rotated to keep children's interest at peak levels. Classrooms are arranged into learning centers, which allow children the freedom to play and develop skills.

The daily schedule is a carefully planned balance between self-directed and adult-guided activities and the rooms are arranged into learning and activity centers. During "free play" children have the freedom to choose activities and playmates. Each child is offered group experiences, one-on-one interactions and also time to play alone if s/he chooses. Children are encouraged to participate in activities but are never forced to do so. The activity plan for the week is posted, and we encourage families to participate in our curriculum activities as often as they can. We offer children an opportunity to play outdoors daily, weather permitting.

Statement of Non-Discrimination

Victory Village Day Care Center shall not discriminate in its hiring or personnel practices against any applicant for employment or any employee because of race, creed, sex, age, national origin, sexual preference or disability. VVDCC is an equal opportunity employer. The Center shall follow the spirit and intent of all federal, state and local employment law. The Center is committed to providing equal opportunity for all employees and applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation or any other characteristic protected under federal, state or local law. Each person is evaluated on the basis of personal skill and merit. The Center's policy regarding equal employment opportunity applies to all aspects of employment, including recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, salary administration, disciplinary action, termination, and social, educational and recreational programs. The Executive Director shall act as the responsible agent in the full implementation of the Equal Opportunity Policy.

The Center will not tolerate any form of unlawful discrimination. All employees are expected to cooperate fully in implementing this policy. In particular, any employee who believes that any other employee of the Center may have violated the Equal Opportunity Policy shall report the possible violation to the Executive Director.

If the Executive Director determines that a violation of this policy has occurred, s/he will take appropriate disciplinary action against the offending party, up to and including termination. Employees who report, in good faith, violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation.

The Center is also committed to complying fully with applicable disability discrimination laws and ensuring that equal opportunity in employment exists at the Center for all qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. Reasonable accommodations will be available to all qualified disabled employees, upon request, so long as the potential accommodation does not create an undue hardship. Employees who believe that they may require accommodation should discuss these needs with the Executive Director.

Professionalism/Ethical Conduct

VVDCC strives to be a caring, cooperative workplace where human dignity is respected, professionalism is promoted and positive relationships are modeled. VVDCC recognizes that all early childhood programs have professional and ethical responsibilities to children, families, staff and the community.

Code of Ethical Conduct

The Center adheres to the “Code of Ethical Conduct and Statement of Commitment,” as defined by the National Association for the Education of Young Children (NAEYC). See Appendix N. Reference: www.naeyc.org

Confidentiality

Professionals who work with young children are entrusted with sensitive information about individual children's development and families. Such information must be held in strict confidence and must not be discussed with anyone outside the Center. If discussed inside the Center, it will only be when it is of benefit to the children. Any requests for information about children must be referred to the Executive Director.

In the case of children and families who are receiving services from other professionals or agencies, a release of information must be signed by the parents **before** any information can be shared or requested.

General Information

Organizational Structure

VVDCC staff includes an Executive Director, Associate Director, Teachers, Assistant Teachers, Floaters and Cook. (See Organizational Chart, Appendix A, and Job Descriptions, Appendix B).

Work Schedule

The regular work week for a full-time employee is at least 30 hours. “Part-time” is defined as a work schedule that is less than 30 hours per week. Work hours fall between the hours of 6:30 a.m. (when the Center opens) until 6 p.m. (when the Center closes). Schedules will vary and be assigned by the Director. No employee shall work more than 40 hours per week unless approved by the Director prior to work being completed. In the event that an employee does work more than 40 hours in a week, the employee will be compensated at a rate 1.5 times his/her hourly rate of pay.

VVDCC is open for child care year-round, Monday through Friday, from 6:30 a.m. until 6 p.m. The Center observes a holiday schedule as annually scheduled by the board (see Holiday Leave, page 17, and Holiday Schedule, Appendix I).

Hiring Practices

Advertising: Teaching and support staff positions may be advertised in area newspapers and/or posted at area colleges and universities, the Child Care Services Association and the Employment Security Commission. Prospective employees will be required to submit an application for employment (see Application for Employment, Appendix C).

Interviewing: Prospective employees will be interviewed by the Director and/or the Associate Director. In addition to the interview, a prospective teacher or assistant teacher may be asked to demonstrate his/her abilities with children in the classroom setting either by bringing an activity to implement with the children or joining in an activity set up in the classroom.

Hiring: The Director will make the final hiring decision. At least three employment references must be checked, and a criminal records background check will be conducted at the applicant's expense prior to hiring. The criminal records background check is a search of local, state and/or federal records to determine if a person has been convicted of a crime. A criminal conviction for any offense that involves children or other conduct potentially detrimental to the child care environment will preclude hiring as determined by the Executive Director and/or the North Carolina Division of Child Development.

