



# Staff Practices and Procedures Handbook

October 2022

This handbook is intended to familiarize staff members with current PC Tots policies, procedures, and standards. PC Tots reserves the right to revise its policies, procedures, and standards deemed appropriate by the Program Director and Executive Director. This staff handbook supersedes and replaces any prior employee handbooks and inconsistent verbal or written policy statements. Staff members will be notified of updates to the staff handbook as they occur.





# PC Tots Staff Practices and Procedures Handbook

## Welcome to PC Tots!

PC Tots has earned a reputation as a quality childcare program in Park City. We believe that children are our most important resource and their early childhood experiences are crucial in developing their future. We are successful because of our employees' individual contributions and because our carefully chosen staff members are filled with love and compassion for children. You have been selected to join the PC Tots team because we feel you have the skills, ability, compassion, and commitment needed to help us deliver the most exemplary service available to the families and children in our program.

PC Tots, a non-profit, offers tuition scholarships for the children enrolled in our centers. Scholarships are based on need. PC Tots raises approximately \$700,000.00 a year to provide quality and affordable childcare for the workforce. The fundraising is accomplished as a result of hard work developing relationships with individuals, writing grants, soliciting businesses, and working with government agencies to secure support. We are honored to provide this service for the children in our community!

This handbook will explain many benefits that PC Tots employees enjoy and some of the rules and regulations that enable our organization to run smoothly, keep the children in our programs safe, and meet or exceed the State Childcare Licensing regulations. If you have any questions or need support to help you succeed and grow with us, don't hesitate to contact the Program Director, Center Director, or Executive Director.

## About the Handbook

This handbook summarizes personnel practices and procedures as they apply to all PC Tots personnel. This handbook is not intended as a contract or legal document but provides a working guide for understanding and applying all practices and procedures. It is meant to be helpful to all employees and their supervisors. It is not intended to address all the possible applications of, or exceptions to, the general practices and procedures described. For this reason, if you have any questions concerning PC Tots practices and procedures, you should address your specific questions to your Center Director, Program Director, or Executive Director.

The practices and procedures described in this handbook are subject to amendment as best practices are changed or added. After adoption, information on revisions and changes will be available to employees as soon as possible. This handbook is intended for PC Tots, new, current, or prospective employees only. The information contained in this handbook should be treated as confidential material.

We hope you find great joy in teaching young children and watching them grow.

Welcome to the PC Tots Teaching Team!

## PC Tots Overview

### Mission Statement

PC Tots is a non-profit organization dedicated to providing high-quality, affordable, and safe child development care and education for the workforce and families of Park City and greater Summit County, Utah. Our learning centers focus on early childhood high-quality education, social/emotional development, and multicultural awareness for children six weeks through five years old. PC Tots offers a diverse socioeconomic blend of children leading to rich community-building and social equity from a young age.

## Purpose and Goals

This handbook aims to help you understand PC Tots, practices, procedures, and your role as an early childhood educator, apply developmentally appropriate practices to your classroom, and serve as a personal resource.

Before stepping into a classroom as a full-time teacher, we want you to feel confident in your teaching abilities, secure in handling challenging behavior, and competent with state licensing procedures.

In addition to this handbook, please seek out opportunities to deepen your understanding of child development. The more you understand child development, the more patient you will be with the children at our centers. You will see challenging behaviors as normal expressions for young children and be better prepared to meet them.

As an early childhood educator, you will connect best with your children as you demonstrate patience, empathy, and compassion and are warm and welcoming with all your students. Relationship building is the first step to success in the classroom.

PC Tots strives to provide a quality early childhood education program filled with love and compassion for children. PC Tots is built around the concept that children are born ready to learn. We provide a safe learning environment where working parents can feel comfortable and secure leaving their children, knowing they will be safe and secure and receive excellent care. PC Tots provides opportunities for children to grow and develop through exploration and experimentation with various learning materials and age-appropriate activities, enhancing social-emotional, physical, and intellectual development. We offer an anti-biased curriculum that promotes and embraces cultural diversity.

## Board of Directors

Since our founding in 2015, PC Tots has been guided by a Board of Directors comprised of volunteers. Board members are willing to give their time, talents, and enthusiasm to ensure PC Tots is fiscally sound and maintains the industry's highest standards. The Board is led by the chairperson, selected by the Board to serve a 3-year term. Consecutive terms are permitted. Committees organize the Board: the executive committee, program and policies, fundraising, and finance committees meet independently as needed. Requests to address the Board may be submitted to Andrea Barnes at [abarnes@pctots.org](mailto:abarnes@pctots.org).

## General Information

### Center Contact Information

Executive Director: Sue Banerjee  
Email: [sbanerjee@pctots.org](mailto:sbanerjee@pctots.org)  
Center Phone: (435) 731-8203  
Cell: (202) 549-9522  
Center Address: 1881 Prospector Ave Park City, UT 84060

Program Director: Melissa Mendez  
Email: [mmendez@pctots.org](mailto:mmendez@pctots.org)  
Center Phone: (435) 731-8203  
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Center Address: 1881 Prospector Ave Park City, UT 84060

PC Tots Center Director: Ashley Ballard  
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Center Address: 1850 Sidewinder Drive, Suite 410, Park City, UT 84060

PC Tots Too Director: Alysha Gaskins

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Center Phone: (435) 731-8203

Cell: 321-749-5047

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Program Professional Development Coach:

Trevor Hicks

Email: [trevorhicks@pctots.org](mailto:trevorhicks@pctots.org)

Center Phone: (435) 731-8203

Cell: 801-686-2522

Center Address: 1881 Prospector Ave Park City, UT 84060

Business Manager: Jessica Brough

Email: [jbrough@pctots.org](mailto:jbrough@pctots.org)

Center Phone: (435) 731-8203

Cell: 801-888-2396

Center Address: 1881 Prospector Ave Park City, UT 84060

### Hours of Operation

PC Tots Centers is open Monday through Friday, 7:30 am through 5:30 pm.

### State Licensed Facility

PC Tots is a Child Development Learning Center licensed by the State of Utah's Office of Childcare. In addition to PC Tots' high internal standards, we follow the State Licensing regulations. A copy of the Childcare Licensing Guidelines can be accessed at:

[www.childcarelicensing.utah.gov](http://www.childcarelicensing.utah.gov). The Utah Department of Health regulates all licensed childcare centers. Their mission is to provide access to safe, healthy childcare for Utah families. The Department of Health establishes and assesses health and safety standards, trains and supports providers in meeting the established standards, and provides the public with accurate information about childcare programs. Once a year, the Department of Health conducts one announced visit to both our centers and one unannounced visit to both of our centers. They examine and evaluate our centers' safety, cleanliness, and quality throughout the year. In order to remain operational and provide quality care to the children at both of our centers, it is imperative that we follow all licensing procedures.

## Educational Programming

### School Calendar

PC Tots will be closed on most federal holidays. We also dedicate time each year for professional development. PC Tots maintains the right to change the calendar at any time.

### Closings/Professional Development days

PC Tots Centers will be closed during the following Holidays.

Labor Day

September 5, 2022

Professional Development Days

Fall Break

Winter Break and New Year's Day

Professional Development Days

January 27, 2023 (No student day)

Professional Development Days

Memorial Day

Independence Day

July 4, 2023

Professional Development Days

October 21, 2022 (No Student Day)

November 24- 25, 2022

December 26- December 30, 2022

May 26, 2023 (No Student Day)

May 29, 2023

August 11, 2023 (No Student Day)

### School Events

Parent engagement event (Back to School)

September 1, 2022

Male engagement week

October 9 -13, 2022

Live PC Give PC

November 4, 2022

Parent-Teacher Conferences

November 7 – 11, 2022

Parent engagement event (petting zoo?)

