

Kids Kountry Employee Handbook

Introduction

Dear Employee,

Welcome to Kids Kountry Early Education Center!!

We are excited to have you as part of our progressive team. You were hired because we believe you can contribute to the achievement of our goals and to the bottom line of success, and share our commitment to our mission statement.

Kids Kountry is committed to distinctive quality and unparalleled child care service in all aspects of our business. As part of the team, you will discover that the pursuit of excellence is truly a rewarding aspect of your career with **KIDS KOUNTRY**. As a team member, you must “own” the results of your productivity.

This employee handbook contains the key policies, goals, benefits, and expectations of Kids Kountry; along with other information you will need as part of the team.

Our mission statement:

We Believe:

- *Children come first*
- *All children have the right to quality care*
- *Children have unlimited potential to contribute now*
- *A safe, mutually kind, nurturing environment is important for success*
- *In high expectations, striving for excellence and personal best*
- *In fairness and equality*
- *Parent and community involvement is vital to a child's learning and growth*
- *In the importance of learning, accepting and respecting our diversities*
- *In responsibility and accountability*
- *Learning is an interactive, life-long process*
- *Effective instruction and learning are interesting, challenging and fun*
- *We need each other*

Expectation

At Kids Kountry, we pledge to provide distinctive quality and unparalleled child care and educational service as we strive to gain the respect and trust of our children, parents and others in the child care field.

* The success of Kids Kountry is determined by our success in operating as a creative, productive unified team. We achieve this through dedicated hard work and commitment from every employee. It is the desire of Kids Kountry's management to have every employee succeed in their job and assist in achieving our goals. We have to earn the trust and respect of our clients every day in order for the client to continue using our services. Good service is provided by people. There are no magic formulas.

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You should use this handbook as a ready reference as you pursue your career with Kids Kountry. Additionally, the handbook should assure good management and fair treatment of all employees. At Kids Kountry, we will strive to recognize the contributions of all employees.

Kids Kountry Management

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History

* Our facility received its license on February 20, 2008. Kids Kountry LLC became a nonprofit on January 1, 2013 and the name was changed to Kids Kountry Early Education Center. It is our goal to continue to grow and eventually expand our services to other areas within the geographical area, to include Cumberland and Adams counties.

We believe that by working together we can achieve our goals and improve the lives of our “kids,” their families, our employees and management.

Goals, Values and Beliefs

* Our goal at Kids Kountry is simple – extraordinary service as we provide our client’s with the service they need in the child care industry. We can accomplish this by working, when necessary, with organizations that have the finest reputations for quality.

Our goals are accomplished by a commitment from every employee.

Our value and beliefs require that we:

- Treat each employee with respect and give them an opportunity for input on how to continually improve our goals
- Treat each employee fairly and with mutual respect. Kids Kountry will not tolerate discrimination of any kind and encourages all employees to become involved in problem solving and the creativity process. When problems arise, the facts should be analyzed to determine ways to avoid similar problems in the future.
- Foster an open door policy which encourages interaction, discussions and ideas to improve the work environment, thus increasing our productivity
- Deliver impeccable service to our clients and, where required, partner our customers with vendors who share our mission vision
- Make “Do It Right The First Time” our commitment as a team and our only way of doing business. This commitment will assure continued growth and prosperity.

Equal Opportunity

Kids Kountry is an Equal Opportunity Employer. This means that we will extend equal opportunity to all individuals without regard for race, religion, color, sex, national origin, age, disability, handicaps or veterans status. This policy affirms Kids Kountry’s commitment to the principles of fair employment and the elimination of vestiges of discriminatory practices that might exist. We encourage all employees to take advantage of opportunities for promotion as they occur.

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Personal Information

It is important that the personnel records of Kids Kountry be accurate at all times. In order to avoid issues which could include compromising your benefit eligibility and/or having W2's returned, Kids Kountry expects that employees will promptly notify appropriate personnel of any change in name, home address, telephone number, marital status, number of dependents, or any other pertinent information.

All employee information is confidential and will not be disclosed without the written consent of the employee. Employee personnel records will be made available to the individual employee upon written request to the Director. Review of the records will be arranged within Kids Kountry and the records will not be permitted off premises.

