

EMPLOYEE HANDBOOK



GALAXY KIDS ACADEMY
Building Education for a Solid Future

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WELCOME TO GALAXY KIDS ACADEMY

On behalf of myself and your new colleagues, welcome to GALAXY KIDS ACADEMY. We are happy to have you as a new member of our team!

GALAXY KIDS ACADEMY is founded on a simple philosophy: exceptional service to our customers is essential, to keep our customers. We want to ensure that these relationships continue well into the future.

We hope you will find your job challenging and rewarding and will enjoy with us the special feelings of satisfaction that come with doing a job well. While serving the parents and children of GALAXY KIDS ACADEMY you will have a great deal of freedom to express your unique skills, creativity, talents, and thinking. These policies and procedures are meant to support individuality by providing you with our teaching philosophies and serving as a guide for you to express them in your own individual creative manner.

This handbook will explain many of the benefits that you will enjoy as a GALAXY KIDS ACADEMY employee and some of the rules and regulations that enable our Company to run smoothly. If you have any questions, or if there is something we can do to help you succeed and grow with us, please contact Management.

We would like to welcome you to our center. We are glad to have you as part of our team. We hope to have the opportunity to enjoy many years of working together, helping the children in the area to grow and develop. I extend to you my personal best wishes for your success and career development as a member of GALAXY KIDS ACADEMY.

Sincerely,
Dr. Agun Anna Khachatryan
Owner/President
Galaxy Kids Academy, Inc

PERSONNEL POLICY HANDBOOK

This handbook is designed to be a summary of personnel policies and practices as they apply to all Galaxy Kids Academy personnel; unless otherwise provided in a valid and enforceable collective bargaining agreement. Although this handbook is not a contract or legal document, it does provide a working guide for use in understanding and applying all policies and practices. It is meant to be helpful to all employees and their supervisors.

Please understand that circumstances may surface that require changes in the policies, practices and benefits described in this manual. As a result, Galaxy Kids Academy reserve the right to amend the contents as deemed appropriate.

Should any provision in this Employee Handbook be found to be unenforceable or invalid, such finding does not invalidate the entire Employee Handbook, but only that particular provision.

This Employee Handbook replaces and supersedes any and all other Galaxy Kids Academy policies, whether written or verbal, except valid and enforceable collective bargaining agreements.

PREFACE

We have prepared this handbook to provide you with information about our policies, rules and present benefits. After your initial orientation, please set aside time to review these policies more thoroughly. It will be very helpful in answering many questions that arise. We recognize, however, that no Handbook can answer every question. If you do not find an answer to your particular question in this Handbook, or if you would like a particular policy or procedure clarified, please feel free to ask the Director, they will be glad to help you answer any questions that arise.

MISSION STATEMENT OF GALAXY KIDS ACADEMY

The mission of Galaxy Kids Academy is to cultivate a community of families and teachers working together to provide a high quality, safe, stimulating and positive environment that enhances and fosters the physical, emotional, cognitive, creative and social development of individual children, through learning and discovery. The mission will be implemented by practicing an emergent and constructivist curriculum; that inspires children to learn through active engagement.

VISION STATEMENT OF GALAXY KIDS ACADEMY

At Galaxy Kids Academy, we envision that our children are able to become future leaders by being active participants in, and shapers of, their world; to grow cognitively, socially, emotionally and globally through child-based and teacher facilitated learning.

PHILOSOPHY

Galaxy Kids Academy strives to provide a quality Early Childhood Education Program filled with carefully chosen staff members, filled with love and compassion for children. We believe that children are our most important resource and that their early childhood experiences are crucial in the development of their future. Each staff member strives to offer an environment that is high in quality and stimulates the child's senses and where warmth and friendship are abundant, to meet the needs of the total development of the child. The program we pursue is geared toward helping the child develop habits of observation, questioning and listening while building a positive self-esteem. Our staff members are partners with our parents working together to meet both the needs of the children and their families.

Galaxy Kids Academy succeeds by delivering outstanding performance and customer service.

Our center is a model centers of quality in childcare and education. As an employee of the Galaxy Kids Academy organization you will be expected to exemplify excellence and quality of service and care. By following the employee policy and procedures outlined in this handbook, you will be well on your way to meeting the goal of excellence and quality. This handbook will be used to guide your conduct. You will be oriented on more specific policies and procedures through on- going professional development.

Galaxy Kids Academy always strives to exceed the best.