April 6, 2023

Teacher Appreciation Week

May 1 – 5, 2023

PC Tots Birthday Party (Donate in May)

May 17, 2023

Parent-Teacher Conferences

June 12 -16, 2023

*Note: PC Tots will designate the Friday preceding, the Monday, or Tuesday following as the designated days off if the holiday falls on a weekend.*

PC Tots takes the safety and security of children and staff very seriously. The security and safety systems we have installed at our facilities set us apart and exceed the State of Utah Childcare Licensing Requirements for a safe, secure childcare center. PC Tots has invested in a keyless entry system that provides security by allowing entry only by authorized staff. This system includes video surveillance, security cameras, and door hinge guards. PC Tots implements the required CCL background, fingerprint screening, CPR/First Aid Certificate, and Food handlers Permit for all employees.

## The Impact of Early Childhood Education

A few facts from Care About Childcare:

*Did you know there are only about 2000 days between the day a child is born and the first day they begin school?*

*In this short time, 90% of all brain development takes place. High-quality childcare settings allow children to experience stimulating interactions in safe and healthy environments. Quality interactions facilitate up to 700 neural connections every second during those early years.*

*Visualize for a moment two childcare settings:*

*The first setting is poorly lit and unclean. Many of the toys are broken and are mixed together in one box making it difficult for the children to find something to play with. The children spend much of their time watching television. There are so many children that the caregiver is too overwhelmed to find time to interact with the children; her interactions consist mainly of yelling at them to "be good."*

*The second setting is well-lit and clean. Materials, activities, and concepts are accessible, engaging, and presented appropriately to the children. The caregiver interacts with children as they move around the environment, playing with and exploring toys. Children with varying ability levels are included and encouraged to play side-by-side with their peers. Teachers and children enjoy caring and nurturing relationships. Communication occurs throughout the day, and children are encouraged to use reasoning and problem-solving skills.*

*If you were a child, which setting would you like to be in?  
Which setting would you prefer your child to be in?  
Which setting would you select to work in?*

*Research shows that poor-quality environments have a detrimental effect on children. Children in low-quality early childhood settings are:*

- Twice as likely to be in special education
- More likely to be unprepared and behind when they enter school with deficits that are difficult to make up
- 30% more likely not to go to college

- 70% more likely to be arrested for a violent crime, become a teen parent, drop out of school, spend the rest of their life in poverty

*(Information adapted from the First Five Years Organization)*

## Admissions

PC Tots is a non-profit learning center dedicated to providing quality and affordable childcare and education for the working families of Summit County, UT. You must live or work in Summit County to be eligible to attend our centers. PC Tots gives priority enrollment to siblings of current families and children. We Provide Care For: Infants and Wobblers 0-18 months, Toddlers 19-36 months, and Pre-Kindergarten 3-5 years old's.

## Classrooms

PC Tots classrooms:

- Infants 0-12 months
- Wobbler 12-18 months
- Toddlers 19 months -2 years
- Big Tots 2 years-3 years
- Pre-Kindergarten 3-5 years

PC Tots Too classrooms:

- Infants 0-12 months
- Toddlers 19 months- 2 years
- Big Tots 2 years- 3 years



## Licensing Basics

### Teacher-to-Child Ratio

#### Always know how many children are in your class and their ages.

PC Tots adheres to the State of Utah Office of Childcare Licensing regulations and always maintains the following staff-to-child ratios in our classrooms: At least one staff member shall be present in every room where children are sleeping and resting during naptime. Staff-to-child ratios can be reduced to one staff member per room where children are resting if they are 18 months or older. Volunteers may be used to meet staff-to-child ratios when appropriate. Teachers must take at least two students to the restroom. NEVER take one child to the restroom by yourself. This is a safety risk for the staff member.

### Ratio Rule Compliance: Centers



Above ratios in chart form

RATIO CHART	Infants 0-11 M	Young Toddlers 12-17 M	Older toddlers 18-23 M	2's 24-35 M	3's 36-47 M	4's	School Age
Single	1:4						
Mixed	1:4						
Single		1:4					
Mixed	1:4						
Single			1:5				
Mixed	1:5						
Single				1:8			
Mixed			1:7				
Mixed		1:6					
Mixed	1:6						
*Infants and toddlers cannot be mixed with any age groups different from listed above, unless the total children in the group and at least 2 caregivers if there are more than 3 infants or young toddlers							
*Mixed	1:8 or 2:8						
If no infants and toddlers are in the mixed age group: The caregiver-to-child ratio is determined by age ratio minus one of the oldest child present in the group							
Single					1:12		
Mixed				1:11			
Single						1:15	
Mixed				1:14			
Single							1:20
Mixed				1:19			

Ratio Rules: Centers 5/2022

### Signing In and Out

As a State licensed childcare facility, **every child attending PC Tots must be signed in and out by their parents every day the child attends.** PC Tots is required to keep a six-week record of each child's daily attendance, including sign-in and sign-out records, for review by State Licensing. If a parent cannot sign their child in, a staff member can; however, they must make a note in brightwheel with the name of the parent or person that dropped off or picked up. Any approved pick-up must show ID to a staff member if a staff member does not recognize the person.

### Absent Child and Late Drop Off

Parents are asked to inform the center by 8:00 am daily if their child will not be attending due to illnesses



or other activities/vacations. Additionally, all drop-offs are encouraged to happen before 9:30 am on any given day unless the parent has given notice of a later drop-off time.

### Late Pick Up

Late Pickup Fees will be charged if a child is picked up after center operating hours. The current operating hours for PC Tots are from 7:30 am until 5:30 pm, Monday through Friday. If you pick up your child after 5:10 pm, the following fees will be imposed:

### Time Surcharge

5:40 pm- 5:50 pm \$15.00

5:51 pm- 6:00 pm \$30.00

6:01 pm- until \$30.00 plus \$3.00 per minute

\*\*Phone calls to notify of a late arrival will not exempt a late fee charge. Accounts will be billed. Give details to your Center Director, and she will add the charge.

### Inclement Weather Closing

PC Tots will make every attempt to stay open as usual; however, we will follow the Park City School District guidelines and close for inclement weather when they do. PC Tots will contact staff and parents before 7:00 am via Brightwheel Alerts. Staff members will be paid for emergency closures.

### Handwashing Procedure

Handwashing is the single most important line of defense in preventing the transmission of disease-causing organisms.

#### How to Properly Wash Hands:

- Use warm, running water and a mild, preferably liquid soap;
- Wet the hands and apply a small amount of liquid soap to the hands;
- Rub the hands together vigorously with soap and tempered water for 20 seconds;
- Be sure to wash all surfaces of the hands, including the backs of hands, palms, wrists, under the fingernails, and between fingers;
- Rinse hands well for 10 seconds, leaving the water running;
- Dry hands with a paper towel;
- Turn off the faucet with the paper towel.