Attendance

Punctuality – or lack thereof – can impact how your commitment, reliability and performance are perceived by your employer.

* Employees are expected to be at their work area and ready to be productively engaged in Kids Kountry business at the scheduled start time. We advise you to arrive at least 5 minutes prior to your start time so that you are ready to begin your duties at the appointed time.

Kids Kountry views attendance as one of the most important facets of your job performance review. All unapproved absences will be noted in the employee's personnel file. Excessive absences, including illness, will result in disciplinary action up to and including termination.

* Please note the following: Per Federal law “**No employer is obligated to excuse any absences from work except for those that qualify for leave under the Family and Medical Leave Act**”; therefore, even if you get a doctor's excuse for every day absent, Kids Kountry can still count excessive absences as a reason for dismissal.

Staff Work Requirements & Work Ethics

Outside employment

Kids Kountry employees may not have outside employment that interferes with their responsibilities and duties to Kids Kountry. Kids Kountry employees will not conduct activities related to another job while performing their jobs at Kids Kountry. If you perform work that is related to another job while “on the job” at Kids Kountry you will be subject to disciplinary action up to and including termination.

Training

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You are required to complete DPW/Keystone Stars training according to the requirements set by these agencies. The trainings include but are not limited to:

- Fire Safety
- Pediatric 1st Aid
- Professional development activity(ies)
- Emergency Procedures

TRAINING and ASSESSMENTS

You are required to consistently enter training information in your PDR and continue to update the PDR records. Note that all PDRs must be completed and given to the Director for review before December 1st each year.

You are required to do child assessments twice per year and offer/hold parent/teacher conferences annually

* Child assessments are required for new students (new to Kids Kountry or your classroom) within 45 days of the child entering your classroom. We use ages and Stages and CSR (Child Service Reports) as our assessment tools.

Mandatory staff meetings will be held on a monthly basis.

Fire drills will be held at least every 60 days. The purpose of the fire drill is to practice evacuations, know/learn appropriate exit routes, meeting area. Each teacher is responsible for the classroom they are in at the time of the drill.

Allergy procedures

* You must adhere to all allergy information provided by parents. Each classroom has a list or poster with the allergies listed. The list will be hung in an area readily accessible to teachers.

Severe/life-threatening allergic reaction:

* Since extreme hypersensitivity to food or an insect sting is a potentially life-threatening situation, students with these conditions often require an adrenalin (epinephrin) injectable emergency kit to be readily available. These kits must be provided to Kids Kountry by the parent/guardian and the parent must sign a permission form . Kids Kountry will follow these guidelines for treating students with severe allergic reactions.

1. Medication orders, signed by a physician are required to store/administer emergency injectable kits. Kits will be stored in locked cupboard or container

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2. Students who have severe allergic reactions to insect stings or food will be identified at enrollment and individual emergency plans will be discussed with the parent and staff.
3. Students should be instructed by their physician on how to self-administer the adrenalin injection. When a student is too young or otherwise unable to administer the injection, Kids Kountry staff will do so.
4. The local emergency services will be called to transport students to the emergency room if the adrenalin emergency kit has been administered. Parents will be notified. The used adrenalin kit will be sent to the emergency room along with the student so that the emergency medical personnel can verify dose given and dispose of properly.
- * 5. A staff member will accompany the child to the emergency room and wait for the arrival of the parents.

Custody agreements:

Custody of children in your care will be on a need-to-know basis. If a parent requests that a child is not to leave the center with the other parent we will need to have a signed legal document stating that there is a court order preventing the parent from collecting or being in contact with the parent. This information, if provided, will be kept in the child's folder and in the family file held in the accounting/manager's office.

Advise the director immediately if the non-custodial parent arrives and intends to take the child with him/her and you know there is a court order preventing the release. The director will then advise the parent that the police are being contacted. The staff person who advised the director of the issue will call police during the conversation between the director and non-custodial parent.

If there is no signed legal document and the parent arrives to collect the child we have no choice but to release the child but the custodial parent must be called immediately.

Evaluation of Area:

You must constantly evaluate your room, equipment, children's behavior and your program. **You are responsible for the cleanliness of your room and/or the last room you occupy during the day.** This includes floors, tables, chairs, mats, toys, etc. You must also report any broken toys and/or the need for replacement.

- * The Director will periodically make evaluations and take appropriate action if needed.

Signing Children In/Out of Kids Kountry

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* Parents are required to bring & pick up their children from the classroom to which the child is assigned and sign them in/out in the lobby. The teacher is then required to mark the child in/out on the ROOM attendance sheet. **Do not allow a parent to drop off or pick up a child without checking in with a Kids Kountry staff member and signing the attendance record.**

Child Protection Statement

In compliance with local and state requirements as well as to increase awareness of our obligations in this area, the following policies have been adopted by Kids Kountry childcare center:

* It is your responsibility to notify the Assistant Director or Director if you suspect child abuse with one of your students. You should be aware of constant bruises and marks on a child. You should also be aware of what children say. There must be two staff members present when the child is questioned. Kids Kountry child care center is required by law to report incidents of physical and/or sexual abuse to Children's Protective Services immediately without consulting parents or guardians.

In accordance with licensing requirements for childcare centers, we will report incidents or suspected incidents of physical or sexual abuse or neglect of children in our care. Children's Protective Services will be contacted as soon as the incident of abuse or neglect is suspected.

Transferring Child Records Policy

At times a parent may request their child's records be transferred to another child care provider, an elementary school administrator or teacher, or a health provider. If a parent discusses this request please refer to this policy as your guideline:

1. Parents must provide a 3 week written notice to the Director
2. The child's records are copies due to state regulations requiring Kids Kountry to store all children's files for 10 years whether or not the child has been withdrawn from our center.
3. The records will contain:
 - a. The child's health records;
 - b. Developmental checklists, assessments, observations and conference information
4. We will only include incident and/or accident reports upon specific written request from the parent that the documentation includes such information.

Mental Health Breaks

This is an important SAFETY PROCEDURE....

You must monitor your own behavior with the children. If at any time you feel that you have reached your limit with any particular child (or all the children) ask for a mental health break.

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Any time you see another employee having difficulty with a child and it appears that he/she has reached the limit, you must intercede for the sake of the employee and the children in his/her care. Let the staff person know that you have noticed the child's behavior and that the staff person has earned a break.

Remember that we are here to work together as a team. We all have responsibilities to other staff members, the children, the parents and ourselves.

* All full-time staff members will get a 10 minute break during the longest period of their work day.

Use of Company Property

Kids Kountry will provide you with the necessary equipment to do your job. None of this equipment should be used for personal use, nor removed from the physical confines of Kids Kountry – unless it is approved by CEO or Director and your job specifically requires the use of company equipment outside the physical facility of Kids Kountry.

Computer equipment, if made available to you, may not be used for personal use – this includes word processing and computing functions. It is forbidden to install any other programs to a company computer without the written permission of the Director or CEO. These forbidden programs include, but are not limited to games, online services, screen savers, etc. The copying of programs installed on the company computer is not allowed unless you are specifically directed to do so in writing by the Director or CEO.

* The telephone lines at Kids Kountry must remain open for business calls and to service our customers. Employees are requested to discourage any personal calls – incoming and outgoing – with the exception of emergency calls while attending the children.

Cell phones may be used during working hours only for Kids Kountry purposes. Personal use during working hours is discouraged.

Dress Code

As an employee of Kids Kountry, we expect you to present a clean and respectable appearance when you represent us, whether that is in, or outside of, the child care facility. Management and all employees who come in contact with our public are expected to dress in attire that is acceptable in child care centers. A specific list of suggested do's and don'ts, including specific definition of appropriate dress, will be discussed during orientation. Any employee who wears unacceptable clothing will be sent home to change their attire and will not be paid for the time away from work. Acceptable and non-acceptable clothing includes (but is not limited to):

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Acceptable

Sneakers
Jeans
Casual Pants
Mid-thigh shorts
Sweatshirts
Clogs
Sandals
Shirts w/non-offensive logos

Un-Acceptable

Flip-flops
Low-cut shirts
Dirty clothing
Shorts shorter than mid-thigh
See-through clothing
Clothing with rips/tears/holes
Skirts
Dresses
Revealing Underwear (can be seen above waistline)
Short-shirts --- no belly button showing
Dangling earrings
Shirts/tops with offensive logo/words

If in doubt.....don't wear it.

It is just as essential that you act in a professional manner and extend the highest courtesy to co-workers, visitors and clients.

A cheerful and positive attitude is essential to our commitment to extraordinary customer service and impeccable quality.

Safety and Accident Rules

Safety is a joint venture at Kids Kountry. Kids Kountry provides a clean, hazard free, healthy, safe environment in which to work in accordance with the Occupational and Safety Health Act of 1970. As an employee, you are expected to take an active part in maintaining this environment. You should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required. Your work place should be kept neat, clean, and orderly.

The Director will review the emergency plan with you and a copy of the plan will be made available to you. It is your responsibility to learn the location of all safety and emergency equipment, as well as the appropriate safety contact phone numbers. A copy of the Emergency Procedures will be kept in each work area and it is your responsibility to review these procedures periodically and ask any questions you may have or suggestions for improvement.

All safety equipment will be provided by Kids Kountry, and employees will be responsible for the reasonable upkeep of this equipment. Any problems with or defects in equipment should be reported immediately to management.

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* All employees will be given the opportunity to participate in CPR training. Only designated employees will be required to participate in CPR training with all costs to be borne by Kids Kountry.

Personal Property

Do not bring valuable items to Kids Kountry. Kids Kountry will not be responsible for personal property lost or stolen.

Anti-Substance Abuse

Kids Kountry takes seriously the problem of drug and alcohol abuse and is committed to provide a substance abuse free work place for its employees and children. This policy applies to all employees of Kids Kountry, without exception, including part-time and temporary employees.

No employee is allowed to consume, possess, sell or purchase any alcoholic beverage on any property owned by or leased on behalf of Kids Kountry, or in any vehicle owned or leased on behalf of Kids Kountry. The exceptions are aspirin or ibuprofen based products and legal drugs which have been prescribed to that employee, which are being used in the manner prescribed.

Kids Kountry will not tolerate employees who report to work while impaired by use of alcoholic beverages or drugs.

All employees should report evidence of alcohol or drug abuse to a supervisor, CEO or Director immediately. In cases where the use of alcohol or drugs pose an imminent threat to the safety of persons or property, an employee must report the violation. Failure to do so could result in disciplinary action for the non-reporting employee.

Kids Kountry endeavors to provide a healthy environment, therefore prohibits any form of tobacco consumed in company buildings and play areas. Smoking is also prohibited within 20 feet of exterior entranceways.

Employees who violate the Anti-Substance Abuse Policy will be subject to disciplinary action, including termination. It is our policy at Kids Kountry to assist employees and family members who suffer from drug or alcohol abuse. You may be eligible for a medical leave of absence and we encourage any employee with a problem to contact the Director or CEO.

As part of our policy to ensure a substance abuse free workplace, Kids Kountry employees may be asked to submit to a medical examination and/or clinically tested for the presence of alcohol and/or drugs. Within the limits of federal and state laws, we reserve the right, at our discretion, to examine and test for drugs and alcohol. Some situations may include, but not limited to the following:

1. All employees who are offered employment with Kids Kountry;
2. Where there are reasonable grounds for believing an employee is under the influence of alcohol or drugs;

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3. As part of an investigation of any accident in the workplace in which there are reasonable grounds to suspect alcohol and/or drugs contributed to the accident;
4. On a random basis, where allowed by statute;
5. As a follow-up to a rehabilitation program, where allowed by statute;
6. As necessary for the safety of employees, customers, clients or the public at large, where allowed by statute; and
7. When an employee returns to duty after an absence, as allowed by statute.

It is a condition of your continued employment with Kids Kountry that you comply with the Anti-Substance Abuse Policy. **NOTHING IN THE ANTI-SUBSTANCE ABUSE POLICY SHALL BE CONSTRUED TO ALTER OR AMEND THE AT-WILL EMPLOYMENT RELATIONSHIP BETWEEN KIDS KOUNTRY AND ITS EMPLOYEES.** Your signature on the Acknowledgement form at the end of this handbook will also signify your acceptance of our Anti-Substance Abuse Policy.

Sexual Harassment

Kids Kountry will not, under any circumstances, condone or tolerate conduct which may constitute sexual harassment on the part of its management, supervisors, or non-management personnel. It is our policy that all employees have the right to work in an environment free from any type of illegal discrimination, including sexual harassment. Any employee found to have engaged in such conduct will be subject to immediate discipline up to and including discharge.

Sexual harassment is defined as:

1. Making submission to unwelcome sexual advances or requests for sexual favors a term or condition of employment;
2. Basing an employment decision on submission or rejection by an employee of unwelcome sexual advances, requests for sexual favors or verbal or physical contact of a sexual nature;
3. Creating an intimidating, hostile or offensive working environment or atmosphere either by
 - a. Verbal actions, including calling employees by terms of endearment, using vulgar, kidding or demeaning language; or
 - b. Physical conduct which interferes with an employee's work performance.

We, at Kids Kountry, do encourage healthy fraternization among its employees. However, employees, especially management and supervisory employees must be sensitive to acts of conduct which may be considered offensive by fellow employees and must refrain from engaging in such conduct.

It is also expressly prohibited for an employee to retaliate against employees who bring sexual harassment charges or assist in investigating charges. Retaliation is a violation of this policy and may result in discipline, up to and including termination. No employee will be discriminated against, or discharged, because of bringing or assisting in the investigation of a complaint of sexual harassment.

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Job Objectives, Performance Reviews, Salary Reviews

Every employee will be given a job description/objectives which details the requirements and expectations of the position for which the employee was hired. Kids Kountry will measure your job performance against these objectives. After every evaluation, job objectives will be redated and reviewed, if no changes are made; or rewritten as appropriate. In either case, the supervisor (Director or CEO, in the case of the Director) will review and discuss the objectives with the employee and the employee will sign a statement indicating agreement with, an understanding of, these objectives.

Performance reviews are normally conducted every year after the date of hire, with the exception of a three month review at the end of your probationary period. All performance reviews are based on merit, achievement of corporate/personal objectives, job description fulfillment and performance at your position and will include performance improvement, dependability, attitude, cooperation, any necessary disciplinary action and adherence to all employment policies.

Wage increases will be based upon an annual review of all performance review results. The Director and CEO will discuss their assessment of your performance reviews, your salary and your position during the salary review.

Employment Categories

A Permanent Full-Time is an employee who has no termination date and who is regularly scheduled to work up to 40 hours per week

A Permanent Part-Time is an employee whose position has no termination date and who is scheduled to work less than 38 hours per week.

A Temporary Full-Time is an employee who is hired or promoted for a certain length of time, has a termination date, and who is scheduled to work up to 40 hours per week

A Temporary Part-Time is an employee who is hired or promoted for a certain length of time and who is scheduled to work less than 38 hours per week.

Compensation and Benefits

Kids Kountry employees are paid bi-weekly.

Our payroll process includes mandatory direct deposit. Each paycheck will be automatically deposited to your checking or savings account. Each pay day, you still receive a pay stub for your records – much like a voided check with all the same information which would appear on your regular check – except the face of the check is voided. No trips to the bank are necessary because your salary appears in your bank account on payday or in some cases the night before. Direct Deposit will be initiated one pay period following the receipt of the signed authorization form from the employee.

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Wage/Salary ranges*

Aide: \$7.25 - \$7.50/hour

AGS: \$7.40 - \$8.75

GS: \$8.18 - \$9.50/hr

Director: \$8.85/hr - \$14.42/hr

*Wage/Salaries are determined by position, length of employment, and performance of duties--- see job description and organizational chart at the end of this handbook.

Payroll Deductions

As required by law, Kids Kountry will deduct all taxes & Social Security funds from your payroll as directed by law, each pay period.

Unscheduled Closing

If Kids Kountry must close due to inclement weather or other unforeseen event, a notice will be provided via local TV/radio stations and wages will not be paid for the hours the center is closed for such occurrences.

Work hours and reporting

Workday

The normal workday is eight (8) hours with 40 hours being a normal work week. Full-time employees generally work the same hours, but may be required to work more or less hours as the work dictates. While you are generally expected to work the number of hours you are scheduled, Kids Kountry does not guarantee that you will actually work that many hours in any given day or week (or to be paid for such hours if you do not work that many hours).

Overtime work is only performed when necessary and **approved in advance** by the CEO or Director. You are expected to work necessary overtime only when requested to do so, and non-exempt employees will receive time and one-half pay for time worked exceeding 40 hours in any given work week. Exempt employees are not entitled to overtime pay. All overtime payments will be made in the pay period following the period the overtime was worked.

If you are unable to attend work, you must call the center, Assistant Director, CEO or Director at least one hour prior to the start of your scheduled time.

Time Cards

Kids Kountry employees must clock in and out before and after their work shift and before/after their lunch break.

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* Any such employee clocking in late will receive pay for only the time they clock in until the end of their scheduled shift. All employees will be paid for the scheduled time only unless prior authorization for overtime has been granted. Repetitive tardiness will result in disciplinary action (see Attendance on page 4).

Any digression from the above requirements could result in disciplinary action, including termination. Any alterations to the timecard must be done with the approval of the CEO or Director and, when alterations are necessary both the employee and CEO or Director will initial the change. Any alterations to the timecard without prior approval and appropriate initials will result in disciplinary action which can include termination.

You are not allowed to clock in another employee.

* **If you forget to clock in/out, you must immediately contact the CEO or Director and she will manually insert the appropriate time on the timecard after determining the correct clock in/clock out time. You and the CEO or Director must initial this entry as a sign of agreement of the entry.**

* **Should your time card be incorrect, for any reason, you must immediately contact the CEO or Director. The CEO or Director will note the correction and both employee and CEO or Director will initial the correction. All time cards must be approved by the CEO or Director.**

* Time cards will be replaced bi-weekly or as designated by Kids Kountry. Personal days, sick days, holidays, and absences such as jury duty, funeral leave or military training, must be specifically noted on the time cards (P=personal, S=sick, J=jury duty, F=funeral, M=military training) for days on which they occur.

Holidays

Kids Kountry recognizes the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and on occasion additional “holidays” may be added.

If the holiday falls on a Sunday, the following Monday will be considered the holiday. If the holiday falls on a Saturday, the preceding Friday will be considered the holiday.

After 1 year employment, regular full-time employees are paid eight (8) hours for each holiday; regular part-time employees and temporary employees are not paid for holidays.

* After 5 years of service, regular full-time employees will have paid time off on their birthday if it falls during the normal work week (Monday – Friday).

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Personal Leave

After the first year of employment, Kids Kountry full-time employees are entitled to 40 hours personal leave. After the second year of employment, Kids Kountry full-time employees are entitled to 80 hours personal leave. Personal leave of more than 16 consecutive hours will be scheduled according to the policies in effect at that time.

Requests for **personal leave** of more than 16 consecutive hours should be submitted in writing four weeks prior to the anticipated absence. Any changes are subject to CEO or Director approval. **You must use your personal leave within the year you are eligible (anniversary date to anniversary date). Personal days do not carry over from year to year.**

* Every effort will be made by Kids Kountry to accommodate requests for personal leave, unless business circumstances do not permit. Personal leave can be taken in 1 hour increments for valid reasons (i.e., time off for dental or medical appointments) and should be requested the prior week. Personal leave can also be used for days off for illness or you can take leave without pay (LWOP). You must advise the Director or CEO, upon your return to work, if you wish to use personal leave for illness. Personal leave **CANNOT** be used for tardiness.

Child Care

All employees will be offered discounted child care tuition costs in effect at the time of hire.

Illness

The health and well-being of our employees is important to us. When sick, you will be required to call one of the management team members at least one hour prior to the start of your work shift. Any consecutive sick days in excess of 3 will require a written excuse from a doctor.

Medication

If it is necessary for you to take medication while on the job, the medication must be stored properly. Under no circumstances may medications be kept in purses, pockets, etc. (unless the purse(s) is in a locked area). You must notify the Director of any medications you will need to take and only bring what is needed for the time you are on duty.

Maternity Leave

* Maternity leave will be granted for a maximum of 12 weeks unpaid leave. After 12 weeks absence you will be expected to return to your work or termination could occur.

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Funeral Leave

Unpaid funeral leave will be granted for immediate family members:

Five days for spouse, children, grandchildren, in-laws or parents

Two days for siblings

One day for aunts, uncles and grandparents

* You will not be paid for this time off and you will not be assessed with unexcused absences; however, full-time employees have the option of using paid personal time, if available.

Jury Duty

We encourage you to do your duty and accept jury duty when called. You must provide evidence of your call to jury duty and must provide, upon return, proof of jury duty for the days missed from Kids Kountry. You will not be paid for this time off and you will not be assessed with unexcused absences.

Military Service

Military service is a requirement for those of you who have enlisted as a Reserve and must attend training sessions on a regular basis. You will receive excused unpaid absences during these training exercises, but you must also provide evidence of the training schedule and that you are required to attend the training session. Upon return, you are required to provide proof that you attended the training session. The time-off request policy applies.

Worker's Compensation

Employees who are injured on the job at Kids Kountry are covered by Worker's Compensation Insurance. It is your responsibility to immediately notify the Director – or in the absence of the Director, the Assistant Director – of any injuries you sustain while on the job at Kids Kountry.

The Assistant Director will notify the Director or CEO. Any injured employees must seek immediate medical attention. All medical expenses related to the treatment of an injury sustained on the job are covered by the insurance.

Retirement Plans

Kids Kountry does not have the resources at this time to offer a retirement plan; however, we encourage all employees to open and maintain an IRA through your financial institution.

Employee Purchases

It is the responsibility of Kids Kountry to provide each employee with the tools necessary to do their job in an effective and efficient manner. It is the responsibility of each employee to submit a purchase requisition to the before supplies/tools are needed. All purchases are ultimately

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approved by the CEO or Director. An employee will not be reimbursed for any unauthorized purchases.

Disciplinary Action

*Disciplinary action **will** be taken for the following:*

- Inefficient or careless performance of duties
- Excessive absenteeism or tardiness
- Lack of cooperation with other staff members
- Disobedience of Supervisor's instructions
- Loud, disruptive or unprofessional behavior during work hours
- Misuse of time during work hours or use of time that does not contribute to the objectives of Kids Kountry
- Release of confidential information
- Talking to parents about other children/youth or staff
- Talking to staff about other staff, parents or children/youth unless specifically necessary for the well-being of the child in our care
- Violation of safety rules endangering self or others
- Theft or other acts of dishonesty
- Altering timecards without proper authority

Disciplinary action is dependent on the incident and can include:

- Verbal warning
- Written Warning
- Discharge

Complaint Procedures

We encourage feedback and hope that you will bring your concerns to us via the 'chain of command'. Aides should first speak with the lead teacher and if you feel no resolution has been reached you should then consult with the Director or Assistant Director. If you continue to feel that no resolution has been reached you should then consult with one of the CEO or Director.

Teachers should first speak with the Director or Assistant Director about their concerns. If you feel that no resolution has been reached you should then consult with one of the CEO or Director.

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Incentives & Service Commendations

We believe in recognizing the exemplary contributions of our employees. Therefore, from time to time we will provide incentives to those employees who submit ideas which could save costs or improve our services. Ideas and/or suggestions for improvement should be submitted to the Director and will be reviewed by management. Employee contributions selected for recognition will be notified by the Director or during a staff meeting.

Health Benefit

* With a mind toward healthy employees being productive employees, all employees are required to get physical exam every two years (and completed health assessment forms). Kids Kountry will reimburse (provide the receipt to the accounting office) the cost up to \$100 of the necessary expense charged by a licensed general medicine physician to perform the exam. This benefit will be made available to all employees who have completed 12 consecutive months of service with Kids Kountry.

Kids Kountry will reimburse each employee up to \$25.00 annually for a flu shot. You must get the shot and turn the receipt into the accounting office for reimbursement. We encourage all employees to get the flu vaccine to avoid illness during the “flu season”.

Handbook revisions

Kids Kountry reserves the right to modify the contents of this handbook at any time at the discretion of the CEO or Director.

Employees will be provided copies of the revision(s). Unless otherwise advised, all revision(s) will become effective immediately upon notice.