ALL POSITIONS

Enrollment and work needs change from day to day and from season to season. In order to maintain State Licensing ratios and to be cost efficient staff may be assigned to different classrooms, groups or centers, in addition hours of work or job classification may change based on company need. These re-assignments will be done fairly and equitably. **No employee will be guaranteed full or part-time employment or set scheduled hours of employment. Staff will be scheduled as needed between 7:00 a.m. and 6:00 p.m.**

In addition, ALL Galaxy Kids Academy positions and ALL employees must be able to perform these:

ESSENTIAL FUNCTIONS

- Able to observe, see, hear and respond to children's needs, emergencies and conflicts that might occur in a classroom, on the playground, in bathrooms and common areas.
- Able to lift 30 pounds from the floor to a waist high table 10-15 times daily.
- Able to reach a child 20-30 feet away within 30 seconds without danger to the staff person's health.
- Able to crouch to a child's height, maintain eye-contact at the child's level, sit on the floor, and stand tall enough to reach children on the highest piece of equipment.
- Able to determine cognitive, social and physical needs of children and to communicate both in writing and verbally in the English language at a level that the parents and other staff are able to understand and respond.
- Able to handle the stress, tension and exasperation that contact with many children and parents brings every day.
- Able to embrace team work and strive for excellence.
- Able to be respectful and supportive of families at all levels.
- Able to communicate openly and productively.
- Able to represent Galaxy Kids Academy in a professional manner both within the facility and in the community.
- Able to abide by State of California Child Day Care Licensing Rule requirements.

See the individual job descriptions for additional requirements and expectations of each position within the company.

EMPLOYMENT POLICIES AND PROCEDURES

SELECTION OF EMPLOYEES

Employees are selected on the basis of their qualifications to fulfill established specifications for the job. General criteria include education, experience, mental capacity, physical ability, and willingness to work in the specific environment, and ability to perform the essential functions delineated in the "Job Descriptions" section of this handbook.

AT-WILL EMPLOYMENT

This handbook is prepared to provide you with information and guidelines. It is not a contract of employment between Galaxy Kids Academy and you, the employee. Employment with Galaxy Kids Academy is not for a definite term, it is at-will employment. Galaxy Kids Academy or you may terminate employment at any time, for any reason or for no reason.

STATEMENT OF POLICY

Galaxy Kids Academy strives for each employee to be treated with respect and in a fair and just manner. In keeping with this policy, all persons will be considered for employment, promotion or training on the basis of qualifications without regard to race, age, handicapping condition, color, creed, sex, or national origin.

EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Galaxy Kids Academy will be made based on merit, qualifications, availability and ability. Galaxy Kids Academy does not discriminate in employment opportunities or practices on the basis of race, color, religion, gender, national origin, age, physical disability or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination and access to benefits and training.

Employees with questions or concerns about any type of discrimination in the work place are encouraged to bring these issues to the attention of the Director. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful act and/or discrimination will be subject to disciplinary action, up to and including termination of employment.

STATE LICENSING RULES AND REGULATIONS

ALL staff must be knowledgeable in the State of California Department of Social Services Licensing Rules for Child Care Centers. Failure to adhere to these policies may result in disciplinary action, up to and including termination.

All staff are required to be at least 18 years of age, have a high school diploma or its equivalent, and have the education or experience requirements fulfilled.

Each staff member must have current training in CPR for Infants and children, as well as First Aid with rescue breathing and choking.

Each staff member must provide a statement informing the facility about any of the offenses listed in the State of California Department of Social Services Licensing Rules for Child Care Centers.

The center is required to maintain state ratios at all times. All staff are required to ensure that they adhere to the state ratios at all times. Make sure that you receive additional help when the number of children exceeds the ratio limit. Adherence is a dual responsibility between teachers and management. Staff must never leave their group out of ratio ensuring there is always emergency assistance available. Staff are to notify the front desk for assistance when they need to leave the group and the total number of children in attendance exceeds the state ratio.

CURRICULUM

Galaxy Kids Academy implements the OWL curriculum on a daily basis. A Medical focused education is also a key component of our curriculum. Galaxy Kids Academy will provide all teachers with the instructional guidelines necessary for developing age appropriate learning activities, along with training to effectively implement the programs in their classrooms.

CONFIDENTIALITY

Due to the sensitive nature of information that you will know as a teacher or provider of young children, it is imperative that you keep sensitive information confidential. All information about children or their families must be shared on a "Need to Know" basis only. All staff must be very sensitive about discussing children's developmental needs and family information in public places, including the employee lounge and hallway. This also includes off premise discussion and /or conversations. All questions of major concern should be forwarded to the Director. Protection of the interests of each child and family is vital in maintaining a standard of professionalism and privacy.

Staff must also, strive to be supportive of center efforts by avoiding negative or malicious discussions about center issues. Together we can achieve great child care and education for our children and families. Always remember to stay positive and focus on the needs of the children in your care.