Upon hiring, each staff member will:

- Complete appropriate forms, including the submission of an initial physical examination signed by a licensed physician within 60 days of employment
- Complete a U.S. Department of Justice Immigration & Naturalization Service Form I-9 within three days of hire
- Provide proof of having a Tuberculin (TB) Test within the previous 12 months (see Appendix H)
- Receive a copy of his/her position description
- Receive a copy of the evaluation form for his/her specific position
- Complete orientation to the program, including but not limited to topics mandated by the State, within six weeks of start date

Employee Trial Period

Each employee at VVDCC serves a 90-day trial period upon employment. During this time, the employee shall meet with the Executive Director at least once a month to evaluate performance. The Executive Director may discharge the employee at any point during the trial period for any reason/at the Executive Director's discretion by giving written notice to the employee. The general discharge policy in this manual is not applicable during the trial period.

After the 90-day trial period ends, the employee's performance will be formally reviewed at least once annually. If problems arise for the Center or for the employee after the 90-day trial period ends, they will be handled as specified in this manual.

Personnel Files

The Center will maintain personnel files for all employees, which will include the following documentation:

- time sheets/payroll records for the last year
- vacation and sick leave information for the last year
- changes in job classification and rates of pay
- any disciplinary action taken during employment
- probationary period evaluation
- initial job application
- all performance appraisals
- medical forms
- emergency information
- verification of education & training (including transcripts)
- benefits documentation
- any other information as deemed appropriate by the director

Salary Scale

The Center utilizes guidelines for setting salaries as defined by the North Carolina Division of Child Development (<http://ncchildcare.dhhs.state.nc.us/general/home.asp>), and the salary scale is reviewed annually.

See Appendix E for current salary scale.

Cost-of-Living salary adjustments are subject to Board approval.

Payroll

VVDCC staff is paid twice each month, on the 4th and 19th of the month. Pay checks will be distributed the next working day after those dates if either falls on a weekend. Employees may elect to receive their paychecks through direct deposit, in which case the funds will be deposited by the 5th and the 20th of each month.

It is the responsibility of each employee to maintain accurate work records, and it is the responsibility of the Executive Director to ensure that each employee's work records are accurately reconciled with approved leave records. Paychecks will be distributed by the Executive Director on pay day at a time determined by the Executive Director.

Performance Evaluations

All staff members will be formally evaluated at least once per year. The Executive Director will be evaluated by the Board of Directors. The Associate Director will be evaluated the Executive Director. Teaching staff and Center Cook will be evaluated by the Executive Director. Peer evaluations, parent input and the Associate Director's feedback will be sought by the Executive Director at his/her discretion. All employees will be given a blank evaluation form when they are hired, and will receive another one month prior to each evaluation. Evaluations become part of the employee's personnel file. See Appendix D for sample evaluation form.

Expense Reimbursement

The Center will reimburse pre-approved expenses incurred by staff who travel on approved Center business. Mileage reimbursement for the use of a personal automobile will be at the rate currently in effect for North Carolina State Government. Employees are reimbursed for these expenses on completion of a signed voucher form (request for form should be made to the Executive Director) with receipts attached. Expenses incurred as part of personal time taken in conjunction with travel, as well as personal incidental expenses, will not be reimbursed by the Center.

Staff Training & Professional Development

VVDCC recognizes that having an educated, well-trained staff is essential to quality care and education for young children. Therefore, VVDCC encourages professional and personal growth and development of Staff.

Orientation Training

Upon hire, each employee is required to meet the North Carolina Day Care Licensing Requirement for orientation training hours. It is the joint responsibility of the Director and employee to ensure that this requirement is met within the first six weeks of employment and to record orientation hours on the Documentation of Staff Orientation Form (See Appendix L).

Training Hours toward Professional Development

Licensing regulations mandate 5 to 20 hours of training for each employee based upon his/her education, experience and previous training. It is the responsibility of the employee to fulfill the training requirement by the end of each calendar year. ***If an employee does not complete his/her required training hours, s/he becomes ineligible to work until the training hours are complete.*** In order to help employees in their professional development, VVDCC will hold in-service training sessions, encourage employees to attend conferences and seminars directly related to their professional responsibilities and provide opportunities for professional consultation.

Requests for time off and reimbursement related to professional training must be submitted in writing to the Executive Director. The Center will grant such requests for training deemed appropriate in the Executive Director's discretion, in order of receipt, to the extent that budgeted funds are available. VVDCC makes no assurance that budgeted funds will be available for any reimbursement request. In the event that funds are not available, the employee will assume the expense. Documentation of course completion must be submitted to the Executive Director. If a teacher does not complete a course for which s/he has received financial assistance, s/he must repay that amount to the Center.

Certification Training in CPR & First Aid

Each employee is required to be certified annually in Cardiopulmonary Resuscitation (CPR), and each employee is required to be certified every three years in First Aid. If an employee does not maintain his/her certification, she becomes ineligible to work.

Continuing Education

In order to encourage and reward staff for continuing their education, the Executive Director will evaluate employees' credentials as they are received and review for possible salary increases accordingly.

The Center participates in T.E.A.C.H. and WAGE\$ programs. These programs are described below:

The T.E.A.C.H. Early Childhood Project gives scholarships to child care workers to complete course work in early childhood education and to increase their compensation. In 1990, Child Care Services Association created the Teacher Education and Compensation Helps (T.E.A.C.H.) Early Childhood Project to address the issues of under-education, poor compensation and high

turnover within the early childhood workforce. All T.E.A.C.H. Early Childhood scholarships link continuing education with increased compensation and require that recipients and their sponsoring child care programs share in the cost.

The Child Care WAGE\$ Project provides education based salary supplements to teachers and directors working with children between the ages of 0 – 5. The project is designed to provide preschool children with more stable relationships with better educated teachers by rewarding teacher education and continuity of care. The Child Care WAGE\$ Project is offered statewide in North Carolina as a funding collaboration between local Smart Start Partnerships and the Division of Child Development. Child Care Services Association (CCSA) administers the project in participating North Carolina counties.

Staff members are encouraged to remain at VVDCC after they have received financial assistance toward their education through the T.E.A.C.H. program or otherwise. ***If a teacher does not remain at the Center for at least one year after receiving tuition assistance, s/he must reimburse VVDCC for the portion of the academic tuition paid by the VVDCC on a prorated basis.*** For example, if a teacher receives financial assistance to attend a summer school session, completes the program and receives a raise, s/he would be required to repay the tuition for the summer session if s/he left before the following summer. If s/he had received assistance the previous spring as well, but left the following May, s/he would not be liable for the spring tuition, but would be liable for summer session tuition.

Benefits

Vacation Leave

Full-time employees will earn vacation time at the rate of 1 day per month (1/2 day per pay period), beginning with the employee's first paycheck. (A day of vacation time will be defined as the employee's usual work day, up to 8 hours – i.e. if the employee works a regular 8 hour day, they will accrue 8 hours per month; if they work a regular 7 hour day, they will accrue 7 hours per month). Part-time employees do not earn vacation time. Full-time employees will receive annually an additional one day of vacation time for each full year of service, up to a maximum of 80 hours per year, to be added to their accrual on their anniversary date of employment. Vacation can accumulate up to a maximum accrual of 200 hours of vacation time. Vacation may not be taken in advance of being earned. [See page 35 for vacation pay-out policies on resignation or termination]

Staff personnel are required to request vacation time in writing (See Request for Leave Form, Appendix M) at least two weeks in advance so that the Director can address staffing issues. If the employee fails to present the Director with a two-week advance written request for vacation time, then the vacation may not be granted. Because of the importance of adequate and consistent staffing in providing quality care for the children, the Director may limit the number of people taking vacation at the same time at his/her discretion, in particular employees from the same "nest". Vacation time is not intended to be used for sick days, and shall be used only for pre-approved time off. Employees are strongly discouraged from taking any time off during the last two weeks of August and the first two weeks of September each year, because these are important transition times for children into their new classrooms. It is crucial for teachers to be in their classrooms to establish those initial bonds. Therefore, time off during this period will only be allowed at the director's discretion. Every effort will be made to schedule vacations in such a way that time off will not pose a hardship to any staff member.

Holiday Leave

Full-time employees will receive pay for Center-scheduled holidays. Hourly and part-time employees will not receive pay for these holidays. An annual calendar as determined by the Board is prepared in August and distributed to parents and staff with the following scheduled holidays:

- New Year's Day
- Martin Luther King Jr.'s Birthday
- Spring Holiday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving—Thursday & Friday
- Winter Holidays – 2 days

Sick Leave

Full-time employees accrue sick leave at the rate of _ day per month (2 hours per pay period) beginning with their first paycheck. Part-time employees will not receive paid sick leave.

Sick leave may only be taken for legitimate illness, illness in the immediate family and medical appointments. Sick leave may be accumulated up to 30 days.

Employees using more than three consecutive workdays of sick leave must be prepared to provide a doctor's statement concerning the nature of the illness and necessity of absence. A doctor's note is also required if the sick day is taken the day immediately before or after a holiday or scheduled vacation. Taking sick leave as "vacation time" for reasons other than illness is not acceptable. Accumulated sick leave is not payable upon employment separation.

It is the responsibility of the employee to notify the Executive Director as early as possible when taking a sick day. The employee should notify the Director (or Associate Director during the Executive Director's absence from the Center) either the night before or by 6:45 a.m. for employees due to report to work at 7:45 a.m., and by 7:30 a.m. for employees due to report to work at 9 a.m. of the sick day being taken. If the employee fails to notify the Director by the specified time, a written reprimand will be placed in the employee's personnel file. If more than two such reprimands are placed in the employee's file during a year, the employee's employment status will be reviewed by the Executive Director. A third failure in a year to timely report to the Executive Director the use of a sick day shall result in the imposition of a three-month probationary period.

Disability Leave

An employee with 12 months of service shall be entitled to disability leave. In the event of a long-term disability, an employee's position will be held a maximum of 16 weeks. Said leave shall be approved by the Board and the disability must be substantiated at regular intervals by an approved physician. Disability leave does not begin until the employee has exhausted all vacation and sick leave. After that point, the leave will be without pay. Disability leave shall not exceed 16 weeks. The Center will continue to pay health premiums for the employee up to 16 weeks of disability. The center also offers short and long-term disability insurance with AFLAC as an option that employees may purchase to further protect themselves in the event of disability.

Bereavement Leave

In the case of death in an immediate family—spouse, children, parents, grandparents, brother, sister (including stepfamily and in-laws), an employee may be granted three days of leave with pay. If more than the specified days are needed, the employee may be granted leave without pay.

Leave of Absence

Leave of absence will be granted at the discretion of the Director and the approval of the Board. Leave of absence is defined as leave without pay due to an employee's personal or family necessity. Leave of absence will only be considered for an employee with at least 24 months of employment. The employee cannot have a high rate of absenteeism or a history of consistent tardiness. The employee cannot have any recorded personnel or performance problems during the previous year. The employee record should display above average job performance. The employee must personally present his/her request to

the Board. Under no circumstances may leave of absence exceed three months. Leave of absence may only be taken when the employee has exhausted all vacation and sick time. No Center benefits will accrue during a leave of absence. The employee may elect to maintain their medical coverage under the Center's group insurance plan at his/her own expense.

Shared Leave

In order to allow coworkers to voluntarily donate vacation leave to those employees affected by a medical condition that requires absence from work for a prolonged period of time, the Center provides a Shared Leave Program.

For purposes of this policy, medical condition means the medical condition of an employee or his/her spouse, parents, children, brother/sister, grandparent, or stepchild or in-law living in the employee's household that is likely to require an employee's absence from duty for a prolonged period, generally considered to be at least 20 consecutive workdays.

It is not the intent of this policy to apply to short-term or sporadic conditions or illnesses (i.e., chronic allergies, short-term absences due to contagious diseases, recurring medical or therapeutic treatments).

An employee may apply for Shared Leave at such time a doctor's statement is available to support the need for leave beyond the employee's available accumulated leave.

Participation in this program is limited to 1,040 hours (pro-rated for part-time employees), either continuously or, if for the same condition, on a recurring basis. However, the Executive Director may grant employee continuation in the program, month by month, for a period of 2,080 hours, if the Executive Director would have otherwise granted leave without pay.

Subject to the maximum of 1,040 hours, the number of hours of leave an employee can receive is equal to the projected recovery or treatment period, less the employee's combined vacation and sick leave balance as of the beginning of the recovery or treatment period. The employee must exhaust all available leave before using donated leave.

An employee who applies to benefit from the Shared Leave Program must be a benefited employee. A recipient must apply to participate in the program or be nominated to participate by a fellow employee. The Executive Director will review the application and approve or disapprove. The establishment of a leave "bank" for use by an unnamed employee is expressly prohibited. Leave must be donated on a one-to-one personal basis.

Vacation leave can be donated by all employees. Sick leave can only be donated by an immediate family member. The minimum amount that can be donated is four hours. The maximum amount that can be donated can be no more than the amount of the donor's annual accrual rate. In addition, the amount donated shall not reduce the donor's vacation leave balance below one-half of his/her annual accrual rate.

Military Leave

Employees who are inducted into or enlist in the Armed Forces of the United States or are called to duty as a member of a reserve unit may take an unpaid leave in accordance with applicable law. The employee must provide advance notice of his/her need for military leave and the Executive Director will request a copy of the employee's orders, which will be kept in the employee's personnel file.

The time an employee spends on military leave will be counted as continuous service for the purpose of determining eligibility and accrual for various benefit plans and policies.

For military leaves extending 30 days or less, the Center will continue to pay the portion of the premium on health insurance, if any, that it was paying before military leave began. In order to continue such health insurance, the employee must continue to pay his/her portion of the premiums during this period. For military leaves extending beyond 30 days, the employee will have the option to continue his/her insurance coverage at the employee's cost.

Upon return from military leave, employees shall be reinstated as required by law and benefits will be reinstated with no waiting periods.

Jury Duty

The Center encourages employees to fulfill their civic responsibilities by serving jury duty when required. The Center will pay employees the difference between his/her salary and any amount paid by the government, unless prohibited by law, up to a maximum of 10 days. If an employee is required to serve more than 10 days of jury duty, the Center will provide the employee with unpaid leave or the employee can choose to exhaust vacation leave.

Family & Medical Leave

The Family & Medical Leave Act of 1993 was adopted by Congress to balance the demands of the workplace with the needs of employees and their families. Under this policy, employees may use vacation leave, sick leave, and leave without pay for absences from work due to childbirth, adoption, or a serious health condition of the employee or an employee's spouse, child or parent. A physician's certification is required if a serious health condition is involved. The employee's job (or an equivalent position) and benefits are protected while the employee takes leave under this policy.

An employee who has worked at VVDCC for at least 12 consecutive months without a break in service and who worked at least 20 hours per week during the previous 12-month period is eligible for up to 12 work weeks of leave under this policy in any 12-month period for the following reasons:

- The birth of a child and to care for the child following birth, so long as the leave is taken within 12 months of the birth of the child
- To care for a child placed with employee for adoption, so long as the leave is taken within 12 months of the placement, but not to begin more than one week prior to receiving custody of a child under age five.
- To care for an employee's child, spouse or parent, where that child, spouse or parent has a serious health condition
- Because the employee has a serious health condition that makes an employee unable to perform the essential functions of the employee's position.

- Prior to returning to work following childbirth, an employee must furnish a doctor's statement, specifying that she is physically able to perform her job duties. The Center will provide the employee's doctor with her job description if necessary.

FML as it relates to adoption:

- The natural mother may use accumulated sick leave, annual leave, leave without pay or a combination during the actual disability caused by pregnancy and childbirth. A doctor's statement verifying the period of disability is required. The natural mother may request annual leave or leave without pay prior to and after the actual disability. An employee must request parental leave in advance and in writing. Anticipated dates for the start of and return from leave should be included, as well as the type(s) of leave to be used.
- Parental leave for a newly adopted child under age five cannot begin more than one week prior to receiving custody. For adoption, leave is limited to annual leave, leave without pay or a combination. In order to take parental leave, an employee must submit the request to the director and submit evidence of the adoption.

Child Care Tuition Reduction

An employee with a child enrolled at Victory Village may receive a reduction in that child's tuition of up to \$150 per month. This request must be made to the Board of Directors.

Health Insurance

All full-time employees are eligible for health and dental insurance effective 60 days from date of hire, and will be provided a booklet outlining in detail health insurance benefits. Participation in the group health insurance program is optional. Insurance premiums for individual coverage will be paid by the Center. Employees may procure coverage for their spouses and/or dependents by paying full cost of spouse/dependent coverage at the group rates.

If a staff member terminates employment with VVDCC, coverage may be continued for up to 18 months by paying the full costs for the coverage at group rates. After the 18-month continuation period, the member shall convert to the non-group rates.

Individual Retirement Accounts

After an employee has completed two years of service to VVDCC and has earned at least \$5000 during each of two consecutive years, they are eligible to participate in the Center's retirement plan. This plan is a simple IRA managed by Transamerica IDEX Mutual Funds. Employees may contribute up to 3% of their salary to the fund, and the Center will match 100% of the employee's contribution. The Center's matching portion will be 100% vested immediately.

Victory Village Day Care Center Employee Benefit Summary

1. 1 day of vacation leave per month, with one additional day per year earned for each year of service (to a maximum of 10 days per year), and a maximum accumulation of 200 hours of vacation time.
2. Up to 11 paid holidays per year
3. Six days of sick time per year to a maximum accumulation of 30 days
4. Disability and Family Leave
5. Employee Leave of Absence and Leave for Death in Family available
6. Employee Health and Dental Insurance Plan
7. Center contribution (match) to Employee Individual Retirement Accounts
8. Tuition reimbursement for training and development and salary increases upon completion of further academic work (see Staff Development)
9. Center contribution toward attendance at child care conferences

Benefit Milestones

Upon Employment

- Health Insurance within 60 days
- Tuition reimbursement for continuing education

With One Year of Continuous Service

- Family/Medical Leave available
- Salary increase possible upon successful completion of specified academic work
- Disability leave available

With Two Years of Continuous Service

- Leave of absence possible
- Individual Retirement Account contribution by Center

Staff Regulations

When a group of people are working together, it is necessary to have a common rule of conduct so that the actions of one individual will not be detrimental to other staff persons or the Center. The purpose of these rules is not to impose unfair restrictions or limit the rights of anyone, but to define and protect the rights of all who work here and to ensure that all staff work under the same conditions.

Annual Requirements

1. Each employee must receive required training hours as established by the State of North Carolina, including yearly CPR and Fire Safety training.
2. Each employee must fill out an annual Health Questionnaire.

Grounds for Immediate Discharge

Most rules involve common sense and accepted standards of good conduct. Violation of the following rules is considered serious and may result in immediate discharge without warning. This list is not intended to be all-inclusive because the Center reserves the right to discharge any employee based upon the needs of the Center.

1. Striking or abusing a child, endangering the life of a child, humiliating a child, using abusive language toward any child, withholding food from a child as punishment, or any other violations of the Behavior Management Policy.
2. Abuse or inconsiderate treatment of parents, staff or visitors.
3. Unauthorized removal of property.
4. Unauthorized removal or alterations of records or unauthorized divulgences of confidential information regarding children, families or the Center.
5. Refusal to perform assigned work or follow instructions.
6. Gross carelessness or negligence.
7. Willful destruction of property.
8. Sleeping during working hours.
9. Coercing or inciting others to limit work performance or engage in any practice in violation of Center rules.
10. Unauthorized absence(s). The employee must obtain permission from the Director to be absent.
11. Not maintaining required credentials.
12. Falsification or alteration of any Center record such as a timesheet, vacation and sick time taken, or training course completion.
13. Any type of substance abuse while working at VVDCC.
14. Reporting to work in an impaired state.
15. Theft of Center or another employee's property.

Other Rules

In addition to the basic rules listed above, there are other rules which require disciplinary action if violated. These rules include (but are not limited to) the following:

1. **Work Time:** Work time is for work. Any conduct which interferes with work time will not be tolerated. Also, staff are not permitted to leave work areas

- during work time without the permission of their supervisor. Work time does not include recognized breaks.
2. **Work Performance:** Employees are expected to put in a fair day's work. Unsatisfactory work, poor performance, producing work below standard, loafing or excessive time away from the job, permitting avoidable waste, and lack of cooperation jeopardizing children and other staff is not permitted.
 3. **Care:** All children, parents and visitors should be treated with kindness, friendliness, patience and respect. Staff should refrain from gossip, loud talking and other unnecessary noise, and forms of conduct that could disturb the program and detract from the professionalism of the Center.
 4. **Confidentiality:** It is contrary to the interest of the Center and those we serve to give out information regarding children and their parents. Such information should be held in strict confidence and should not be discussed with anyone outside the Center. Inside the Center, such information should be discussed only when it will benefit the care we offer the children and the parent. Refer any inquiries on children, their performance and parents to the Director.
 5. **Absenteeism or Tardiness:** Staff are expected to have a regular attendance record. Excessive, habitual and unauthorized absence and tardiness are disruptive to the care of the children and creates a burden on other staff. The act of calling does not in itself constitute an excuse for an absence; the reason for the absence shall be given. Staff must be in their classrooms on their job, ready to perform assigned tasks at their starting time.
 6. **Security & Safety:** Every caution must be taken to guard against accidents to children and other staff. It is the responsibility of every staff person to correct unsafe conditions such as liquid, food, paper, extension cords on the floor, or any other condition which could cause an accident. If staff are unable to correct unsafe conditions or fire hazards, they are required to report them to the Executive Director immediately. All accidents must be reported in writing immediately on Center Incident Journal or Incident Report as well as informing the Center Director. Employees must be familiar with and adhere to the center's Allergy Policies.
 7. **Fire Rules:** It is the responsibility of all employees to understand their role in an emergency. This includes understanding and familiarization with the location and operation of fire extinguisher, reporting a fire to the fire department, and knowledge of evacuation plans and all fire exits.
 8. **Smoking:** Employees may smoke only during designated breaks outside the building and outside the playground area, out of view of the children.
 9. **Food and Beverages:** Discreet drinking of non-alcoholic beverages is allowed in the classroom with the stipulation that it is not at the child's level, and that it is in a secure place approximately four feet from the floor. Eating the same food with the children during mealtimes and special events is permitted and encouraged for role modeling, socialization and encouragement to try new foods; however, teachers must be aware of children with food allergies in their space and not expose children to foods that might cause an allergic reaction. Teachers are allowed to eat lunch in the classrooms during the children's nap time.
 10. **Telephone calls:** In order that Center phones may be free to conduct Center business, the use of phones for personal reasons should be limited to emergency situations. Telephone messages will be taken and left on the employee's mailbox. **Cell Phones:** The care, safety and service employees provide to parents and children are of the utmost importance; therefore, cell phones shall

not be used by staff while performing assigned job duties. The Center will not be liable for the loss of personal cellular phones brought into the workplace.

11. **In-service Training:** It is the responsibility of the employee to complete his/her 5-20 hours of in-service training by the required dates as determined by the Director and State licensing consultant. Arrangements will be made by the Director as to when training will take place. *If an employee does not complete his/her required training hours, s/he becomes ineligible to work until the training hours are complete.*
12. **Computer and Information Security Policy:** The following applies to the use of the Center's computer and communications systems. These systems include computers, software, telephone and electronic mail systems. The Center provides these systems to support its mission. Although limited personal use of the systems is allowed, no use of them should ever conflict with the primary purpose for which they have been provided, the Center's ethical responsibilities or applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed.

All data in the Center's computers and communications systems (including documents, other electronic files, e-mail and recorded voice mail messages) are the property of the Center. The Executive Director may inspect and monitor data at any time. No individual should have any expectation of privacy for messages or other data recorded in the Center's systems. This includes documents or messages marked "PRIVATE," which may be inaccessible to most users but remain available to the Executive Director. Likewise, the deletion of a document or message may not prevent access to the item or completely eliminate the item from the system.

The Center's systems shall not be used to create or transmit material that is derogatory, defamatory, obscene or offensive. Similarly, the Center's systems shall not be used to solicit or proselytize for commercial purposes, causes, outside organizations, chain messages or other non- job-related purposes.

Security procedures in the form of unique user sign-on or identification passwords have been provided to control access to the Center's host computer system, networks and voice-mail systems. The following activities, which present security risks, are prohibited: attempts to bypass or render ineffective security facilities; sharing passwords between users; browsing document libraries unless there is a legitimate reason to do so; making changes or modifications to the hardware configuration or standard software configuration of computer equipment unless specifically authorized by the Executive Director; accessing unauthorized data and/or systems; and/or downloading computer games on Center computers; loading unauthorized software on Center computers. Questions on this policy can be addressed by the Executive Director.

13. **Internet Acceptable Use Policy:** Access to the Internet is provided to employees when there is a necessity and the access has been specifically approved to support the Center's mission. No use of the Internet should conflict with the primary purpose of the Center, its ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed. Disciplinary action up to and including dismissal may result if guidelines are not followed. The Executive Director may monitor Internet usage by employees, including reviewing a list of sites

accessed by an individual. No individual should have any expectation of privacy in terms of his/her use of the Internet. In addition, the Executive Director may restrict access to certain sites that s/he deems unnecessary for business purposes.

The Center's connection to the Internet may not be used for any of the following activities: to access, create, transmit, print or download material that is derogatory, defamatory, obscene or offensive, such as slurs, epithets, or anything that may be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, disability, medical condition, marital status, or religious or political beliefs; to access, send, receive or solicit sexually-oriented messages or images; downloading or disseminating copyrighted material; to download software; to transmit personal comments or statements through e-mail or to post information to newsgroups that may be mistaken as the position of the Center; to disclose confidential information through Internet e-mail or newsgroups; to download personal e-mail or Instant Messaging software to Center computers; to send or participate in chain letters, pyramid schemes or other illegal schemes; to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non- job-related purposes; or to endorse political candidates or campaigns. Questions on this policy can be addressed by the Executive Director.

14. **Sexual Harassment Policy:** The Center is committed to creating and maintaining a workplace free of sexual harassment. Improper conduct in the workplace is inappropriate and will not be tolerated. This conduct includes:
 - a. Expressed or implied requests for sexual favors as a condition of job retention, promotion or other benefit of employment
 - b. Unwelcome physical contact
 - c. Harassment or other behavior (such as telling sexually explicit jokes, improper suggestions, graphic or descriptive comments or discussions about an individual's body or physical appearance, degrading verbal comments, offensive sexual flirtations and intimidation).

Any complaints of harassment should be referred immediately to the Executive Director. All investigations will be conducted on a confidential basis, and at no time will the complainant be retaliated against. Appropriate disciplinary action (up to and including dismissal) will be taken when warranted. False complaints will not be tolerated and may lead to disciplinary action (up to and including dismissal) against the false accuser.

15. **Protection from Retaliation Policy (Whistleblower Protection Policy):** Any employee who suspects that any employee or board member has conducted a financial impropriety or misused the Center's resources—including funds, materials or staff time—is encouraged to communicate this to the Executive Director or the Chair of the Board of Directors. If the suspected impropriety is by a Board member or the Executive Director, the report should be made to the Chair or the Vice-Chair of the Board. If the suspected impropriety is by a staff member, the report should be made to the Executive Director. The report can be made verbally or in writing. Information about who reported the potential abuse will be kept confidential. The Center, Executive Director, or Director shall not take any retaliatory action against any employee who reports any potential abuse in accordance with this policy.
16. **Drug- and Alcohol-Free Workplace:** The unlawful use, possession and/or distribution of a controlled substance (drugs and alcohol) is prohibited at the

Center. Any abuse of this policy shall be reported to the Executive Director immediately.

17. **Workplace Violence Policy:** The Center is committed to providing a safe & healthy workplace for all employees. To that end, it is the Center's policy that workplace violence in any form is unacceptable. Any form of violence by an employee against another employee, child, parent, vendor or visitor, including but not limited to physical attack, intimidation, threats or property damage, will be cause for disciplinary action up to and including dismissal. Prohibited acts of workplace violence include threats, intimidation, physical attack or property damage. A **Threat** is the expression of intent to cause physical or mental harm. Such an expression constitutes a threat without regard to whether the person communicating the threat has the ability to carry it out, and without regard to whether the threat is made on a present, conditional or future basis. In determining whether the conduct constitutes a threat, including whether the action was intended as a threat, the totality of the circumstances will be considered. **Physical Attack** is unwanted or hostile physical contact such as hitting, pushing, kicking, shoving, throwing of objects or fighting. **Intimidation** includes but is not limited to stalking or engaging in actions intended to frighten, coerce or induce distress. **Property Damage** is intentional damage to property owned by the University, students, University employees, vendors or visitors to the University. A **Weapon** is any object used to attack or intimidate another person. This policy covers every employee of the Center, full-time and part-time, permanent and temporary, and anyone in an employment capacity with the Center. It covers such employees while engaged in any activity related to their employment with the Center, whether on Center property or elsewhere. An employee who believes that s/ has been the target of workplace violence should report this to the Executive Director. In emergency situations the employee should call 911. It is the Executive Director's responsibility, when notified, to respond in a prompt and effective fashion. Effective response includes a full and prompt investigation, disciplinary action as appropriate and follow-up with victims and any affected staff. All employees are encouraged to be alert to the possibility of violence on the part of employees, former employees, customers and strangers. Any report of violence will be handled in a confidential manner, with information released only on a need-to-know basis. Employees who act in good faith by reporting real or implied violent behavior or violations of this policy will not be retaliated against or subjected to harassment. Deliberately false or misleading reports of violence under this policy will be handled as incidents of unacceptable personal conduct and the employee making such false or misleading reports will be subject to disciplinary action under the Center's disciplinary policy.

Guidelines for Corrective Action

STEP 1: In the event of a violation of any rule (other than the rules that may require immediate discharge) in the first instance, the employee is to be verbally counseled by the Director to clarify what actions or behaviors are being questioned, which rule or practice was not followed, why the rule exists and the need for compliance. The Executive Director will document this interaction.

STEP 2: In the event of a second violation of any rule, the staff person will be counseled by the Director and a written report of the incident will be placed in the employee's personnel file, with copies sent to the Personnel Committee Chair and Board of Director's Chair. The reason for the rule(s) and the need for compliance will be explained. At that time, the staff person will be placed on probation. A written notice of the probationary status will be given to the employee, and a copy will be placed in the employee's personnel file. It will be explained to the staff person that continued violation of Center rules will result in termination.

STEP 3: In the event there is a third rule violation of any rule within one year of the second occurrence, the employee may be terminated. A notice of termination will be placed in the employee's personnel file, to be signed by the employee. If the employee refuses to sign the notice, a notation to that effect will be placed on the form and signed by the Director.

As these guidelines are implemented, the Director will be called upon to use his/her judgment regarding the severity of the offense, length of service of the employee, the attitude and intent of the employee to correct his/her performance, and any mitigating circumstances.

Additional Reasons for Discharge

Occasionally there may be staff members who fail to respond to the intent of this policy and continue non-compliance past the time periods contained in the above paragraphs. The following are additional guidelines for discharge.

1. After two (2) written notices or warnings for any cause in a period of one year: the employee may be terminated for the third offense.
2. After three (3) notices or warnings in a two-year period: the employee may be discharged on the fourth offense.
3. After four (4) written notices or warnings during a staff person's employment, the staff person may be terminated on the next offense.

Problem Resolution and Grievance Procedures

The Center's policy is that each employee continuously receives fair treatment in every respect. The Center is committed to preserving and improving cooperation and harmonious relationships among all Center employees. The Center urges any staff employee who feels s/he is not receiving fair treatment or is faced with a situation that s/he believes affects job performance to use either the Problem Resolution Procedure or Grievance Procedure, whichever is appropriate.

Problem Resolution Procedure

Preamble: The Problem Resolution Procedure is to facilitate finding solutions to day-to-day problems experienced by staff members. This procedure is a recommendation but does not act as a substitute for common sense and courtesy.

Step 1: If there is a problem between staff members, speak with the individual involved. Do not assume someone will not respect your wishes until you have given them a chance.

Step 2: If the problem cannot be resolved with the individual involved, raise the problem with the individual's supervisor or your supervisor.

Step 3: If the problem cannot be resolved by either Step 1 or 2, the matter should be discussed with the Director for final resolution.

Grievance Procedure

The following process should be followed by any Victory Village Day Care Center employee who feels that his/her employment status has been negatively affected and cannot receive satisfaction from discussions with the Center Director. This can include the results of performance evaluations, demotions, suspensions or discharge.

Throughout the entire process detailed below, the employee may have written objections to the procedure placed in his/her file. In addition, the employee has the right to be present during any discussions/meetings related to the grievance. The employee may also present any relevant information, including witness statements.

Step 1: In order to begin the process, the employee should submit in writing to the Director the nature of the grievance within five working days of the triggering event. The grievance should contain all the pertinent information and details upon which a fair decision can be made.

Step 2: Within five working days of the submission of the grievance, the Executive Director will provide the employee with a written decision. The employee will be notified if the decision will be delayed past the five-day period.

Step 3: If dissatisfied with the Executive Director's decision, the employee has five days in which to appeal. The appeal should be made to the Chair of the Personnel Committee of the Board. The written appeal should include the original grievance, the Executive Director's response and a detailed statement of the disagreement with the Executive Director's decision.

Step 4: The Personnel Committee has 10 working days from the date of the appeal in which to respond in writing. During this period, the Committee will investigate and consider all issues raised in the original grievance and appeal. If, for any reason, a decision cannot be reached in 10 days, the employee shall be notified.

Step 5: If dissatisfied with the decision of the Personnel Committee, the employee has five days to appeal to the decision to the full Board of Directors. The appeal should be made to the Chair of the Board. The written appeal should include all previously submitted documentation, as well as the reasons for dissatisfaction with the Personnel Committee's decision. The matter will be taken up at the first available regularly scheduled meeting of the Board. The employee also has the option of appearing before the Board in Executive Session. The Director may also appear during this session.

Step 6: Within 10 days, the Board will give the employee its decision in writing. If the decision-making process takes longer than 10 days, the employee will be notified. All decisions by the Board in accordance with this procedure shall be final.

Resignation and Termination Procedures

Each employee is employed “at will”, and subject to the policies and procedures set forth herein, is subject to termination by the Executive Director at any time for any reason, including without limitation, failing to perform required duties, failure to provide quality performance, breach of operating rules and staff regulations, breaking a rule that may require immediate discharge (refer to Grounds for Immediate Discharge), or for other reasons that are not prohibited by state or federal law or regulations.

All employees will be counseled where there is a deficiency in performance. The Executive Director will be available to discuss an employee’s performance problems and assist the employee to solve such problems whenever possible (refer to VVDCC Grievance Procedure).

Should an employee be terminated, s/he will be informed of the reasons for dismissal and will have the opportunity to discuss the reasons with the Director (refer to VVDCC Grievance Procedure). In addition, s/he will not be paid for any unused vacation leave, unless the Center in its sole discretion determines to pay all or some portion of the unused vacation solely because the termination is related to a reduction in staff for economic reasons, an elimination of a position, a change in requirements for a position, or some other similar reason not related to employee’s performance or conduct.

If an employee resigns, a minimum notice of 30 days is expected. If an employee fails to give adequate notice, s/he will forfeit vacation leave that would otherwise be paid out.

The maximum number of accrued vacation hours that will be paid upon an employee’s voluntary separation is 200 hours. In this circumstance, vacation leave will not be paid in a lump sum but will be paid with each payroll cycle until the balance (up to 200 hours) is paid in full.