#### Staff is expected to wash their hands:

- After arriving at work
- Immediately before handling food, preparing bottles, or feeding children
- After handling food
- After handling bodily fluids
- After handling soiled items
- Whenever hands are visibly soiled

- After removing disposable gloves

Children's hands should be washed:

- After arriving at school
- After each diaper change or going to the bathroom
- Immediately before eating meals or snacks
- Before and after water activity
- After playing on the playground or outside
- Whenever hands are visibly soiled

### Sanitizing

- Toys, tables, furniture, and other hard surfaces should be sanitized with the **ECO E62/S62 Sanitizer** (clear in color). This sanitizer kills 99% of food service bacteria and does not need to be washed off surfaces children touch.
- **The sanitizer is required to be kept at least 36 inches above the floor (under 2) and 48 inches (3 and older). Children are not allowed to touch or clean with the sanitizer solution.**
- Toys are to be sanitized once weekly unless they have been put in a child's mouth. If a toy is mouthed, it must be placed in a "Mouthed Toy" bucket and sanitized before it can be played with again.
- The **ECO E23/S23 Neutral Disinfectant** (green in color) is used for routine germicidal cleaning and floor care. If used on a surface a child could touch, it must be washed off after disinfecting with this product.
- The **ECO E32/S32 Floor Cleaner** (clear in color) is used to mop the floors.
- The **ECO E12/S12 Glass Cleaner** (blue in color) is used for windows, mirrors, plexiglass, and computer screens.

**All ECO cleaners are hospital-grade. Teachers are responsible for cleaning classroom furniture, toys, changing tables, refrigerators, and outsides of garbage cans. Teachers will keep the room clean and tidy by sweeping and wiping as needed throughout the day.**

### Diapering/Toileting

Diaper checks should be conducted at least every two hours or promptly changed if wet or soiled and checked as soon as a sleeping child awakens. For children under two years of age, every diaper change must be recorded in Brightwheel within one hour of the diaper change happening. Best practice is to add diapering documentation to Brightwheel immediately after a diaper change. Please see Diaper Procedures Hung in every classroom above the diaper changing station.

1. Before bringing the child to the diaper changing area, wash your hands and gather all needed supplies, including – a clean diaper, clean clothes (if needed), baby wipes removed from the container, disposable gloves (are required), and diaper cream on a tissue or paper towel.
2. Carry the child to the changing table, keeping soiled clothing away from you and from any surface that cannot be easily cleaned and disinfected.
3. Unfasten the soiled diaper but leave it under the child. Lift the child's legs as needed and use the disposable wipes to clean the child, wiping from front to back, using a fresh wipe each time. Put the used wipes into the soiled diaper or directly into a plastic-lined, hands-free, covered container.
4. Fold the soiled diaper inward and put the soiled diaper into the designated container. If diapering and reusable cloth diapers are used, put the soiled diaper and its contents (without rinsing) into a plastic bag or the designated container.
5. Remove gloves and put them into the designated container. (always glove both hands)
6. Use a disposable wipe to clean your hands and another wipe to clean the child's hands. Put the used wipes into the designated container.
7. Slide a clean diaper under the child and use the tissue or paper towel to apply any necessary diaper cream. Dispose of the tissue or paper towel in the designated container, then fasten the diaper.

8. Wash the child's hands and return the child to the group.
9. Clean and then sanitize the diaper changing surface.
10. Wash your hands.

## Food Handling

All water bottles, pacifiers, and non-disposable drinking cups must be labeled with the child's first name and last initial if you have two students with the same first name. All cups must be emptied each night and cleaned for the next day's use. All cups are sent home on Friday to be cleaned and sanitized by parents. All lunch boxes must be labeled with the child's first name and last initial and stored in the fridge, if necessary. Meals or snacks must be provided to children over two years of age at least every three hours. Children under the age of two are allowed to eat whenever they are hungry.

Teachers will wash their hands and use disposable gloves to serve children's food. Children's food must be served on dishes, napkins, or sanitary highchair trays.

## Allergy/Medical Postings

Every teacher should be aware of any food sensitivities and allergies in their classroom. Each classroom should have all food sensitivities and allergies posted on the classroom refrigerator that is visible to all parents, teachers, and staff. Teach your students not to share food. Help them understand that some food makes other children in the class sick.

## Accident and Incident Reports

Anytime a child is involved in an accident, even if it does not leave a mark or bleeds, fill out an incident report. There are copies of this report at the Center Directors Desk area. Make sure each report is filled out completely and thoroughly. Use the first and last names of teachers and the student involved. If one

child harmed another child that left a mark on the other child, never write the other child's name on the child with the injury report. You, the caregiver, the person picking up the child, and the center director must sign the report. Leave completed and signed reports on the director's desk for them to file. These reports must stay on-site for six weeks. This is a licensing requirement.

## Administering Medication

If a non-contagious child comes to school with medication, the parent or guardian must fill out a Medical Release Form before a teacher may administer the medication. This form is available on the care about childcare website and in the Center Directors' office. If medication needs to be administered and a Medical Release Form has not been filled out, a teacher may call the child's parent or guardian for verbal permission, fill out the Medical Release Form, and ask the parent or guardian to sign the form at pick-up. Non-refrigerated medication must be stored at least 48 inches above the floor or locked away. Storing medicines in a child's cubby is not acceptable. If a parent or guardian supplies over-the-counter medicine to keep on-site, the medication must be labeled with the child's full name, kept in the original or pharmacy container, have the original label, and have child safety caps.

## Emergency Procedure

Make sure you are prepared in case of an emergency. Always know where your portable first aid pack, emergency backpack, and class emergency cards are located. Keep your emergency backpacks fully stocked. Check them every two months to ensure medication and food have not expired, and replace or refill diapers as needed.

### *Emergency Backpack*

Each emergency backpack should have:

- Snacks
- Individual water
- Fully stocked first aid kit
- 1-2 diapers

### *Portable first aid pack*

Each fanny pack should have:

- Band-aids
- Antiseptic wipes
- Tissues

- Emergency contact list
- Tweezers

### *Disaster and Fire Drills*

We conduct fire drills monthly and disaster drills twice a year. For any drill that requires evacuation, refer to PC Tot's Health and Safety Plan located in brightwheel in the documents section.

Every time you evacuate, you must have the following:

- Portable first aid pack
- Emergency backpack

Teachers must complete name-to-face using the Brightwheel app or the emergency cards in the portable first aid pack.

### **Classroom Safety**

Your primary responsibility as a caregiver is to ensure the safety of every child in your care. **Always make sure you know exactly how many children are in your class.**

Look out for unstable furniture and rugs that may cause a child to trip and keep high-traffic areas free of debris and clutter. Keep your classroom clean, sanitized, and free from hazards. Regularly check for broken toys, chokeables, and strangulation hazards.

### *Classroom Sanitation*

- Sanitize tables in between every activity.
- Sanitize toys at least once weekly.
- Sanitize furniture at least once weekly, including shelves, bookshelves, cubbies, baskets, containers, refrigerators, etc.
- Wash soft toys, blankets, baby dolls, clothing, etc., once a week.
- Ensure toilets are flushed, and no paper is left on the bathroom floors.

### *Broken Toys*

- Look through toys at least once a week. Check to make sure there are

no broken toys. If possible, mend the broken toy. If it is beyond repair, throw it away.

### *Chokeables*

- No chokeables may be present in the classroom if a child is under three years old.
- A chokeable is anything that can fit in the choke tube. (See photo below)
- Items like broken crayons, beads on a necklace, buttons on toy clothes, marker lids, etc., are all considered chokeables. Be diligent in your weekly classroom inspections to make sure no chokeables are present. Use the choke tube in your classroom to ensure the safety of your students.



### *Strangulation Hazards*

- Any piece of string, rope, etc., exceeding seven inches is considered a strangulation hazard. This includes blind cords and electrical cords.
- Make sure all blind cords are wrapped up and out of the reach of children.

### **Playground Maintenance**

In our classrooms, we teach children how to clean up when they are finished using something. The playground is no exception. After your class is finished on the playground, make sure you help your children clean up. This includes sweeping sand back into the sandbox and picking up trash.

As with the classrooms, diligently search the playground for broken toys, chokeables, strangulation hazards, and sanitation issues. Keep the play space clean and presentable.

## **SUPERVISION OF CHILDREN**

### ***Active Supervision Procedures - Count Them In, Count Them Out- Brightwheel***

The safety of our children is everyone's priority! Program staff must supervise and be aware of what children are doing while they are at PC Tots. All children must always be within sight and sound of a staff member. It is essential to pay close attention to children's safety during vulnerable times, such as transitions, changes in staffing patterns, or daily routines. See the attachment Active Supervision At-A-Glance: Six Strategies to Keep Children Safe. These strategies allow children to explore their environments safely. Infants, toddlers, and preschoolers must be supervised at all times. Programs that use active supervision take advantage of all available learning opportunities and never leave children unattended.

### ***Each classroom will post and or utilize the following Active Supervision Tools***

1. Post: Active Supervision At-A-Glance: Six Strategies To Keep Children Safe
2. Post: Count Them In Count Them Out by all exits
3. Brightwheel-Attendance/Know the number of students present in your classroom at all times

### ***1. Active Supervision – Keeping Children Safe***

#### ***Set up the Environment***

Staff set up the environment so staff can supervise children and be accessible at all times. For example, when activities are grouped together, and furniture is at waist height or shorter, adults can always see and hear children. Small spaces are kept clutter-free, and big areas are set up so that children have clear play spaces that staff can observe easily.

#### ***Position Staff***

Staff carefully plan where they will position themselves in the environment to prevent children from harm. They place themselves to see and hear the children in their care. They

ensure there are always clear paths to where children play, sleep, and eat so they can react quickly when necessary. The staff stays close to children who may need additional support. A teacher's location helps them provide support to the children if required.

#### ***Scan and Count***

Staff will always be able to account for the children in their care. They continuously scan the entire environment to know where everyone is and what they are doing. In addition, they count the children frequently. This is especially important during transitions when children move from one location to another.

#### ***Listen***

Specific sounds, or their absence, may signify a reason for concern. Staff who are listening closely to children immediately identify signs of potential danger. Additional strategies to safeguard children include chimes on all classroom doors to help alert staff when a child leaves or enters the room.

#### ***Anticipate Children's Behavior***

Staff use what they know about each child's individual interests and skills to predict what their actions will be. They create challenges that children are ready for and support them in succeeding. However, they also recognize when children might wander, get upset, or take a dangerous risk. Information from the daily health check (e.g., illness, allergies, lack of sleep or food, etc.) informs staff's observations and helps them anticipate children's behavior. Staff who know what to expect are better able to protect children from harm.

#### ***Engage and Redirect***

Staff use what they know about each child's individual needs and development to offer support. The staff waits until children cannot problem-solve independently to provide different levels of assistance or redirection depending on each individual child's needs.

#### ***Example of Active Supervision at a glance posting***



## ACTIVE SUPERVIS

SIX STRATEGIES TO

The following strategies allow children to explore their environment directly supervised at all times. Programs that use active opportunities and never leave children unattended.



### Count Them In, Count Them Out

\* Brightwheel

Know your NUMBER!

#### Set Up the Environment

Staff set up the environment so that they can supervise children and be accessible at all times. When activities are grouped together and furniture is at waist height or shorter, adults are always able to see and hear children. Small spaces are kept clutter free and big spaces are set up so that children have clear play spaces that staff can observe.

#### Scan and Count

Staff are always able to account for the children in their care. They continually scan the entire environment to know where everyone is and what they are doing. They count the children frequently. This is especially important during transitions, when children are moving from one location to another.

#### Anticipate Children's Behavior

Staff use what they know about each child's individual interests and skills to predict what he/she will do. They create challenges that children are ready for and support them in succeeding. But they also recognize when children might wander, get upset, or take a dangerous risk. Information from the daily health check (e.g., illness, allergies, lack of sleep or food, etc.) informs staff's observations and helps them anticipate children's behavior. Staff who know what to expect are better able to protect children from harm.

-Count them in, Count them out each time children transition from area to area. Counting the children will be done out loud, and that number will be communicated to all children and adults present in the class.

- Make sure Brightwheel attendance and the number of students you have in your care are the same

- Always know the number of students in your classroom

### 3. Brightwheel-Attendance/Know the number of students present in your classroom at all times

-All Children have a current photo in Brightwheel

-Parents: Check students in and out using Brightwheel (Photos of parents are highly encouraged). If the parent does not clock in the child, please clock the child in and give the parent a gentle reminder that they are responsible for checking the child in and out of the center per licensing regulations. *If the person picking up the child does not have access to brightwheel, a note must be added using Brightwheel. Add a note, click activity, click the note, click staff only, Add the name of the person picking up, and Click add activity.*

-Reminder parents should not drop off after 12:30 pm and not pick up before 2:30 pm (Unless parents have prearranged a pick-up due to medical appointments)

-Reminder students must attend four days a week consistently

-Staff: Double-check Brightwheel attendance by 9:00 am to ensure all students have been checked in. Use the face-to-name recognition in Brightwheel when ensuring all students are checked in.

-Always know the number of students in your classroom



-We will provide manual check-in and out-sheets if the electronic system should fail.

**Example of Count Them In Count Them Out posting**

### ***Guarding against a missing child or an abduction***

The classroom teaching team is the first line of defense for child safety and abduction prevention and will be trained at the beginning of each school year on safety policies and procedures. Losing a child while in PC Tots care may result in disciplinary action, up to and including termination of an employee. In addition, parents will be provided the PC Tots Parent handbook explaining safety policies in place to protect their child's safety. This handbook will be reviewed with a staff member during enrollment.

Staff should always be alert! Especially to any unusual behavior, they encounter from individuals.

Children will be signed in and out for the day on Brightwheel by parent/Guardian and or other authorized individuals. *If the person picking up does not have access to Brightwheel, a note must be added using Brightwheel. Add a note, click activity, click the note, click staff only, Add the name of the person picking up, and Click add activity.*

-The Emergency Designee list is in Brightwheel; these are the only individuals authorized to pick- up the child.

-Identification is required for individuals on the pick-up list if the staff does not recognize the person.

-No unauthorized individual is allowed to pick up the child.

-Staff will utilize the Active Supervision procedures, including counting children frequently throughout the day. In addition, when leaving an area, designate a staff member to sweep each area to ensure no child is left behind.

-Count Them In Count Them Out signs will be posted by all exit doors to remind staff to count all children before leaving the classroom and when returning. Counting the children will be done out loud, and that number will be communicated to all children and adults present in the class. See posting

above

-Children should wear the PC Tots safety vest during daily walks or field trips. PC Tots safety vests will have PC tots written on them and the centers' phone numbers.

Walking Field Trips should be coordinated and approved by the Center Director. Children will never be left alone or unattended at any time.

### **Missing Child**

PC Tots procedures for a missing child

1. A quick search of all rooms, cupboards, low shelves, and all areas in the facility (indoors and out) will take place.
2. Another staff member will ask other adults at the facility to establish the last sighting and time the child was seen. Establish the last whereabouts, clothing the child was wearing, and the child's mental State (happy, sad, excited, etc.)
3. A staff member will call the center director and report the child missing.
4. Center Director will gather information from staff, as well as check PC Tots cameras and report it to the Program Director, then contact the parent
5. The Program Director will call the Executive Director, then call the parent, and report the situation.
6. The Executive Director will contact appropriate outside agency support (911) and notify Governing Board as needed
7. If the Executive Director is not immediately able to be contacted, the program director will call 911
8. Try to keep telephone lines open so that communication is not delayed
9. The classroom activities for the remaining children should continue as normally as possible

### **Death of a Child or Staff Member**

#### **Death of a Child or Staff Member Procedure**

1. Call 911 IMMEDIATELY, No one will remove or in any way interfere with the victim or the scene.
2. Move all children and staff members to an area that is far removed from the scene of the tragedy
3. Notify immediate supervisor
4. The immediate supervisor will contact the Executive Director



5. Program Director will make arrangements to support children, families, and staff
6. Program Director will report to licensing within 24 hours

### Emergency Incident Reporting Procedure

#### Emergency Incident Reporting Procedure

1. Assess the situation – Call 911 if applicable.
2. When an emergency occurs, staff shall contact the following:
  3. Immediate Supervisor
  4. Child or Family member's emergency contact
  5. Immediate Supervisor will contact Program Director
  6. Program Director will contact Executive Director
  7. Program Director will follow up with Child Care Licensing, if applicable.

### Injury Incident Reporting Procedure

1. Use Brightwheel to inform parents of injuries while in your care. In Brightwheel, Click Activities, Click Incident, create a note, and send it to parents. Let Parents know they will need to sign the incident report when they pick-up
2. Fill out the paper Incident report found in your classroom manual.
3. Turn the paper report into the Center Director for all incidents, big or small.

ALL reports are located:

PC Tots 1 – Top cabinet behind Center Directors Desk  
 PC Tots 2- Center Directors' office

### Child Abuse Reporting Simplified Questions and Answer

Utah is a mandatory reporting state, and we are required by law to make a report when there is a suspicion of abuse or neglect or if a child makes a disclosure. A

report to Child Protective Services must be made within 24 hours.

The Child Abuse/Neglect form is to be used by all staff in this process

Follow the instructions below:

Before the call: Immediately contact your Supervisor (This step is not for approval but to inform them of the situation and provide appropriate support and guidance.)

It is essential to obtain complete and accurate information about a suspected child abuse case but not solicit information from the child beyond what the child is volunteering.

Get a brief detail on the nature of the injury or incident: who, what, where, and when.

Open-ended questions "What happened?", "Who was there?", "When?" "Where were you?", Of course, the best question of them all is, **"Tell me more?" Write down everything the child says.** No leading questions should ever be asked. A leading question would be, "Did your mom do this to you?" "Did your sister hit you with a belt?"

Do not call the child's parents! In cases of suspected abuse, it is the responsibility of the CPS worker or the law enforcement officer to notify the parents.

Complete the Child Abuse/Neglect form before actually making the call to CPS. This will give you the information you need at hand, rather than looking it up while on the phone with the CPS worker. Write whether the referral was accepted or refused; if refused, write the reason why.

Turn in the Child Abuse/Neglect form to the Center Director.

This report will be shared with your classroom team. This report is confidential and must not be discussed with anyone who does not need to know. Generally, this means you do not discuss it outside of your teaching team.

## Child Abuse Reporting Simplified

### Questions and Answers

Who must report suspicions of child abuse? **Everyone** in the State of Utah is a mandated reporter. Mandated reporters are required by law to report suspicions of child abuse. You might save a life! What constitutes suspicion of child abuse? Child abuse should be suspected when a child exhibits physical or behavioral indicators and there are no other reasonable explanations for the presence of those indicators. A child's disclosure of abuse is also a reasonable cause for suspicion.

There are five types of child abuse:

1. Neglect - chronic failure to provide basic needs.
2. Physical - non-accidental injury.
3. Sexual - sexual exploitation may or may not involve physical contact.
4. Emotional - attacks on a child's self-image.
5. Abandonment - willful withholding of support and communication by a custodial parent.

Medical neglect: The definition of medical neglect, according to state law, is "failure or refusal to provide proper or necessary medical, dental, or mental health care or to comply with recommendations of a medical, dental, or mental health professional necessary to the child's health, safety, or well-being." If you suspect Medical Neglect, you must immediately call your supervisor with the details to discuss the situation.

**WHEN** should a report be made?

When anyone has reasonable cause to suspect child abuse, a report must be made to the State of Utah abuse hotline. Hotline counselors are available to receive calls seven days a week, 24 hours a day.

**HOW** is an abuse report made?

Telephone – speak with a hotline counselor. State of Utah Hotline # 1-855-323-3237

**WHAT** information is needed?

1. Child's name, birth date, race, gender, home address and phone number, custodial parent's name, and language barriers of family, if any.
2. Nature and extent of abuse; the identity of the abuser, if known.
3. The reporter's name and telephone number can be anonymous.

**WHY** should suspicions of child abuse be reported?

Everyone has a legal and moral obligation to report. Anyone who fails to report suspicion of child abuse to the State of Utah child abuse hotline is guilty of a first-degree misdemeanor; preventing someone from making a report is also a first-degree misdemeanor.

## Allegation of abuse against PC Tots Personnel

PC Tots is committed to providing a safe and welcoming environment for all children and families. As an agency, we take allegations of abuse very seriously.

The following is the procedure regarding child abuse and neglect allegedly committed by a PC Tots Employee. PC Tots has the right to remove personnel from the job at any time based on suspicion of abuse or neglect by supervising personnel. For example, suppose a parent or guardian notifies PC Tots personnel that they suspect that their child has been abused or neglected by PC Tots personnel or that a staff member witnesses another staff member abusing or neglecting a child. In that case, the following procedure will be implemented.

1. PC Tots personnel aware of the allegation will notify their Center Director Immediately.
2. The Center Director will then notify the Program Director immediately.
3. The Program Director will notify the Executive Director immediately.

4. The Executive Director and Program Director will conduct an internal investigation. Appropriate referrals will be made as necessary.
5. The Executive Director will update the Board of Trustees
6. Use the same Child Abuse/ Neglect form for CPS calls. Use the same Child Abuse/ Neglect form for the CPS call

### **An allegation that another child has inappropriately touched a child in the classroom**

An allegation that another child in the classroom has inappropriately touched a child  
The procedure is as follows regarding allegations of a child inappropriately touching another child. Suppose a parent or guardian notifies a PC Tots employee that they suspect another child at PC Tots has inappropriately touched their child. The employee aware of the allegation will notify their supervisor immediately. The following procedure will be implemented.

1. PC Tots personnel aware of the allegation will notify their Center Director Immediately.
2. The Center Director will then notify the Program Director immediately.
3. The Program Director will notify the Executive Director immediately.
4. The Executive Director and Program Director will conduct an internal investigation. Appropriate referrals will be made as necessary.
5. The Executive Director will update the Board
6. Use the same procedure for the Child Abuse/ Neglect form for the CPS call. Make sure your supervisor is informed.

### **Child Abuse/Neglect form**



### **Child Abuse/Neglect Referral Form CPS**

**Hotline # 1-855-323-3237**

Reporting Party:

Name:	Report Date:
Title:	
Classroom:	

Staff referred with Program Director

Date:

Parties Involved: Childs Name:	Present Location of Child:
Child's DOB:	
1 <sup>st</sup> Parent/Guardian Name:	Home Address:
DOB:	
Home Phone:	Alternate Phone:
2 <sup>nd</sup> Parent Guardian Name:	Home Address:
DOB:	
Home Phone:	Alternate Phone:
Disclosure Information: Date and Time of Disclosure:	Type of suspected abuse: <input type="checkbox"/> Physical <input type="checkbox"/> Sexual <input type="checkbox"/> Emotional <input type="checkbox"/> Neglect <input type="checkbox"/> Medical

Narrative (summarize what was disclosed, when, where, what/who is the source of information, other witnesses, observations including size, shape, color, location on the body, and child's behavior):

Explain the known history of the child/family: (i.e., custody battle, volatile parent, special needs parent/child, prior CPS investigation, etc.)

CPS Case #

Referral not accepted by CPS

### Important numbers to know

#### [Abuse/Neglect of Seniors and Adults with Disabilities](#)

1-800-371-7897

#### [Child Abuse/Neglect](#)

1-855-323-DCFS(3237)

#### [Crisis Line & Mobile Outreach Team](#)

1-801-587-3000

#### [National Suicide Prevention Lifeline](#)

1-800-273-TALK(8255)

#### [Sexual Violence Crisis Line](#)

1-888-421-1100

#### [Utah Domestic Violence](#)

1-800-897-LINK(5465)

### Tuition

A child's tuition is monthly tuition. Billing payments will occur through Brightwheel and may be made monthly or biweekly per each family's PC Tots financial agreement. Staff should be aware that tuition is required if a child attends the center or does not attend as long as the child is enrolled in the program. Parents are responsible for the monthly tuition. Tuition rates are subject to change with a minimum of 90 days' notice.

#### [General Guidelines for Employee Hourly Compensation](#)

The following are general guidelines explaining the hourly compensation rates offered by PC Tots for Full-Time, part-time, and temporary employees. The PC Tots Board of Directors approves the following hourly rates annually.

Hourly rates: Begin at \$18.00 an hour and goes up to \$26.00 an hour depending on the education and experience.

The Program Director and Executive Director will consider the following factors in approving an hourly rate.

- The employee has a CDA
- The employee has a BA Degree.
- The employee has a BA or BS Degree in Early Childhood.

As a non-profit childcare center whose mission is to offer affordable childcare for the workforce and families in Summit County, PC Tots must raise a significant amount of money yearly to provide affordable childcare and subsidized tuition. The budget for each year, including all employee hourly wages, must be approved by the PC Tots Board of Directors.

One of PC Tots' goals is to pay a living wage to its employees at a comparable or higher rate than other childcare facilities in Summit County. Our policy is to maintain our full-time teacher hours even when center attendance on any day drops low enough that fewer teachers are needed to meet state licensing ratio requirements.

### Employee Child Care

PC Tots welcomes faculty children into our program. We value the richness faculty children bring to our classrooms. Faculty children accepted into our program must fall into the care ages listed by our licensing. Faculty receive PC Tots Scholarships off tuition based on their ability to pay. See tuition qualifications on pages 8 and 9.

PC Tots is a small non-profit that has set tuition and student numbers to maintain a sustainable program. PC Tots employees who want to enroll their child(ren) in PC Tots will be subject to the following:

- Space is available for the child(ren) within state ratio and group size,
- Employees are eligible for PC Tots Tuition Scholarships
- The employee is highly encouraged to immunize their child for Influenza each year.
- If the employee's employment by PC Tots ceases for any reason, the employee's child/children's tuition benefit will be terminated without notice. The child may remain enrolled at PC Tots, but the parent is responsible for the full tuition rate.

PC Tots further reserves the right to disenroll an employee's child(ren) if their performance is affected by having their child(ren) at the center. Employees must remember they are employed to perform a specific job and do not allow themselves to be distracted by having their child(ren) enrolled in the center. **Employees are prohibited from interfering with the supervision or authority of their child(ren) 's classroom teacher.**

Non-enrolled minor children of employees are prohibited from being on Center property except when the employee's family is invited to participate in Center activities.

### Staff Guests/Visitors

All visitors must check in at the front desk /door and are not allowed in the classrooms without being escorted by a staff member to protect children and families. All personal visitors should be scheduled during an employee's break time and restricted to the lobby area until the employee is available.

### Co-worker Communication

Open communication between staff members, parents, and children is crucial to a successful program. Before leaving a classroom for any reason (bathroom, making a copy, calling a parent), an employee **WILL** inform their co-teachers why they are leaving the classroom. All employees are expected to always function as team members.

Communication will be clear and kind. If you need support talking to another staff member, please contact your supervisor. Team communication throughout the day in the classroom should be consistent and positive. This communication makes your day go smoothly and supports your classroom students with limits, expectations, and directions so that they know what is coming next. It also helps build a strong vocabulary. Language development is very important for children 0-5.

### Personnel Files

Confidential personnel records will be maintained for each employee. The personnel file contains the following information: In Quick Books sick/personal leave forms; and payroll information. In the file cabinet, all payroll documents and health documents, confidentiality statement, criminal background records check, training record, annual evaluation, date of initial employment and employment orientation document, and incident and accident reports. A copy of the employee's most current and educational background or transcripts is a requirement. Staff emergency contact information and date of initial employment will also be added to Brightwheel.

Each employee has the right to review their personnel record. However, no documents may be taken from the PC Tots Administrative Office. All personnel records are confidential and may only be viewed by the employee unless they sign a release.

### Supplies

Lead Teachers are responsible for reporting to the Center Director and/or Program Director when supplies are running low to be replenished before supplies are entirely depleted.

### Feedback

PC Tots is always seeking feedback that will: improve methods, procedures, and working conditions; reduce costs or errors; and benefit the children, staff, and center. Staff members with suggestions or innovative ideas are encouraged to discuss them with the Lead Teacher, Center Director, Program Director, and/or Executive Director.

### Fraternizing

Employees must maintain a professional relationship with parents and create a professional environment within the organization.

- Employees shall treat parents, vendors, and co-workers with courtesy, appropriate distance, and respect.

Employees should abstain from intimate physical contact and/or involvement with parents. Employees should also avoid any unwelcome advances and intimate acts made by parents.

- Employees should abstain from any intimate physical contact or involvement with other employees. This shall include dating other employees.
- Employees should immediately report any action by a parent or employee that would be considered a violation of this policy to their immediate supervisor, a Center Director, Program Director, or Executive Director.

Employees who violate this policy will be subject to disciplinary action, including termination.

### Reimbursement for Classroom Purchases

To qualify for reimbursement of any purchase for your classroom from your personal funds, the staff member must get approval from the Center Director before any purchase. Unapproved purchases may not be eligible for reimbursement. Original sales receipts should be submitted to the Center Director and/or Program Director within one week of purchasing. The receipt must contain school items only. Reimbursement will be added to the next paycheck.

### Timesheets and Payroll

Each staff member is responsible for checking in and out each scheduled workday using Quick Books. Staff members may not clock in more than 10 minutes before their scheduled shift and are expected to clock out immediately after their shift ends. If a staff member forgets to clock in or out, the Center Director or Program Director must enter the time and be notified promptly when this situation arises. Failure to follow the above guidelines may delay processing a staff member's payroll check until the following pay date. Payroll is separated into bi-weekly pay periods, so employees are paid every other Wednesday. Direct Deposit of payroll checks is encouraged for all staff members. Interested staff should complete and return a Direct Deposit Authorization form to enroll.

### Personal Belongings

Coats, backpacks, purses, etc., must be safely stored in

a locked closet/cabinet and out of reach of children. Personal belongings may also be stored in the staff break room. PC Tots is not responsible for lost or stolen items.

### Food and Meals

Staff members may store food in the break room refrigerator. All food should be clearly labeled with the staff member's name and date. Food should be removed or discarded after one week or when spoiled. Food should be eaten and prepared only when children eat during a snack, lunch, or an approved break.

### Professional Development

#### Required Training

Research indicates that formal education or training that increases the knowledge of childcare staff is the most significant determinant of safe and quality programming for children. Therefore, the State of Utah has set the following requirements for staff training and development:

*Staff members must complete 30 hours of training yearly while employed at PC Tots. At least 20 of the 30 hours of this annual childcare training shall be face-to-face instruction.* Staff members are required to receive yearly childcare training. If they begin employment part way through the facility's license year, they shall complete a proportionate number of training hours, including face-to-face instruction.

PC Tots will perform in-house training to meet some of these hours. Quarterly Mandatory Professional Development Days will be provided as well as weekly coaching and Center director follow-up and support.



PC Tots will pay for all required training courses. If a staff member is interested in participating in training courses after their annual requirement for training has been met, PC Tots may pay the course fee if the director approves the course.

Documentation of each employee's annual childcare training shall be kept on-site for review by State Licensing and include the following:

- Training topic,
- Date of the training,
- Whether the training was face-to-face or non-face-to-face instruction,
- Name of the person or organization that presented the training, and
- Total hours or minutes of training.

#### Staff Professional Development Days

Staff Professional Development days are an opportunity for staff to learn about the activities of the non-profit, new licensing regulations, and child development techniques/strategies, develop team skills, discuss classroom progress and challenges, learn from peers, and enhance staff relationships. All staff is required to attend the mandatory professional development days. Failure to do so will result in disciplinary action. If you have children at PC Tots, you are required to find alternative care for these days as PC Tots does not have enough staff to supervise your child for the day.

## New Staff Orientation

All new staff members will receive at least 2.5 hours of preservice training before caring for children. You will be required to read the PC Tots staff and parent handbooks, have the knowledge, and be prepared to follow all applicable laws and licensing rules, review center operation and policies, and complete required paperwork.

## Evaluations

Formal evaluations of a staff member's performance will be conducted by the Center Director and/or Program Director. They will be performed annually. During scheduled and unscheduled classroom observations, informal evaluations will be performed throughout the year.

## Training and Development Policy

We have a system that supports PC Tots staff in continuous learning to meet the changing needs of children and families served. Staff is highly encouraged to attend the annual Utah UAEYC Conference in the spring; PC Tots will pay for this wonderful conference.

PC Tots staff will provide professional development coaching and training with the Professional Development Coach, Center Director, and or Program Director as needed; it could be weekly or monthly and will not be less than 1-hour of training that will cover topics of curriculum (suggestions from staff will be welcomed):

- Creative Curriculum
- Transitions
- Intentional Teaching
- Dual Language Learners
- Read Aloud
- Second Step Curriculum
- Behavior Management
- Culturally Responsive Teaching
- Small Groups- Math, Language, Literacy
- I Do, We Do, You Do Model
- National Center on Quality Teaching and Learning 15-minute Suites
- Positive Actions Box
- Conscious Discipline
- Early Childhood Learning and Knowledge Center (ECLCK)
- Brightwheel, Quick Books

## Classroom Observation and Coaching

The Program Professional Development Coach and Center Director will spend a significant amount of time observing children, teaching approaches, and supporting teachers to meet the health and safety requirements in the classroom. This observation time allows them to offer coaching, brainstorming, modeling, support, and teacher resources. These observations are not formal performance evaluations but rather informal. The Program Professional Development Coach and Center Director utilize observations to support the teacher with their professional development and growth. Professional development can be nurtured through the following training methods. It is up to the teacher to decide what best suits their learning style.

Training methods include but are not limited to the following:

- On-the-Job Training
- Mentoring
- Conference Training
- Self-Study
- Job Rotation
- Presentations by Employees
- Packaged Training Programs
- Consultants
- Modeling

#### Attendance Policies/ Absenteeism and Tardiness

PC Tots strives to provide a consistent environment and routine for children. Absenteeism has a particularly disruptive effect on both the center and the children. The center cannot operate effectively or efficiently unless its employees can be depended upon to be at work, on Time, all the Time. Therefore, all staff members are expected to be in attendance and on time to provide consistency regularly. Frequent absences or tardiness will be subject to disciplinary action. PC Tots is aware occasions arise when an employee will be absent from work; please ensure that your co-teacher will be in class the day you are absent, as it is not ideal to have two floaters cover a classroom.

#### **The absentee/ tardiness policy is as follows:**

Regular attendance and punctuality are critical factors in the employee's overall contribution to PC Tots. Employees are expected to be at PC Tots at their scheduled times, return from breaks and lunch promptly, and work their full scheduled hours.

- If a staff member is going to miss work, the employee must contact the Center Director as soon as possible and at least two (2) hours before the start of their shift. The staff member is responsible for informing their team members of their absence.
- If an employee knows they will be out in advance, they will notify the Center Director during regular business hours (2 weeks in advance.) An example of this would be a doctor or dentist appointment.
- Center Director will approve or reject the request within two business days
- PC Tots offers the following paid holidays each year: If an employee takes the day off before or the day off after a holiday and is not on sick leave or PTO. The employee will not be paid Holiday pay.
- Holidays, PC Tots offers paid holidays each year: If an employee takes the day off before or the day off after a holiday and is not on sick leave or PTO. The employee will not be paid Holiday pay.

**Excessive absenteeism or tardiness will result in disciplinary action and could cause termination of employment.**

**If an employee does not show up for work or leaves work without authorization or notice, the Management team will assume they have quit unless there are unusual circumstances.**

Classroom staff should attempt to schedule personal appointments (doctor, dentist, etc.) during non-teaching hours, during

lunchtime, and before or after work hours. Employees are encouraged to arrange all personal appointments on one day and then request a PTO day.

### Absence Due to Illness

If a staff member is ill and unable to work, the Center Director and/or Program Director should be notified immediately by phone/text. Email is not an acceptable method of contact when reporting sick. Suppose an employee is absent for more than two consecutive days. In that case, the Center Director and/or Program Director will require a note from the staff member's physician indicating the type of illness and when they may return to work. One full-time staff member must always be in the classroom. Situations in which both full-time staff members of a classroom are gone should be avoided. Staff members are expected to communicate with each other to ensure both full-time staff members are not absent on the same day.

### Work Hours

Full-Time employees will work a 40-hour workweek. To provide childcare and education throughout our hours of operation, 7:30 am until 5:30 pm, with a 1-hour lunch break. Staff work schedules will be created based on the needs of PC Tots and the children and staff members' availability.

### Time Off

PTO and sick leave are accrued by all employees. PTO must be preapproved at least 2 weeks in advance. See above for absences due to illness. If an employee requests time off and has not accrued that time off. The request will be denied unless there are extenuating circumstances.

### Lunch Periods and Breaks

All employees are provided with a lunch period each day. The length of the lunch period will be 1 hour in duration, depending on the center's staffing needs. Employees must work as a team and schedule lunch periods to accommodate operating requirements and maintain appropriate ratios.

### Emergency Closings/Inclement Weather

If the center must be closed because of an emergency or inclement weather, full-time or part-time employees are paid for their regularly scheduled hours during emergency closings. In situations where the center closes after opening for the day, full-time and part-time employees will be paid for the hours of the emergency closing.

### Disciplinary Actions

Disciplinary action is meant to maintain PC Tot's Centers policies and procedures by retraining, mentoring, modeling, and teaching. A disciplinary action clearly defines steps an employee can take to improve their performance. Disciplinary action will be taken if one of the following occurs.

- Violation of company policies or procedures
- Excessive tardiness or absenteeism
- Issues with work quality or performance
- Resistance or refusal to complete training
- Safety violations
- Inappropriate conduct

the steps that result from each action. A verbal warning is the first level of disciplinary action. The second is an Employee Performance improvement plan, accompanied by a written warning, and the third is termination. Suppose four or more

The following are the types of disciplinary action and

disciplinary actions are conducted within 12 months without resolution. This inaction by the employee to correct the violation could lead to termination of employment with PC Tots. As stated above, a staff member may be suspended or terminated immediately if an egregious act occurs while working at PC Tots.

- The first action is a verbal warning
- Written warning accompanied by a performance improvement plan
- Termination

The Center Director or Program Director will state that this is a verbal warning and then discuss the issue at hand; an example is "Excessive tardiness." During this discussion, the employee will be asked to provide the reason why they are tardy or the barrier to why they are tardy. With the director's support, the employee will discuss a plan of action to correct the tardiness.

The second action is a written Performance Improvement Plan.



### Performance Improvement Plan

Name: \_\_\_\_\_

Role/Title: \_\_\_\_\_

Date: \_\_\_\_\_

#### Reason for Improvement Plan

The Purpose of this performance improvement plan (PIP) is to define issues in your work performance, clarify expectations of the role and allow you the opportunity to address these concerns and remain in good standing at PC Tots.

#### Performance Improvement Plan

As discussed with your supervisor, this document serves to provide you with a plan to correct your performance in the following areas:

Issue #1: You are expected to *[company expectation]*.

*[Explanation of how the employee failed to meet this expectation]*

Issue #2: You are expected to *[company expectation]*.

*[Explanation of how the employee failed to meet this expectation]*

Issue #3: You are expected to *[company expectation]*.

*[Explanation of how the employee failed to meet this expectation]*

#### Action Items to Correct Performance

To correct performance, you must complete the following activities within *[timeline (e.g., 30, 60, 90 days)]*:

*[Specific improvement goal]*

*[Specific improvement goal]*

[*Specific improvement goal*]

[*Specific improvement goal*]

By following this action plan, we are confident you will be able to improve performance and meet the expectations of PC Tots.

If you cannot meet [*expectation*] by [*deadline*], you will be subject to disciplinary action up to and including termination.

Employee Signature\_\_\_\_\_

Directors Signature\_\_\_\_\_



With a Written Warning



*Employee Written Warning*

Employees Name: \_\_\_\_\_

Date notice was received: \_\_\_\_\_

Employees Role: \_\_\_\_\_

Directors Name: \_\_\_\_\_

Violation (Check one)

Violation of company policies or procedures

Excessive tardiness or absenteeism

Issues with work quality or performance

Safety violations

Inappropriate conduct

Violation details

Date: [date of the incident]

time: [if applicable]

Employer's summary of events

[Employer's comments]

Employee's statement

Employee's comment]

Action taken

[Repercussions as outlined by company policy]

[Relevant dates]

Prior warnings:

[Warning number, date, and action taken]

Statement of receipt

Employer and witness

"I have explained every detail regarding this violation of company policy and the resulting disciplinary action, as well as any future actions that will be taken if this behavior continues. The employee has been given a copy for their records."

Employer's name:

Employer's signature:

Title:

Date:

Witness's name:

Witness's signature:

Title:

Date:

Employee

"I understand the contents of this documentation and the disciplinary actions that result. I have received a copy of this notice and understand that a copy will be kept in my employee file."

Employee's name:

Employee's signature:

Date:

### *The Third action is a termination*

PC Tots will provide every opportunity to teach, mentor, and support all employees. However, it is the employee's responsibility to follow through with the disciplinary action steps above.

### Voluntary Resignation

Full-time employees should submit a letter of resignation to the Center Director and/or Program Director when resigning from a position. PC Tots expects at least two weeks' notice if you choose to resign. This will ensure an appropriate replacement can be hired and adequately trained.

### Exit Interviews

All employees who resign will be expected to have an exit interview with the Executive Director. One Purpose of this interview is to ensure the reasons for the employee's termination are not based on some misunderstanding or condition that PC Tots or the employee could remedy. PC Tots is also interested in obtaining any information that can lead to the improvement of working conditions.

### Outside Employment

Employees may hold a job with another company as long as they satisfactorily perform their job responsibilities with PC Tots. All employees will be evaluated by the same performance standards and be subject to PC Tots' scheduling demands, regardless of any existing outside work requirements. Suppose PC Tots determines that an employee's outside work interferes with performance or the ability to meet the center's requirements. In that case, the employee may be asked to terminate the outside employment if they wish to remain with PC Tots.

Note: You cannot be employed by another daycare in Park City, as this will cause a conflict of interest in your employment at PC Tots.

### Extracurricular Babysitting

We discourage center staff members from accepting extracurricular babysitting jobs from parents with children enrolled in our centers; however, we realize that some staff members enjoy babysitting, need extra income, and provide a service for the parents. A teacher's role is confused when it is crossed with babysitting because expectations are changed. When this happens, it is harder to be the teacher in the classroom.

Babysitting by a PC Tots employee will be permitted as long as the following conditions are met:

- In no way will any extracurricular babysitting arrangement be permitted to interfere with the center's daily operation. Parents and staff members must make all arrangements on their own time away from the center. Staff members will not be permitted to accept or make phone calls during work hours for this Purpose.
- Extracurricular babysitting will not be allowed to interfere with the employee's ability to perform their duties at the center.
- Staff members are prohibited from babysitting during PC Tots operating hours.
- Staff members MAY NOT discuss any aspect of the business of PC Tots with a family.
- Staff members will not solicit customers from PC Tots, either for babysitting, in-home childcare, nanny, or other reasons.
- PC Tots will not be held responsible for any actions or circumstances resulting from any interaction between its staff members and parents/clients that occur away from the center.
- PC Tots reserves the right to direct any employee to terminate any babysitting arrangement that PC Tots determines is not in the best interest of or has a negative impact on the center, its staff members, children, or families.

- Suppose a family enters into an agreement with a PC Tots employee to babysit. In that case, it is a private agreement between the family and the individual, and the sitter enters into the agreement as a private citizen, not a PC Tots employee.

## Closing Statement

The Management and the Board of Directors of PC Tots thank you for reading this Staff Handbook thoroughly.

We expect everyone to follow the policies as set forth and described. All employees are encouraged to bring their suggestions and thoughtful ideas about how PC Tots can be made a better workplace, our jobs improved, and our services to children and parents enhanced. When you see an opportunity or improvement, please share it with your supervisor. All suggestions are valued and will be listened to and considered.

Welcome to PC Tots! You are choosing to make a difference in the lives of the children and parents we serve.

## Receipt and Acknowledgement of

## PC Tots' Staff Procedures and

## Practices Handbook

Please carefully read the following statements, sign them below, and return them to your director.

I have received and read a copy of the PC Tots' Staff Handbooks (The policy handbook, and the Practices and procedures handbook dated July 2023).

I understand that the policies and benefits described in it are subject to change at the sole discretion of PC Tots at any time. I also understand this Staff Handbook replaces and supersedes any other Staff Handbooks.

I understand that PC Tots engages in video surveillance activities to promote the safety and security of children, employees, parents, visitors, and the facility. I also understand that the PC Tots center where I will be working has 24- hour video surveillance inside the center and around the play areas. I hereby give my consent to such video surveillance

I understand my employment is At-Will, and neither I nor PC Tots have entered into a contract regarding my employment. I am free to terminate my employment with PC Tots at any time, with or without reason. Likewise, PC Tots has the right to terminate my employment, with or without cause, at the discretion of PC Tots.

Employee printed name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_