CUSTOMER AND COMMUNITY RELATIONS

The success of Galaxy Kids Academy depends upon the quality of the relationships between Galaxy Kids Academy, our employees, customers, owner's representatives, and the general public. Our customers' impression of Galaxy Kids Academy, their interest, and their willingness to stay with us is greatly formed by the employees who serve them. In a sense, regardless of your position, you are Galaxy Kids Academy's ambassador. The more goodwill you promote, the more our clients will respect and appreciate you, Galaxy Kids Academy, and our services.

Below are several things you can do to help give clients a good impression of Galaxy Kids Academy. These are the building blocks for our continued success.

1. Act competently and deal with clients in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with other employees at all times.
3. Follow up on orders and questions promptly; provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
4. Take great pride in your work and enjoy doing your very best.
5. Remember parents are welcome in the Center at any time, unannounced.
6. Teachers and parents are partners. We all work together in a climate of trust and honesty to provide the children with a happy, healthy environment.
7. It is not our job to "judge" anyone's parent's "parenting" techniques or other personal traits. Do not discuss parents in a negative way – they are doing the best that they can with what they have to work with – just as we are! We need to be supportive, honest, and helpful.
8. Encourage parents to visit the Center: for example during Snack Time, Lunch Time, to play in the afternoon, or for another part of a day.
9. Plan activities and other social events to involve parents.
10. Communicate frequently with the parents of children in your group. Some suggested ways are:
 - a) Face-to-face at the beginning and end of each day.
 - b) Newsletters – thank-you notes, special events, reminders, etc.
 - c) Communicate using daily logs with parents that you do not see frequently.
 - d) Conversations via telephone are welcome for quick updates and for notification of emergencies. All parents should receive a phone call from their child's teacher during their first day of attendance at the center, sharing positive events about their child's day, along with receiving a photo of their happy child via Tadpoles.
 - e) Send a "Welcome Card" to the child, from the classroom teacher upon their registration into our program.
 - f) Use the Tadpoles parent communication system to send notices, weekly photos of children engaged in activities, daily child reports, and lesson plans; along with other classroom events via email to the individual parent regarding their child.

WHATEVER IS SAID MUST CONVEY THE MESSAGE: THIS IS A FRIENDLY PLACE AND I CARE ABOUT YOUR CHILD AND YOU, AS A CLIENT.

VISITORS

A variety of visitors enter our building each day. All visitors must check in at the front office. If a visitor will be visiting a classroom without the accompaniment of the Director they must sign in at the front desk and wear a **visitor identification badge**. To ensure a safe environment for the children, employees should ensure that all visitors have an identification badge. If a visitor is not wearing an identification badge, employees must politely inquiry into the purpose of the visit and redirect the visitor to the front desk. Suspicious persons or activities should immediately be brought to the attention of the Director.

If we know in advance of a special person coming to school, we will advise you; but be prepared for people to come into your classroom or the playground at any time. Upon arrival each day, employees are expected to check the Tours Scheduled Board to ensure preparedness for scheduled tours. The Tours Scheduled Board will include the parent and child's name along with the classroom the child is of age to enroll. Staff in all classrooms should be prepared for the tour, as each classroom will be visited during all tours.

Visitors include parents visiting the school and considering enrollment. When a visitor is brought to your classroom, ensure that you greet the person using the parent and child's name, introduce yourself and share briefly the activity your classroom is participating in. Your Director will offer to take over your classroom, to allow you to continue sharing more about your classroom with the visiting parent. After introductions, we want all staff to continue their normal, daily routine. This is important because it gives the parent the opportunity to see exactly what occurs in a typical classroom or playground situation.

In addition to touring families, new employees and those being interviewed for employment are toured through the school. Students and other people interested in the school often take tours of the facility. Licensing Consultants from the state can drop by unannounced, and may come through the building without any warning.

Visitors should be greeted with smiles and a pleasant welcome, "I am (Mary). I work in the pre-school room. May I help you?" Staff must know everyone who enters their space. Introduce yourself and be sure that you help the visitor. No one, other than a staff or a child's parent, may be in the Center unescorted at any time. This includes workers, inspectors, students, etc.

Remember- visitors are forming a lasting impression of Galaxy Kids Academy through their interaction with you and from their observations. Be courteous, informative, helpful, and then go back to your job. Continue to interact and manage the children in your care in a professional manner.

Visitors are entering your territory. They expect you to know the answers to their questions. Be sure that you have thoroughly read the Employee Handbook, Licensing Polices and the Parent Handbook.

STAFF GUESTS

All personal visitors should be scheduled during the employee's break time and restricted to the lobby area until the employee is available. If an employee's child (who is enrolled in another classroom in the Center) wishes to visit, the needs of the employee's classroom take precedent.

CO-WORKER RELATIONS

Employees are expected to keep a positive work environment at all times. In the event that a situation arises, which you disagree, please discuss it directly and professionally with the person involved. We ask employees to surface problems or conflicts as soon as possible. Focus your concern with the behavior that is bothering you, not the person. Concentrate on positive feedback and constructive criticism over negativism, personal attacks, gossip and/or slander. Employees are expected to work through the concern with their co-worker first. If you are unable to jointly resolve the problem, approach your Director to help you work through the concern. Employees are expected to conduct themselves in a professional manner and refrain from discussing their concerns with co-workers, customers or the general public.

ORIENTATION

All new employees are oriented to Galaxy Kids Academy's policies and procedures; orientation will begin on the first day of employment and continue throughout an employee's first 30 days. Each employee will be assigned a mentor to make sure that all procedures are explained and demonstrated. Any employee may ask their mentor or Director for further explanation or clarification of policies and procedures at any time. It is each employee's responsibility to ensure all center expectations are upheld at all time. The 90 day review evaluation of an employee's performance is explained during orientation.

The orientation program covers all of the following:

- Review of Center Policies
- Training in Emergency Procedures, including the operation of fire extinguishers
- First Aid Procedures
- Shaken Baby and Safe Sleep Training
- Licensing Ratio Guidelines
- Job responsibilities and any other duties as assigned
- Training in the recognition of Childhood Illnesses and Infectious Disease Control, including Hand-washing Procedures and Universal Precautions for handling body fluids.
- Schedule of operations at Galaxy Kids Academy \
- Review of Child Abuse and Neglect Laws and Reporting Procedures.
- The procedures for ensuring that all Galaxy Kids Academy employees know the child assigned to their care and their whereabouts at all times.
- Child Management Techniques
- Supervision of Children Policies
- The integrity of children with disabilities into the program
- Confidentially Policies.

To gain a thorough knowledge of the operations of Galaxy Kids Academy, it is essential that you ask questions. During busy times, make a note of questions you have, and discuss them later with your manager. Please do not relay information to others that you are not certain about. Take the initiative to learn all you can, because those who are successful in this dynamic business never stop learning or adding to their store of knowledge.

During the first day of your orientation you will also be asked to complete all necessary paperwork, such as appropriate federal, state and local tax forms. You will be photographed on your first day of employment and asked to complete a brief personal biography. The photograph will be used for your

employment badge and for your “New Hire Letter” provided to parents and co-workers. Your photograph and biography will be posted on the center employee board and in the classroom information packet. During your orientation, if you have not previously done so, you will be required to present information establishing your identity and your eligibility to work in the United States in accordance with applicable federal law. You will not be allowed to begin working unless this information has been provided.

STAFF DEVELOPMENT

In addition to orientation, you will be expected to complete 20 hours of training in the first ninety (90) days of employment. All new staff must be trained.

Individuals hired as a Lead Instructor or Assistant Instructor will also receive training on building parent relationships, classroom management and leadership skills during their first (90) days of employment.

Galaxy Kids Academy holds mandatory group trainings throughout the year to help you develop the skills needed to perform your job. It will be your responsibility to make all necessary arrangements for you to attend. Staff will be reimbursed at their regular rate of pay for attendance at mandatory trainings. While Galaxy Kids Academy provides trainings for our employees, it is your responsibility to ensure that you have what you need in order to perform your job appropriately.

Staff must attend and document for their training file a minimum of **4 In-Service Training** sessions each calendar year. Other training topics may be selected from the following areas:

- Child Development
- Adult and Child Safety
- Nutrition and Safety
- Curriculum-Planning
- Risk Management
- Identification and Care of Ill Children
- Recognition of Child Abuse, Neglect and Sexual Abuse and the Responsibility of Reporting Incidents
- Professional Development
- Parent Relations
- Licensing Policies

Participation in training seminars is required to retain your employment with the company. It is mandatory that all staff members attend training meetings held by the center, an exception to this policy will only be made for staff who have provided a class schedule demonstrating that they will be in class during the training and/or meeting hours or have obtained a note from their doctor for an excused absence. All staff members are required to maintain a current Infant/Child and Adult CPR certificate along with a current First Aid Certification. All employees are responsible for the cost of training to become certified or renew their CPR and First Aid.

Curriculum Development

Program planning meetings will be held a minimum of each month and will be led by the Director. Lead Instructors or their representative of each department will meet monthly to discuss and prepare for upcoming center events. These meetings will take place either during regular hours of operation or after hours of operation. Some parts of the planning may be assigned to each staff member to plan on her/his own.

IMMIGRATION LAW COMPLIANCE

All offers of employment are contingent on verification of your right to work in the United States. On your first day of employment you will be asked to provide original documents verifying your right to work and, as required by federal law, to sign a Federal Form I-9, Employment Eligibility Verification Form. If you at any time cannot verify your right to work in the United States, Galaxy Kids Academy may be required to terminate your employment and take other action as required by law.

EMPLOYEE RECORDS

Your employee records are maintained by the Director. The following information is kept in your personnel file. It is your responsibility to notify your Director of any changes to your personal file to ensure that the information is kept current.

- Legal name
- Home address
- Home telephone number
- Person to contact in case of emergency
- Social Security number
- Initial Application / Resume
- Criminal History (it is your responsibility to notify your immediate supervisor of any changes to your criminal history record.)
- Exemptions on your W-4 tax form.
- TB test are required to be on file prior to beginning work. The employee is responsible for all costs in obtaining both.
- Current Infant/Child and Adult CPR and First Aid Certification, within one month of hire. Initial costs to obtain these certificates are the responsibility of the employee. The employees are responsible for the cost of certification and re-certification.
- One Month, 90 day and annual evaluation records
- Self-evaluations and professional growth reports
- Training certificates or licenses maintained
- Notices of discipline

OPPORTUNITIES FOR ADVANCEMENT

It is our policy to provide opportunities for promotion to our employees that are within our Equal Employment Opportunity guidelines. It is Galaxy Kids Academy's intent to hire and promote individuals who demonstrate the greatest and most desirable level of skills, knowledge, abilities, adaptations, fitness, and other qualifications appropriate to the position.

While there is no formal career development policy, the first criterion for any promotion is consistent effectiveness within your current assignment. Secondly, you must let your Director know you are

interested in more responsibility and discuss methods for your development. Continuing your education is another positive step. Your Director can help you explore other factors affecting your career development.

Job vacancies throughout Galaxy Kids Academy are posted on the staff bulletin board. An employee may bid for an opening by submitting a request to a bid on the position. The Director will ask you to provide examples of the job requirements that you are bidding on as part of your interview process for the new position.

An employee promoted to a new position will be given up to ninety (90) working days to demonstrate his/her ability and qualifications to satisfactorily perform the full duties required of the new position. If s/he does not perform satisfactorily within such time, s/he may, at the discretion of the company, be returned to the position s/he formerly held at the appropriate wage for the position s/he formerly held.

SEXUAL HARASSMENT AND OTHER UNLAWFUL HARRASSMENT

Sexual harassment will not be tolerated in any way, shape or form.

Galaxy Kids Academy is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion or any other legal protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship and is strictly prohibited.

Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to the Director or Owner. Employees can raise concerns and make reports without fear of reprisal.

CORPORAL PUNISHMENT

Corporal Punishment is the infliction of physical pain on a child as a means of controlling behavior. This includes, but not limited to, spanking, shaking, slapping, thumping, or pinching a child. This will not be tolerated at all.

CHILD ABUSE MANDATED REPORTER

By State Law you are required to immediately report any suspicions of child abuse. You must report to the Director of the center, so she may assist you in reporting the incident to Protective Services. The Child Protection Law requires that the staff member that has suspicions be the person to call Protective Services, but the Director will always be available to provide guidance, support, and assistance to the person making the report. It is your responsibility to review the Protective Services Mandated Reporter policies posted in your Center. Child Protective Service Agency can be reached at 855-444-8911.

Galaxy Kids Academy will not tolerate child abuse in any form; physical, verbal or sexual.

Galaxy Kids Academy **Child Abuse Policy**

1. We endorse and encourage an open door policy that allows parents and others to visit the facilities at any time, unannounced.
2. We make every effort to screen each employee's past employment record.

3. We try to assign two employees to any given situation.
4. We actively encourage comments and suggestions both positive and negative.
5. The Directors and Owner are continually supervising and monitoring every situation on an unscheduled basis.
6. We are aware of our legal responsibilities as a mandated reporter of child abuse and have done so and will continue to report any suspected acts of abuse.

IF A COMPLAINT WERE TO SURFACE From a Parent to us directly, we would

1. Listen, take notes, question, and generate specifics
2. Immediately question staff
3. If abuse is suspected, we would
 - a.) Call police
 - b.) Call Children's Protective Services
 - c.) Call our insurance carriers
 - d.) Call our attorney
 - e.) Immediately place all staff suspected of involvement on administrative leave without pay until outcome of investigation(s).
4. If, in our opinion, the charge of abuse is unwarranted, we would
 - a.) Confront parents with our findings and ask parents if they were satisfied or wanted further involvement by others.
 - b.) If no further involvement is wanted, we would ask parents to sign a dated written statement to the effect.
 - c.) IF PARENTS ARE NOT SATISFIED we would call police, children's protective agencies, insurance company attorney, and IMMEDIATELY PUT STAFF ON ADMINISTRATIVE LEAVE WITHOUT PAY.

COMPLAINT FROM A STATE OF LOCAL AGENCY, we would

1. Immediately place staff on leave without pay pending investigation(s)
2. Make calls to our insurance company and our attorney.
3. Cooperate completely by supplying information, data and support to the investigation.
4. Issue a special bulletin to all clients and staff explaining what was going on and urging their complete cooperation with the investigation.

REALTIONSHIP WITH MEDIA

The Owner will be the only person authorized to speak to reporters, television crews, or any member of the media.

ALL STAFF ARE TO DIRECT QUESTIONS TO THE OWNER.

Her statements will contain only facts such as:

- We have a claim of abuse.
- Staff involved has been placed on leave until investigation is concluded.
- We are cooperating completely.
- We want a quick and thorough investigation.
- Any other questions are to be directed to our attorney and insurance carrier.

During an Investigation, we would

1. Respect the privacy of all those involved by ensuring compliance with our confidentiality policies.

2. Utilize the advice of our attorney to ensure that the rights of any staff member accused of abuse or neglect are protected by due process.
3. Make every attempt to operate “normally”, as that is the professional responsibility of everyone.
4. Maintain constant and clear information and communication to parents.
5. Make this a time when extra love, extra care, extra giving would be the standard operating procedure, because we all know how children pick up and respond to our fears, anxieties, anger and hostilities.
6. Make every effort to insure that, as much as possible, that investigators perform their duties away from the site.

After an Investigation, we would

1. Pay any innocent staff for lost time/wage.
2. Ask our attorney to immediately sue any parent or agency who had falsely claimed abuse and ask not only for restitution but punitive damages.
3. Continually update staff and parents of further developments.

SMOKING POLICY

Galaxy Kids Academy policy was designed to provide a smoke-free environment for our children and employees who do not smoke.

Smokers have a responsibility to refrain from smoking in all areas of company premises. This includes the company building, parking lot, playground, any outdoor area, or while on center field trips or functions representing the Company in an area that children in our program may be present.

Any problems regarding this policy should be addressed to the Management. Please remember to observe this policy and respect the rights of your co-workers, both smokers and non-smokers. Retaliatory acts against employees exercising their rights under this Act is strictly prohibited.

ALCOHOL & SUBSTANCE ABUSE

Galaxy Kids Academy prohibits at all times the unlawful manufacture, sale, distribution, use, dispensation, receipt, transportation or possession of illegal drugs or unauthorized control substances on the Company's premises or while engaged in business for the Company off the premises. Galaxy Kids Academy also prohibits the unauthorized use of alcoholic beverages on the premises. Further, it is a violation of Galaxy Kids Academy policy for anyone to engage in work for the Company or to report to work in any impaired or intoxicated condition or under the influence of alcohol, drugs, or illegal substances.

This policy applies to all regular and part-time employees and temporary workers of Galaxy Kids Academy as well as to all consultants, vendors, and other individuals providing services to the Company at any time on the premises or while engaged in business for the Company.

Employees may be required to submit to random drug and alcohol abuse screenings. Positive drug test results will result in immediate dismissal from employment.

HOURS OF WORK & COMPENSATION ISSUES

EMPLOYMENT CLASSIFICATION

EMPLOYEE STATUS

Full-Time Employees consistently have a basic schedule between 38 to 40 hours per week.

If you were a full-time employee and have been on an approved medical or emergency leave of absence, upon return you will be considered a full-time employee if enrollment deems full-time enrollment is necessary to meet licensing requirements, provided you return to work as agreed in the provisions of your leave.

Regular Part-Time Employees consistently work year round 35 hours or less.

Temporary Employees include the following:

Substitutes are hourly staff that are willing to substitute on short notice.

OUTSIDE EMPLOYMENT

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with Galaxy Kids Academy. All employees will be judged by the same performance standards along with their ability to meet the requirements of the center, as they are modified from time to time; the employee may be asked to terminate the outside employment if he/she wishes to remain with Galaxy Kids Academy.

Note: Further more you cannot be employed by a competitor, as this will cause a conflict of interest with your employment at Galaxy Kids Academy.

COMPENSATION

A pay range is established for each of the organization's jobs. Each employee whose performance is "proficient" or better will receive a rate of pay that corresponds with the pay range that has been established for his/her job. The position of each employee's rate of pay within the range that has been established for his/her job will be determined primarily by the employee's relevant experience and job performance.

RATE OF PAY INCREASE

Pay increases are not automatic, but are earned by satisfactory performance on the job, satisfactory attendance AND trainings/conferences attended along with the financial status of the company. Notification of the maximum annual percentage of increase available for the employees to earn will be provided each year. Payroll increase percentage pay rates will be determined by the financial status of the center.

Each employee will be placed on a salary grade based on their position and education level. Each salary grade has a minimum and maximum wage an employee may earn. Once employees reach the maximum pay rate for their assigned career ladder level pay scale they will not be eligible to earn a rate of pay increase until they are assigned to a new career ladder level due to a promotion, or the salary grade is updated increasing the pay range scale.

WORK SCHEDULE

Galaxy Kids Academy is open year-round except for those days indicated on the parent contract. The hours scheduled, excluding time taken for meals, shall constitute a regular workday and five regular workdays in seven consecutive days. The Owner will determine scheduled hours for administrative employees based on the needs of the agency. Work schedules for classroom and support positions vary throughout the company.

Operational demands may make it necessary for occasional changes to scheduled "in" times, scheduled "out" times and/or in the total hours that may be needed each day and week, in order to meet the varying demands of our business. Staffing is directly related to the number of children enrolled. The determination of the daily and weekly work schedule is afforded to the Director. Your Director may make such changes at their sole discretion. Your Director will inform you of your hours by posting a weekly schedule. They will guide your completion of weekly or daily time sheets. It is the responsibility of the employee to check the posted schedule daily for any necessary schedule changes based on enrollment needs.

All employees must be willing to accept and expect variations in their schedules as required by the needs of the children and the business. Management promises to make variations in scheduling fair and equitable. If you feel the burden is not fair, please discuss it immediately with your Director.

To maintain efficiency, you are expected to be ready to start work in your designated work area at your scheduled start time and remain at work for the entire work period, excluding your meal period. Changing scheduled hours worked without prior approval will result in disciplinary action up to termination of employment. This includes, changing scheduled ending or starting times or scheduled break periods.

Should an unavoidable circumstance cause you to be late, notify your Director of your anticipated arrival time or if it is necessary for you to leave work because of a personal emergency, you must inform your Director before leaving.

BREAK PERIODS

Lunch periods and breaks will vary. You are expected to cooperate with your Director in taking lunch periods and breaks at a time where there will be no interference with the children. Hourly employees will receive a minimum of one 30 minute unpaid meal break in a shift of 8 hours or longer. Supervisors may modify the break schedule to meet the requirements of licensing, at their discretion.

TIME OFF & ABSENCES

Our philosophy at Galaxy Kids Academy on absenteeism is this: first, absenteeism is controllable. Second, with the exception of an emergency, there is no reason why all employees cannot be at work, on time, all the time. And finally, a few employees cause most of the lost time. Therefore, absence and tardy control is best achieved through individual focus aimed at the irresponsible, chronic employee who is absent and/or tardy.

The center cannot operate effectively or efficiently unless its employees can be depended upon to show up for work on a timely and consistent basis. Galaxy Kids Academy depends upon each employee, and when one person is absent, a replacement must be found for the day. Thus, absenteeism has a particularly disruptive effect on both the Center and the children. Employees, who take excessive time off, or abuse the

benefits of paid time off are subject to discipline, up to and including termination.

Employees requesting leave related to any medical condition concerning the employee or family members **will be required to provide a physician's statement** verifying the condition, the beginning and expected ending date of the requested leave, the need for the leave must be clearly stated, and the estimated time required prior to returning from leave must be outlined. This means a signed doctor's note must be provided on the day the employee returns to work.

Note: Foreseeable absences must be requested at least **10 working days** in advance.

- Request for leave should be in advance for foreseeable events (at least 10 days) and as soon as possible for unforeseeable events. Requests for leave must be made in writing on the **Employee Time-Off Request Form** and submitted to your supervisor. Requests will be evaluated based on a number of factors, including anticipated work load requirements, staffing conditions, mandatory meetings and/or trainings, and hardship to Galaxy Kids Academy operations during the proposed period of absence. All requests must be approved. Requests that cannot be accommodated may be denied or deferred. Completing a request form does not guarantee time off.
- Absences due to illness, children's illness, or family emergencies must be called in **AT LEAST three hours before an employee is scheduled to work. Opening staff are required to call in between the hours of 4:00 p.m. to 6:00 p.m. the day prior.** Sooner for all shifts if at all possible!
- Employees are asked to limit their absences for illnesses to occasions that they are too ill to perform their duties or the illness is contagious.
- Employees with children needing care are encouraged to have alternative, back-up child care arrangements made for their children to help eliminate absences due to child care needs.
- Non-Director Administrative positions report both to the Center Director and Owner.
- Car trouble is not considered an emergency. Please arrange for a ride from a friend or family member if the problem arises.
- Employees are required to call their Director.. Please try both numbers until the phone is answered. The following are not acceptable and could be cause for immediate termination:
 - ✓ Leaving a message on the voicemail at Galaxy Kids Academy
 - ✓ Calling or texting a co-worker
 - ✓ Texting or leaving a voicemail for the Director (without talking to them directly on the phone)

It is your responsibility to notify your Director personally **BEFORE** your starting time. State the reason for your lateness and when you expect to arrive at work. Failure to call in personally to report absences or lateness is a violation of Center rules, and the absence or tardy will be considered unauthorized. Calls from friends or relatives on your behalf will not be accepted as an authorized notice of absence or lateness; you may be required to submit evidence verifying the reason for your absence or lateness. Failure to provide the requested documentation will result in discharge.

Staff are required to attend the regularly scheduled staff meetings and trainings. If you do not attend staff meetings and trainings it will be considered a no call/no show and appropriate sanctions will be taken. Agendas for these staff meetings and trainings will be kept on file for licensing to review. Staff will be paid for the time they spend at the mandatory staff trainings and meetings. Galaxy Kids Academy expects each member of the staff to conduct themselves in a professional manner as a mature adult, respecting each member's contributions. Comments and complaints should be made to the Director. Remember that employment and family records and conduct at the center are confidential.

Please Note: All absences will be monitored. Excessive absences or patterns of absence that begin to occur, will be addressed by the Director and could be grounds for termination. It is important to understand that when we are short on staff, it is not only stressful on the other staff members, but affects the children as well. We have developed a policy that allows employees to take time off for legitimate reasons when necessary. This policy is also designed to address employees whose absences become excessive.

Without a doubt, working in a child care environment can sometimes be very stressful. Please let the Director know if a situation arises where time is needed to regroup. Galaxy Kids Academy strives to be sensitive to the needs of its employees and will try to make arrangements to accommodate an over-stressed staff member. Simply walking out and not returning from break leaves co-workers in a bind, but even more important, the children who are left are the ones who suffer.

Any employee, who chooses to walk off the job or simply does not return after leaving for break and/or lunch, will be reported to Child Care Licensing for **NEGLECTFUL SUPERVISION**. This action results in the employee's inability to work in child care again. The employee may not return to Galaxy Kids Academy premises. This also applies to employees who simply do not show up for work and do not call or give notice of their decision to quit. If any employee plans to terminate employment with Galaxy Kids Academy, a **two week written notice is required**. If this procedure is followed and company manuals are returned, the employee's paycheck will be processed without any fees.

TIMEKEEPING PROCEDURES

Accurate recording of time worked is the responsibility of every full-time, part-time, salary and non-salary employee. A time clock system is located at each center for Galaxy Kids Academy. Employees must record hours worked using the time keeping system identified for the agency they are employed. Federal and state laws require Galaxy Kids Academy to keep accurate records of time worked in order to calculate pay and benefits. Your supervisor will determine the hourly schedule for each employee. Employees should be sure to review any changes noted on the schedule. Employees are to record the beginning and ending time of all work shifts, and any split shifts or other departures from your work station for personal reasons. Staff assigned to an alternative center for substitute coverage or meetings are expected to clock out prior to travel time and clock in upon arrival at their new work location. Staff are expected to take care of personal business, such as dropping their child off in their classroom for care, before and after they clock in or out.

All pay sheets and time sheets must be initialed by your Director for approval for pay prior to submitting to the payroll department. If you are requested to come to work early or work after your regular scheduled hours, notification of this event must be indicated on your time sheet. All employees must receive prior written approval from your supervisor to work time outside of their scheduled time.

Any failure to clock in or out properly will result in a **delay** in payment of wages due.

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

COACHING AND/OR PROGRESSIVE DISCIPLINARY

You are expected to follow all policies and procedures for smooth operation and safety of the children in your care. However, everyone occasionally makes mistakes or needs guidance for optimal performance of teaching duties. When an employee needs guidance, progressive discipline procedures will be followed. Those procedures may include, but may not be restricted to the following:

- Oral coaching or warning, written warning, written improvement plan, administrative leave with or without pay, up to termination. (Nothing in this policy or in the handbook is intended to limit in any way the center's right to terminate at any time, with or without cause and with or without advance notice.)
- If the Director finds that repeat occurrences of coaching is required in the same area for an employee without reaching the desirable performance outcomes, the employee will be removed from the position.

PROFESSIONAL DEMEANOR

Demeanor involves your manner and your non-verbal tone and gestures. At Galaxy Kids Academy every staff member must be conscious of their emotional undertone that they are exuding.

Four Characteristics to Maintaining Professional Demeanor:

- Pleasant Smile
- Gentle Approach
- