

...Unimaginable... Heights



SmithHiTek

Personnel Policies



Contents

1 Executive Summary..... 6

2 Administrative Policies and Procedures 6

2.1 Personnel Practices and Policies 7

2.1.1 Confidentiality 7

2.1.2 Employment Policies 7

2.1.3 Employment Practices 7

2.1.4 Hiring Practices 7

2.1.5 Equal Opportunity Employment..... 8

3 Job Description for Each Position 8

3.1 The Center Director/Administrator 8

3.1.1 General Position Description..... 8

3.1.2 Position Reports To 8

3.1.3 Key Responsibilities 8

3.1.4 Additional Knowledge, Skills and Experience Required 9

3.1.5 Educational Requirements 9

3.1.6 Physical Requirements..... 9

3.1.7 Employment Type 9

3.2 Center Co-Administrator..... 9

3.2.1 General Position Description..... 9

3.2.2 Position Reports To 10

3.2.3 Key Responsibilities 10

3.2.4 Additional Knowledge, Skills and Experience Required 11

3.2.5 Educational Requirements 11

3.2.6 Physical Requirements..... 11

3.2.7 Employment Type 11

3.3 Curriculum Manager 12

3.3.1 General Position Description..... 12

3.3.2 Position Reports To 12

3.3.3 Key Responsibilities 12

3.3.4 Additional Knowledge, Skills and Experience Required 12

3.3.5 Educational Requirements 12

3.3.6	Physical Requirements.....	12
3.3.7	Employment Type	12
3.4	Lead Teacher.....	13
3.4.1	General Position Description.....	13
3.4.2	Position Reports To	13
3.4.3	Key Responsibilities	13
3.4.4	Additional Knowledge, Skills and Experience Required	13
3.4.5	Educational Requirements	14
3.4.6	Physical Requirements.....	14
3.4.7	Employment Type	14
3.5	Teacher Assistant	14
3.5.1	General Position Description.....	14
3.5.2	Position Reports To	14
3.5.3	Key Responsibilities	14
3.5.4	Additional Knowledge, Skills and Experience Required	14
3.5.5	Educational Requirements	15
3.5.6	Physical Requirements.....	15
3.5.7	Employment Type	15
3.6	Food Service Coordinator	15
3.6.1	General Position Description.....	15
3.6.2	Position Reports To	15
3.6.3	Key Responsibilities	15
3.6.4	Additional Knowledge, Skills and Experience Required	15
3.6.5	Educational Requirements	15
3.6.6	Physical Requirements.....	15
3.6.7	Employment Type	15
3.7	Transportation Manager/Driver	16
3.7.1	General Position Description.....	16
3.7.2	Position Reports To	16
3.7.3	Key Responsibilities	16
3.7.4	Additional Knowledge, Skills and Experience Required	16
3.7.5	Educational Requirements	16
3.7.6	Physical Requirements.....	16

3.7.7	Employment Type	16
3.8	Maintenance Worker	16
3.8.1	General Position Description	16
3.8.2	Position Reports To	16
3.8.3	Key Responsibilities	17
3.8.4	Additional Knowledge, Skills and Experience Required	17
3.8.5	Educational Requirements	17
3.8.6	Physical Requirements.....	17
3.8.7	Employment Type	17
4	Minimum Qualifications for Each Position, Including Reference Checks.....	17
4.1	Staff Record	17
4.2	Employment Eligibility Verification	17
4.3	Criminal Background Check.....	17
4.4	Physical Examination Report (State Mandatory Form).....	18
4.5	The Registry Certificate	18
4.6	Change in Personnel Records	18
5	Health and Medical Requirements.....	19
6	Requirements and Provisions for In-Service Training	19
6.1	Continuing Education	20
6.2	Tuition Reimbursement Policy	20
6.2.1	Tuition Reimbursement — Default Policy	21
6.3	Staff Meetings and Training	21
7	Provisions for Leave, Time, and Other Absences	21
7.1	Approval Process	21
7.2	Recording Time Worked.....	22
7.3	Overtime.....	22
7.4	Absenteeism and Tardiness.....	22
7.5	Meals.....	23
7.6	Break Periods	23
7.7	Scheduled Hours	23
7.8	Pay Periods.....	23
7.9	Wage/Salary Structure	24
8	Procedures for On-going Supervision and Regular Evaluation of Work Performance.....	24

9 Resignation and Termination Policy 25

9.1 Disciplinary Procedure and Termination Policy 25

9.2 Employment Resignation 25

1 Executive Summary

Unimaginable Heights Learning Center, LLC is a progressive educational facility located at 217 Cedar Creek Road in Fayetteville, North Carolina in the county of Cumberland. Unimaginable Heights Learning Center, LLC's primary focus will be the health, safety, and the social, emotional, physical, and intellectual advancement of all children. The educators at Unimaginable Heights Learning Center view embracing of cultural diversity as one of the key components in Unimaginable Heights Learning Center's Developmental Plan for our children and family's success in society. We believe that every child has untapped potential regardless of their place of residence and the educators at Unimaginable Heights Learning Center will provide the social, emotional, physical, and intellectual tools to aid each child to reach their potential. A second key component leading to our children success is aiding children and their families with financial assistance by making available to them Community, Local, and State resources which we believe will lead them on a path toward personal financial stability and becoming successful contributors economically in society. The third key component is providing and implementing educational tools that will challenge the minds of our children. The educators at Unimaginable Heights Learning Center will implement the teachings of great educators such as the great educator and visionary W.E.B. DuBois who viewed education and work as the levers to uplift a people and education must not simply teach work, it must also teach life. We will teach STEM education to prepare our children to be effective in the 21st century and beyond. We at Unimaginable Heights Learning Center believe that every child has exceptional abilities regardless of their social or economic backgrounds and we are here to support every child and their family in nurturing those exceptional abilities in Reaching UnImaginable Heights.

2 Administrative Policies and Procedures

The Administrator/Program Director and the Board of Directors of Unimaginable Heights Learning Center have set forth various policies and procedures. Copies of these documents will be given to you with this Employee Manual. Children and parent policies and procedures shall be reviewed by reviewing the Parent Handbook that is given to each parent utilizing the services of Unimaginable Heights Learning Center. These policies and procedures are essential to the safe operation of Unimaginable Heights Learning Center and shall be read carefully and kept for future reference. Unimaginable Heights Learning Center complies with all State Licensing codes.

As a matter of policy, Unimaginable Heights Learning Center does not enter into written or oral contract or agreements guarantying employment or compensation for any period with any individual employees. No employee is authorized to make guaranties of employment or compensation. Employment with Unimaginable Heights Learning Center is at-will: that is, employment may be terminated with or without cause al any time by the employee or by Unimaginable Heights Learning Center. Nothing in the Employee Handbook or any other document or statement shall limit the right to terminate employment at-will. No express or implied agreement to the contrary may be made unless it is made by the authority of the Board of Directors of Unimaginable Heights Learning Center, and only if the Board of Directors does so in a formal written document that is signed by a designated person on behalf of the Board of Directors and the employee.

2.1 Personnel Practices and Policies

2.1.1 Confidentiality

All information concerning employees shall be considered confidential. All information concerning children and/or families available to employees of Unimaginable Heights Learning Center shall be considered confidential. Any breach of the confidentiality of any information is grounds for disciplinary action up to and including termination.

2.1.2 Employment Policies

Unimaginable Heights Learning Center expects all employees to work together in harmony for the good of the families that we serve. This employee handbook is given to you to outline your responsibilities, your benefits, and enhance your employment. Written personnel policies are made available to all center staff upon hire and are available to all staff while at the center.

2.1.3 Employment Practices

Unimaginable Heights Learning Center retains the right to recruit, select, and hire employees and to determine the necessary qualifications for employment. To insure effective employee performance, Unimaginable Heights Learning Center retains the right to promote, to classify, determine the size and composition of the work forces to assign and allocate work, to transfer employees from job to job and from shift to shift, to determine schedules, hours worked, and to effect layoffs or terminations.

Selection of employees will be made according to Administrator's assessment of their ability to provide quality care for the children of Unimaginable Heights Learning Center. These assessments will be made on a basis of ability, skill, experience, character, dependability, and the ability to meet the requirements of the job description. Processes concerning hiring, recruiting, interviewing and selection of potential employees align with appropriate employment law practices.

Unimaginable Heights Learning Center is committed to providing a working environment which treats its employees with courtesy, respect, and dignity. In return, it is expected that employees exercise the same values toward children, parents, other staff members, and management. Unimaginable Heights Learning Center reserves the right to conduct pre-employment investigations of the employee's educational and work experience and to require a physical screening by a licensed health professional.

2.1.4 Hiring Practices

The Administrator will oversee the hiring process, including recruiting, interviewing, and selection of new employees and/or requests for internal position changes.

Current Unimaginable Heights Learning Center employees may apply for positions as they become available. Any current employee who applies for an internal position must submit a written request. In most cases, any position that becomes open at Unimaginable Heights Learning Center will be considered internally prior to possible solicitation from outside- However, in some cases, the Administrator/Program Director and/or Board may determine that it is appropriate to advertise a position simultaneously with the internal posting.

Applicants will receive a wage scales employee handbook (including personnel policies) and information regarding the position-to-hire to assist in their decision to join the Unimaginable Heights Learning Center Team.

New employees will receive an employment packet containing a letter of acceptance, staff record form, background check information, withholding and eligibility forms, staff health report, orientation guides and a job description. The Administrator will provide additional information if necessary to assist the employee with successful training experience that may include, but not limited to a training schedule, appointed trainer, evaluations and feedback.

2.1.5 Equal Opportunity Employment

Unimaginable Heights Learning Center Childcare & Preschool is an Equal Opportunity Employer. Its employment practices are intended to be consistent with both State of North Carolina and Federal laws concerning discrimination. Unimaginable Heights Learning Center is committed. Employees shall be aware that Unimaginable Heights Learning Center may observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to Unimaginable Heights Learning Center its employees, or customers.

- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.
- Employees are not to publish, post or release any information that is considered confidential or not public.
- If employees encounter a situation while using social media that threaten to become antagonistic, employees should disengage from the dialogue in a polite manner and seek the advice of a supervisor.
- Social media use shouldn't interfere with employee's responsibilities at work. Unimaginable Heights Learning Center computer systems are to be used for business purposes only.

Subject to applicable law, after-hours online activity that violates the Unimaginable Heights Learning Center Code of Conduct or any other company policy may subject an employee to disciplinary

3 Job Description for Each Position

3.1 The Center Director/Administrator

3.1.1 General Position Description

The Center Director is responsible for ensuring the health, safety, and quality of education, for all children within the center's care. The Center Director is directly accountable for overall operational management in accordance with well-established guidelines, including curriculum development, staff and facilities management, legal and budgetary considerations, and long-range planning. The Center Director ensures that the needs of the students and the goals of the center are met appropriately.

3.1.2 Position Reports To

This is a corporate level position and reports directly to the SmithHiTek Society Corporation's President and CEO.

3.1.3 Key Responsibilities

- Establish quality vision for the center. Manage adherence to quality standards in accordance with the vision and with state and local requirements. Maintain quality effectiveness measurements.
- Develop general educational curriculum; collaborate with staff to develop positive learning activities; manage adherence to state and local regulations.
- Maintain student records in accordance with established enrollment procedures and guidelines.

- Maintain communications with parents of current and prospective students through direct conversation, newsletters, and parent handbook; implement community outreach activities to maintain and promote positive community relationships.
- Approve menus and food purchases.
- Maintain positive relationships with regulatory agencies; ensure legal and financial compliance.
- Oversee all office functions including payroll, accounts payable and receivable, tuition billing and payment, human resources and personnel management (staff supervision) and purchasing.
- Resolve conflicts (including corrective action when necessary) to ensure a positive experience for everyone.
- Manage budget planning and review.
- Establish illness and emergency procedures; ensure staff is trained appropriately.
- Implement strategic plan and goals in keeping with mission of program.
- Maintain personal professional development plan to ensure continuous quality improvement.

3.1.4 Additional Knowledge, Skills and Experience Required

- Minimum of 3 years of supervisory experience.
- 5 years of direct professional experience in an early childhood setting.
- High energy.
- Strong oral and written communications skills; technology skills.
- Ability to work well with others (staff, children, and parents) and to foster a team environment.
- A strong understanding of child development.
- Strong finance and budgeting skills.
- Excellent leadership, organizational, and interpersonal skills.
- Infant/child CPR and First Aid certification.
- Must clear full background check.
- Must pass health screening.

3.1.5 Educational Requirements

- Bachelor's Degree or master's degree in early childhood education or related field of study with a minimum of 30 credits in ECE.

3.1.6 Physical Requirements

This position requires the ability to lift at least 35 lbs.

3.1.7 Employment Type

This position is permanent full-time employment.

3.2 Center Co-Administrator

3.2.1 General Position Description

A conscientious administrator has a comprehensive system and method of assigning and monitoring staffing patterns to ensure that all children are properly always supervised. The foundations of diligent supervision are a carefully prepared plan and a well-trained staff that understands and executes the plan. Staff/child ratios need to be monitored hourly to underscore the importance of supervisory ratios and procedures and ensure the plan is being

followed. Supervisors should give consistent and regular direction and feedback to staff regarding supervision of children. Performance of supervisory procedures (good or lacking) should be documented for each staff member. Even the best laid plans go awry sometimes – staff become ill or need to leave early, equipment breaks, or weather prevents outdoor play. In these unplanned circumstances, supervisory procedures remain critically important. Therefore, contingency plans should be built into the plan too.

Daily the administrator who oversees the staff schedule should consider the following for scheduling:

Opening/closing the center:

- sufficient staff/supervisor present to open and close
- staff required to see photo IDs to ensure safety during pickup time

Staff/child ratios are met throughout the day:

- sufficient staff to ensure that children are with a primary caregiver
- designated ratios are met in each classroom based on age level of children
- staffing rations during naptime are adhered to
- appropriate staffing when young children are eating or being fed
- sufficient staff for walks in the neighborhood/community
- sufficient staff to cover staff breaks and lunches
- sufficient staff during planning time for teachers
- sufficient staff during planned emergency drills

Replacement or additional staff scheduled for:

- staff who are on sick leave or have planned appointments
- staff who are on vacation, personal days, jury duty, professional development events, etc.
- field trips, parent conferences, special events such as: picture day
- orientation of new staff who cannot be left alone with children

Contingency Plans and established practices for supervision of children:

In high-risk spaces:

- parking lot
- rest rooms
- indoor gross motor play spaces especially with high-risk equipment such as large climbers
- outdoor play spaces especially with high-risk equipment: climbers, swings, slides, rock climbing walls, etc.

In high-risk times:

- during transitions to new classrooms
- when staff calls out sick or leave early
- when a child is injured or becomes sick

3.2.2 Position Reports To

This position reports to the Center Director/Administrator

3.2.3 Key Responsibilities

- Establish quality vision for the center. Manage adherence to quality standards in accordance with the vision and with state and local requirements. Maintain quality effectiveness measurements.

- Develop general educational curriculum; collaborate with staff to develop positive learning activities; manage adherence to state and local regulations.
- Maintain student records in accordance with established enrollment procedures and guidelines.
- Maintain communications with parents of current and prospective students through direct conversation, newsletters, and parent handbook; implement community outreach activities to maintain and promote positive community relationships.
- Approve menus and food purchases.
- Maintain positive relationships with regulatory agencies; ensure legal and financial compliance.
- Oversee all office functions including payroll, accounts payable and receivable, tuition billing and payment, human resources and personnel management (staff supervision) and purchasing.
- Resolve conflicts (including corrective action when necessary) to ensure a positive experience for everyone.
- Manage budget planning and review.
- Establish illness and emergency procedures; ensure staff is trained appropriately.
- Implement strategic plan and goals in keeping with mission of program.
- Maintain personal professional development plan to ensure continuous quality improvement.

3.2.4 Additional Knowledge, Skills and Experience Required

- Minimum of 3 years of supervisory experience.
- 5 years of direct professional experience in an early childhood setting.
- High energy.
- Strong oral and written communications skills; technology skills.
- Ability to work well with others (staff, children, and parents) and to foster a team environment.
- A strong understanding of child development.
- Strong finance and budgeting skills.
- Excellent leadership, organizational, and interpersonal skills.
- Infant/child CPR and First Aid certification.
- Must clear full background check.
- Must pass health screening.

3.2.5 Educational Requirements

- Bachelor's Degree or master's degree in early childhood education or related field of study with a minimum of 30 credits in ECE.

3.2.6 Physical Requirements

This position requires the ability to lift at least 35 lbs.

3.2.7 Employment Type

This is a full-time, permanent position.

3.3 Curriculum Manager

3.3.1 General Position Description

The Curriculum Manager is responsible for developing a quality education curriculum that supports the learning goals of the center. The Curriculum Manager coordinates ordering of supplies and materials to conduct the lessons. The Curriculum Manager works with the Teachers to ensure that they are prepared to deliver the lesson plans and that the lesson plans meet the curriculum guidelines. S/he oversees professional development plan for the center and individual teachers. S/he also manages the quality improvement activities including accreditation self-study.

3.3.2 Position Reports To

This position reports to the Center Direct

3.3.3 Key Responsibilities

- Develop curriculum that meets the learning goals of the center and supports cognitive development of the children.
- Work with Teachers to develop lesson plans that support curriculum; ensure they have access to appropriate materials.
- Review Teacher notes and comments and make suggestions for improvement.
- Collaborate with Teachers to prepare means of sharing curriculum with parents.
- Identify educational opportunities to further develop skills of center staff.
- Stay abreast of new developments in early learning curricula; introduce curricula improvements.
- Follow all center policies and state regulations.
- Maintain personal professional development plan to ensure continuous quality improvement.

3.3.4 Additional Knowledge, Skills and Experience Required

- Minimum of 3 years of experience in early childhood setting; significant curriculum development.
- Strong understanding of child development.
- Ability to work well with others and to foster a team environment.
- Strong oral and written communication skills.
- Excellent organizational and interpersonal skills.
- Must clear full background check.
- Must pass health screening.

3.3.5 Educational Requirements

- Bachelor's Degree in early childhood education or related field of study.
- Master's Degree preferred.

3.3.6 Physical Requirements

This position requires the ability to lift at least 35 lbs.

3.3.7 Employment Type

This is cab be a full-time, part-time, permanent, or temporary position.

3.4 Lead Teacher

3.4.1 General Position Description

The Classroom Teacher is responsible for developing a cohesive teaching team, coordinating the curriculum, and managing the day-to-day operational activities of the classroom. Teachers must understand children's cognitive, social, emotional and physical development in order to ensure a safe and stimulating classroom environment where children are actively engaged and encouraged to succeed. The teacher must be skilled in communicating with both children and adults in order to meet the needs of the children, effectively guide teacher assistants, and resolve parental concerns.

3.4.2 Position Reports To

This Position Reports to Center Director/Administrator and Center Co-Director/Co-Administrator

3.4.3 Key Responsibilities

- Coordinate and implement educational curriculum by developing classroom activities based on developmentally appropriate practices and early learning standards.
- Lead by example; encourage teaching team success through modeling and coaching
- Plan individual and group age-appropriate activities to actively engage children and encourage social, cognitive and emotional growth.
- Maintain frequent communications with parents through informal discussions, progress reports, and parent-teacher conferences.
- Ensure all Center policies and State regulations are met.
- Ensure a healthy classroom environment – including maintaining appropriate hygiene and cleanliness standards and safety and security of the children.
- Supervise Teacher Assistants and Classroom Volunteers to ensure they are following planned activities, hygiene and safety standards.
- Maintain accurate records, forms and files.
- Maintain personal professional development plan to ensure continuous quality improvement.

3.4.4 Additional Knowledge, Skills and Experience Required

- Minimum of 1 year of professional child care experience.
- Strong oral and written communication skills and basic computer skills.
- High energy and the ability to work well with others (staff, children, and parents) and to foster a team environment.
- A strong understanding of child development
- Ability to work well with others (staff, children, and parents) and to foster a team environment.
- A strong understanding of child development.
- **MUST HAVE CURRENT CHILD CPR/FIRST AID CERTIFICATION, NEGATIVE TUBERCULOUS SCREENING, HEALTH SCREENING, MUST CLEAR A FULL BACKGROUND CHECK**
- Excellent leadership, organizational, and interpersonal skills.

3.4.5 Educational Requirements

- Minimum EDU-119 or working toward EDU-119 (preferably possess at time of hire), NC Child Care Credential, and willingness to continue formal Early Childhood Education classes working towards a Associate Degree in Early Childhood Education or a CDA or a related field of study with EDU-119.

3.4.6 Physical Requirements

- Requirements include the ability to take frequent walks, use hands and fingers, handle objects, tools or controls, talk to and hear voices at many levels. May also be required to kneel, bend, squat or crawl.
- A specific vision ability will be required including the ability to see up close and up to a certain distance, to see colors, have peripheral vision and depth perception.

3.4.7 Employment Type

This is a full-time, permanent position.

3.5 Teacher Assistant

3.5.1 General Position Description

The Teacher Assistant supports the Teachers and the Director(s) by helping to create a caring and safe environment for the children and assisting in activities to improve the overall care and quality of education. S/he must be able to communicate, listen and work well with others in a team environment. Assisting the staff in implementing a quality educational program and in developing positive relationships with the children and their parents, the Teacher Assistant observes and documents children's interest and progress, and relays that information back to parents and staff. Teacher Assistant are responsible for implementing developmentally appropriate activities based on children's interests and needs under the direction of the Teacher and the Director(s).

3.5.2 Position Reports To

This position reports to the Classroom Lead Teacher

3.5.3 Key Responsibilities

- Assist in the implementation of curricula activities and encourage participation by children.
- Actively engage in activities; manage cleanliness, maintenance, and availability of classroom materials.
- Maintain frequent communications with parents through informal discussions and progress reports.
- Encourage self-help and good hygiene through behavior modeling.
- Help ensure smooth, daily transition from home to child care center.
- Follow all center policies and state regulations.
- Maintain personal professional development plan to ensure continuous quality improvement.

3.5.4 Additional Knowledge, Skills and Experience Required

- Minimum of 1 year of professional child care experience.
- High energy.
- Ability to work well with others.
- Strong oral and written communication skills and basic computer skills.
- An understanding of child development.
- Excellent leadership, organizational, and interpersonal skills.
- Infant/child CPR and First Aid certification.

- Must clear full background check and must pass health screening.

3.5.5 Educational Requirements

- High School Diploma or GED, and significant college credit in early childhood education(EDU-119), a related field of study with EDU-119 or a CDA or 6 hours of ECE credit preferred.

3.5.6 Physical Requirements

- Requirements include the ability to take frequent walks, use hands and fingers, handle objects, tools or controls, talk to and hear voices at many levels. May also be required to kneel, bend, squat or crawl.
- A specific vision ability will be required including the ability to see up close and up to a certain distance, to see colors, have peripheral vision and depth perception.

3.5.7 Employment Type

This position supports full-time, part-time, temporary, and volunteer employment.

3.6 Food Service Coordinator

3.6.1 General Position Description

The Food Service Coordinator supervises food preparation and serves meals and snacks to center children and staff. The Food Service Coordinator is responsible for maintenance, cleanliness, inventory, and safety of kitchen.

3.6.2 Position Reports To

This position reports to the Center Director/Administrator

3.6.3 Key Responsibilities

- Plan menus in accordance with nutritional guidelines and food restrictions.
- Prepare, cook, and deliver meals.
- Maintain hygiene and safety of kitchen in according with state licensing requirements.
- Order food and related supplies to ensure a well-stocked kitchen.
- Follow all center policies and state regulations.
- Maintain personal professional development plan to ensure continuous quality improvement.

3.6.4 Additional Knowledge, Skills and Experience Required

- 1 – 2 years of professional experience in food service; preferably in childcare or institutional setting.
- Basic math skills for measuring and portioning.
- Infant/child CPR and First Aid certification.
- Must clear full background check.
- Must pass health screening.

3.6.5 Educational Requirements

High School Diploma or GED, related field, or equivalent work experience.

3.6.6 Physical Requirements

- Ability to lift 30 lbs.
- Stand for long periods of time.
- Move as the position requires.

3.6.7 Employment Type

This position offers full-time, permanent, temporary, and volunteer employment.

3.7 Transportation Manager/Driver

3.7.1 General Position Description

The Driver is responsible for safely transporting students and staff to or from school, activities or programs as approved by the Center Director, responsible for maintenance, cleanliness and safety of vehicle.

3.7.2 Position Reports To

This position reports to the Center Director/Administrator.

3.7.3 Key Responsibilities

- Safely operate center transportation in accordance with state and center rules and regulations.
- Ensure safety of children within Driver's direct care.
- Maintain order and discipline during transport.
- Communicate with parents, students, and staff in a courteous and respectful manner; respond accordingly to needs.
- Responsible for maintenance and upkeep of center vehicle including cleaning of vehicle and transporting vehicle for servicing as needed.
- Follow all center policies and state regulations.
- Maintain personal professional development plan to ensure continuous quality improvement.

3.7.4 Additional Knowledge, Skills and Experience Required

- Responsible, mature and safety conscious.
- Must be at least 21 years old.
- Clean driving record.
- Able to react quickly to emergency situations.
- Must clear full background check.
- Must pass health screening.

3.7.5 Educational Requirements

- High School Diploma or GED.

3.7.6 Physical Requirements

- Able to lift up to 75 pounds.
- Move, stand and bend as the position requires.

3.7.7 Employment Type

This position support full-time, part-time, temporary, and volunteer employment.

3.8 Maintenance Worker

3.8.1 General Position Description

The Maintenance Worker is responsible for general maintenance and repair of all center buildings and equipment. Maintains the internal and external grounds, performs scheduled maintenance on mechanical equipment, and maintains records of maintenance procedures.

3.8.2 Position Reports To

This position reports to the Center Director/Administrator.

3.8.3 Key Responsibilities

- Ensure upkeep of center buildings and equipment.
- Basic maintenance of plumbing, electrical, carpentry or grounds.
- Internal custodial duties; maintain overall cleanliness of building.
- Outside custodial duties such as mowing, and snow removal as needed.
- Manage outside contracts and vendors.

Occasional off-site errands.

- Follow all center policies and state regulations.
- Maintain personal professional development plan to ensure continuous quality improvement.

3.8.4 Additional Knowledge, Skills and Experience Required

- 1 to 3 years of related experience in a similar position required.
- Responsible, mature and safety conscious.
- Able to meet the physical demands of the position.
- Clean driving record.
- Must clear full background check.
- Must pass health screening.

3.8.5 Educational Requirements

- High School Diploma or GED.

3.8.6 Physical Requirements

Ability to lift at least 75 pounds.

3.8.7 Employment Type

This position offers full-time, permanent, temporary, and volunteer employment.

4 Minimum Qualifications for Each Position, Including Reference Checks

4.1 Staff Record

The employee's name, address, date of birth, education, position, previous work experience in childcare including reason for leaving previous positions, and the name, address, and telephone numbers of persons to be notified in an emergency.

4.2 Employment Eligibility Verification

Federal law mandates all persons hired must be able to verify their eligibility for employment in the United States. Section I of the Employment Eligibility form must be completed by the employee and the manager within 72 hours (3 days) of date of hire.

4.3 Criminal Background Check

Completed prior to the employee's first day of employment and annually thereafter, that does not reveal any information which may preclude the person's employment. A complete caregiver background check including the results of any subsequent investigation related to information obtained as part of the background check within 60 days of employment. Staff must be always supervised until a background check is completed.

Fingerprint checks are required by State Licensing for all childcare employees and will be completed in accordance to the law. Childcare workers must obtain a one-time fingerprint background check through Fieldprint® and/or submit evidence that they have already completed the process. Instructions are included in the Employment Packet for new hires.

4.4 Physical Examination Report (State Mandatory Form)

All employees must have a physical examination six months prior to beginning work or within 30 days of hire. The examination must include a test for tuberculosis.

The report dated and signed by a licensed health professional, shall be on file in the center and certify that:

- 1) The person is free from illness detrimental to children, including TB.
- 2) The person is physically able to work with young children.

4.5 The Registry Certificate

Documenting that the person has met the educational qualifications for the position if the person has worked as a teacher, director, or administrator at the center for at least 3 months. A copy of an educator's license issued by the department of public instruction as a teacher may substitute for a certificate from The Registry. For persons not required to have a Registry certificate including assistant teachers and a teacher, center director or administrator who has not worked for the center for more than 3 months, documentation of the person's educational qualifications shall be on file.

4.6 Change in Personnel Records

It is important that you report in writing to the Administrator/Program Director any change in the information that was originally given on your application, such as change of address, telephone number, marital status, change in number of dependents, etc.

Employees must notify the Administrator/Program Director immediately. Pending charges, investigations, findings, etc. must be reported to DCF by the Department's next business day. Notification is required when any of the following occur:

- o The person has been convicted of any crime.
- o The person has been or is being investigated by any governmental agency for any other act, offense, or omission, including an investigation related to the abuse or neglect, or threat of abuse or neglect, to a child or other client, or an investigation related to misappropriation of a client's property.
- o The person has a governmental finding substantiated against them of abuse or neglect of a client or of misappropriation of a client's property.
- o In the case of a position for which the person must be credentialed by the department of regulations and licensing, the person has been denied a license, or the person's license has been restricted or otherwise limited.

5 Health and Medical Requirements

Any employee exhibiting evidence of an infectious disease (rash, fever, etc.) will, at the discretion of the Administrator/Program Director, be required to submit to medical evaluation to determine if a communicable disease condition exists which threatens the health or well-being of the children or other staff. The affected employee will be required to furnish a statement from a licensed health professional attesting to freedom from a communicable disease before being allowed to return to work.

6 Requirements and Provisions for In-Service Training

Probationary and In-Service Period: The orientation period provides the Unimaginable Heights Learning Center a period to evaluate the qualifications of a new employee during the first three months of service. New Staff will be given a tour of the facility and introduced to key personnel. New staff will be assisted with meeting children, families, and coworkers during the orientation period.

A complete orientation to policies, procedures, childcare, and safety will be provided for you during your first three months of employment. The orientation for new staff will include observations in the classroom and meeting families and coworkers prior to assuming responsibilities. The employee will be required to complete the "new hire" packet of forms before the first day of employment. These forms will be kept in the employee's personnel file. You will be offered certification in CPR/AED/First Aid, Shaken Baby Syndrome, Sudden Infant Death Syndrome, and Child Abuse and Neglect Training through Unimaginable Heights Learning Center. These classes are a mandatory requirement for the job. You may choose to obtain this training at your expense outside Unimaginable Heights Learning Center's training,

Orientation of new staff to be completed within one week of working with children includes:

1. Review of the licensing administrative code
2. Policies included in Unimaginable Heights Learning Center Parent Handbook and Employee Handbook.
3. Review of contingency plans including fire and tornado evacuation plans and the operation of fire extinguishers
4. First aid procedures
5. Job responsibilities in relation to the job description
6. Training in the recognition of childhood illnesses and infectious disease control including hand washing procedures and universal precautions for handling bodily fluids
7. Schedule of activities of center
8. Review of child abuse and neglect laws and reporting procedures
9. The procedures for ensuring that all childcare workers know the children always assigned to their care and their whereabouts including during center-provided transportation
10. Child management techniques
11. Procedure for sharing information related to a child's special health care needs including any physical, emotional, social, or cognitive disabilities with any childcare worker who may be assigned to care for that child
12. Review of procedures to reduce the risk of Sudden Infant Death Syndrome (SIDS) & Shaken Baby Syndrome (SBS) prior to employee's first day of work

13. The procedure to contact a parent if a child is absent from the center without prior notification from the parent
14. Information on any special needs a child enrolled in the center may have and the plan for how those needs will be met

The Licensing Orientation Checklist Form will be signed and dated upon completion of the orientation and placed in the personnel file. Staff will be given a copy of the Employee (Personnel Policy) and Parent Handbooks during orientation. Training staff will be appointed to new staff to provide guidance and feedback during their first 90 days of employment.

In the event of a lengthy absence of a regular staff member from the center, a substitute staff will be assigned from within the center and will have met the requirements of a regular staff.

6.1 Continuing Education

All teachers are certified or in process of certification in Early Childhood Education and are highly qualified individuals. They are required to be certified in CPR and First Aid. Staff will receive training in Sudden Infant Death Syndrome (SIDS), Shaken Baby Syndrome (SBS) and Child Abuse/Neglect (CAN). All Unimaginable Heights Learning Center staff are also required to obtain 25 hours annually of continuing education through classes, seminars, workshops, conferences, and other related early childhood events. Monthly staff meetings are mandatory. The teachers strive to create a warm, fun-loving atmosphere for each child enrolled at Unimaginable Heights Learning Center.

Continuing education hours which are obtained through credit courses resulting in transcripts may be used to meet the continuing education requirement during the year in which the hours are earned and for the two years following the year.

Unimaginable Heights Learning Center may provide continuing education hours during the mandatory monthly staff meetings. New staff are required to obtain an equivalent of approximately 2 hours per each month of employment in their first year of employment.

6.2 Tuition Reimbursement Policy

The TEACH Scholarship program provides eligible employees with the opportunity to obtain, maintain, or improve job-related or career-related capabilities through participation in academic courses of study at North Carolina accredited colleges and universities. Employees must provide a copy of their receipts and final grades each semester. Successful completion requires a grade of "C" or above. Unimaginable Heights Learning Center reserves the right to accept/reject the scholarship model. Employees who receive a TEACH Scholarship will be required to work for Unimaginable Heights Learning Center for two years after their completed course.

The Unimaginable Heights Learning Center tuition reimbursement program covers the cost of tuition only. Employees enrolled in an approved program will be reimbursed ¹/₂ the cost paid by the employee for tuition up to \$1,000 per calendar year in tuition reimbursement. An employee may receive up to a \$8,000 lifetime maximum of tuition reimbursement. The request for tuition reimbursement must be submitted to the Administrator/Program Director prior to the class starting. Reimbursement will occur after successful completion of the course. Employees must provide a copy of their receipt and final grades. Successful completion requires a grade of "C" or above.

6.2.1 Tuition Reimbursement — Default Policy

Employees who do not work the minimum two-year requirement upon reimbursement will be responsible for repayment to Unimaginable Heights Learning Center. Repayment will be subject to interest at 12% APR. Interest is calculated from the date

participation in an educational program ceases or employment is terminated, the repayment will begin immediately and or is subject to collections.

6.3 Staff Meetings and Training

Staff meetings and training will be provided by Unimaginable Heights Learning Center. All employees are required to attend. Staff meetings and training may be held within the facility or at another location and will be paid time. Attendance at such sessions is seen as an important avenue for staff development and is mandatory unless excused for good cause by the Administrator Program Director.

Additional time may be added at the discretion of the Administrator/Program Director. Any such additional time and/or training hours will be compensated at \$8.00/hour or minimum wage whichever is greater. Staff who miss training, and do not make up the missed time, will be subject to termination. All trainings must be pre-approved by the Administrator/Program Director.

7 Provisions for Leave, Time, and Other Absences

All time off for vacations, holidays, and sick days are accumulated into one paid time off account, Employees must complete training requirements and have worked for a minimum of 6 months. PTO Accrual will be calculated on Full or Part Time Equivalency.

Registry Level	Years of Service	Max Accrual / Year	Max Accumulated
1-11	n/a	40 hours (5 days)	80 hours
12+	1 -4	40 hours (5 days)	80 hours
12+		80 hours (10 days)	120 hours
12+	7+	120 hours (15 days)	160 hours

7.1 Approval Process

All scheduled paid time off must be approved with the Administrator prior to being taken. The Administrator reserves the right to deny requested PTO when deemed necessary for operational purposes such as scheduling or training. Approved PTO is contingent on available PTO hours and approval may be subject to change. Payment PTO hours will be paid at 100% of the employee's base pay rate and will be paid on the regularly scheduled payday.

Employees should utilize their PTO in a minimum of four-hour increments. If an employee is not at work on a regularly scheduled day, they must use a full day increment of PTO. PTO must be used before taking time without pay.

Upon termination of employment or change in employment status to an ineligible benefit status, employees will receive any unused accrued PTO on the pay period following the pay period in which their last day of work occurred unless appropriate notice was not given (See Employee Resignation Policy) or termination was for misconduct. If appropriate notice is not given as defined or the employee is terminated for gross misconduct, the employee will forfeit the accrued PTO.

7.2 Recording Time Worked

Employees are required to record their hours each workday on timecards and use the time clock to record your time-in and time-out. Your work hours shall be reflective of your scheduled hours and overtime must be preapproved. The employee will calculate his/her time to the nearest quarter hour and must be written in decimal or fraction format (do not use time, for example 8:45 shall be written as 8 % or 8.75). Timecards are reviewed by the Administrator. Any mistakes noted on the timecard, payroll or other items related to pay shall be immediately brought to the attention of the Administrator/Program Director,

Copies of the W-4 forms and Employment Eligibility forms will be kept in the personnel files. It is the employee's responsibility to update W-4 forms as needed. Any employee who falsifies payroll records in any manner will be subject to disciplinary action up to and including termination.

Staff are expected to always maintain appropriate staff-to-child-ratios, this would justify working before or after scheduled hours.

7.3 Overtime

Unimaginable Heights Learning Center pays overtime in accordance with the provisions of the Fair Labor Standards Act. All overtime must be approved by the Administrator/Program Director in advance and the Administrator/Program Director must initial your time sheet to signify approval. Approved over time hours are paid at one and one half your regular hourly rate for all hours worked more than 40 hours during a single week. Vacation and sick days are not counted toward overtime hours.

7.4 Absenteeism and Tardiness

Unimaginable Heights Learning Center values stability and consistency of quality childcare services provided by our employees, which relies on staff adhering to their scheduled hours. Unimaginable Heights Learning Center requires regular attendance by all employees. All time off must be approved by the Administrator/Program Director. Unscheduled time off shall be used only in cases of illness and emergency. We hold employees accountable for non-scheduled absences while at the same time remain sensitive to family, medical, and personal emergencies. Excessive unscheduled absences will result in disciplinary action up to and including termination.

Employees who are unable to work a shift because of illness should notify the Administrator/Program Director at least two hours before starting time, if the employee is unable to report to work. Employees that are going to be late for work must inform the Administrator/Program Director as soon as possible. If the Administrator/Program Director is not immediately available, the employee should leave a message and a number where she/he can be reached. When the Administrator/Program Director is unavailable, the employee must arrange for coverage of the shift or shifts being missed.

Employees will receive a notice indicating that you are late according to scheduled hours. Exceptions may be granted due to actions beyond the employee's control such as inclement weather or an emergency. Three (3) late

notices will result in a one-day suspension without pay. Three (3) suspensions due to lateness will result in termination. Employees that adhere to scheduled hours for six months without an infraction have the

12

opportunity to remove prior late occurrence action from their record via documentation (it will not be stricken from their file).

If an employee is off of work because of illness for more than three days, the employee may be requested to bring in a release from a health care professional certifying that the employee is able to return to work. Two consecutive days of unauthorized or unreported absence is considered a quit by the employee.

7.5 Meals

Staff will eat Unimaginable Heights Learning Center prepared meals with a group of children when working during breakfast, lunch, or snack. Mealtimes are considered a teachable time and staff are expected to sit, assist and participate in an appropriate manner. Dietary restrictions/substitutions will be taken into consideration as per physician's recommendations and upon preauthorization from administration.

Food from outside sources is allowed only during employee break times and must be taken in the employee break lounge. Considerations must be given to all children and all allergy situations. Unimaginable Heights Learning Center meals will be provided at no charge as a benefit to the employees.

7.6 Break Periods

A break period is a privilege, not a right. It is intended to provide a brief break in the scheduled workday. The break is a non-productive paid time and shall be limited to 15 minutes for every four hours worked. If essential to provide service or meeting licensing requirements, the Administrator/Program Director may withdraw the break. Employees should not leave the premises during their break.

7.7 Scheduled Hours

Schedules will be made in accordance with meeting licensing requirements in the room. When child ratios decrease, staff will end shift. We will not hire employees to work specific days; they should expect to work the days assigned by the Administrator/Program Director as needed. Employees may be hired for a specific room, however, they shall be aware that they will be trained for more than one room and will be expected to work in other rooms as needed.

Work schedules will be done weekly and will be posted before the beginning of the week. Employees are expected to work the hours assigned. Personal and vacation requests must be submitted the Monday prior to schedule being posted. Hour of work shifts may be adjusted periodically in response to enrollment changes and/or to meet mandated staff/child ratios-

7.8 Pay Periods

The pay periods for employees of Unimaginable Heights Learning Center consist of fourteen (14) consecutive calendar days. Paychecks will be completed by the Administrator/Program Director for distribution to employees on the Friday following the end of the pay period. Deductions will be made for state and federal income taxes, Social Security and Medicare. Any other deductions must be approved by the Administrator/Program Director.

7.9 Wage/Salary Structure

Starting salary for all employees will be based upon education level as determined by your Registry Level Movement within the salary structure will be determined based on years of service, Registry Level, Job Title, and maintaining acceptable performance standards to be determined by successful completion of the Annual Employee Merit Review. See the current wage guideline/merit review. All center staff will have access to a written wage guideline at time of hire and upon request.

To provide fair and equitable compensation, Unimaginable Heights Learning Center has established a formal wage and salary administration program. All adjustments made to the wage and salary administration program are approved by the Board of Directors.

8 Procedures for On-going Supervision and Regular Evaluation of Work Performance

Employees receive their first performance evaluation at the end of a three-month orientation period. Thereafter, your performance and salary will be reviewed once each year using The Unimaginable Heights Learning Center Annual Employee Merit Review tool. Unimaginable Heights Learning Center Goal Planning Worksheet will be reviewed, assessed and updated annually during the Quality Improvement Planning phase in October. Employees will meet with the Administrator to review and sign your Goal Planner and Merit Review, which becomes a permanent part of your personnel file. Unimaginable Heights Learning Center reserves the right to terminate your employment at any time.

The Administrator/Program Director and the Board of Directors of Unimaginable Heights Learning Center will do its best to make employment at the Center good experience. The Management Team will continuously communicate, evaluate, and identify employee unhappiness or dissatisfaction with the work, work conditions, or with management policies proactively. The employees are encouraged as a matter of policy to contact the Center Director/Administrator to discuss the problems and issues. If no satisfactory solution can be reached, the Board President shall be advised of the situation for resolution.

Unimaginable Heights Learning Center Childcare & Preschool recognizes that grievances may arise in the normal course of employment and are fully committed to ensuring that any such issues that arise can be discussed openly and dealt with satisfactorily and promptly. This policy provides a mechanism for you to raise a grievance relating to your employment. This may be about your job, your working conditions, training etc.

All employees are encouraged to raise issues informally in the normal course of their work with their immediate co-workers. This shall be done as issues arise and is normally the most effective way to resolve matters speedily. When a problem or issue arises that cannot be dealt with in this manner, the formal grievance procedure may be invoked.

If you are not happy with the response received through the informal stage or wish to raise a grievance formally in the first instance, you should raise the issue in writing with the administrator/director. This should clearly set out the nature of the grievance and make it clear that the formal grievance procedure is being initiated.

A Conflict Resolution Worksheet and/or an Employee Deficiency Report are available to staff located in the office near the door. A meeting will be arranged with you to discuss the grievance. If necessary, more than one meeting will be held. A decision on the grievance will be confirmed in writing within 10 working days of the grievance

meeting being held. If you are not happy with the outcome after this process, you may appeal the decision in writing to the Board President. The decision at this stage will be final.

All grievances will be dealt with in a confidential manner and no employee will be penalized for raising a grievance in good faith. All meetings and outcomes will be documented, and a copy given to you, A copy will be placed on your personnel file.

9 Resignation and Termination Policy

9.1 Disciplinary Procedure and Termination Policy

When an employee disregards the rules established by Unimaginable Heights Learning Center or conducts herself/himself in a manner which is deemed unacceptable, the first approach (when practical) will be that of guidance. Counseling by the Administrator/Program Director is intended to assist you in correction of your conduct- The Unimaginable Heights Learning Center Board of Director Personnel/Finance Committee will be notified of all disciplinary actions. All matters of disciplinary procedures are done in private.

1. The first infraction will lead to a conversation with the Administrator/Program Director. This will be a verbal warning" that the behavior is not appropriate and corrective action will be necessary. This conversation will be documented on the Employee Disciplinary Action Form and signed by the Administrator/Program Director and employee. The form will be kept in the employee's personnel file.
2. The second infraction will lead to a "written warning" with one-day suspension without pay. The Administrator/Program Director will document the behavior which is in error and the corrective action necessary to prevent further disciplinary action on the Employee Disciplinary Action Form. The form will be signed by the Administrator/Program Director and the employee. A copy will be given to the employee. The original form will be placed in the employee's personnel file.
3. The third infraction will lead to a second written warning and a three-day suspension without pay. The Administrator Program Director will submit in writing a description of the inappropriate behavior and the corrective disciplinary action needed. The Administrator/Program Director and employee will sign the document.
4. The fourth infraction will result in termination. In the ease of termination, notice will be in writing and signed by the Administrator/Program Director and the employee.

These steps are meant to establish consistent guidelines to consider in conjunction with the severity of the offenses and the employee's personnel and performance records when administering discipline. We are not required to go through the entire four step process and discipline may begin or continue at any step depending on the severity of the infraction. The nature and severity of any violation can be of such a degree as determined by management to eliminate all steps and discharge immediately. An employee may be subject to discipline or discharge for any reason, whether set forth in this Handbook. In all cases, determination of appropriate discipline, including discharge, rests solely in the discretion of the employer and will be determined on a case-by-case basis. All steps are documented in writing regardless of the phase of process.

9.2 Employment Resignation

Employees must give a two-week written notice when voluntarily terminating their employment with Unimaginable Heights Learning Center. The two-week period of notice must be a working notice (vacation and personal days will not be used). The two-week notice will begin on the date the Administrator receives the written

notice directly from the employee. If an employee does not give a two-week working notice, all vacation pay will be forfeited.

Employees who voluntarily terminate their employment with Unimaginable Heights Learning Center within the first year of employment will be required to reimburse the center for the training and development costs as outlined in the Pre-employment Agreement signed by new employees. The amount will be deducted from the employee's final paycheck. Any outstanding balance will be the responsibility of the account holder and may be subject to a weekly late fee (see late fee policy) to employing personnel who are qualified to meet the assigned responsibilities in their job positions. It is the intent and desire of Unimaginable Heights Learning Center that equal employment opportunity will be provided in employment, wages, benefits, and all other privileges, terms, and conditions of employment. State and federal EEOC (Equal Employment Opportunity Commission) laws are posted on employee bulletin boards.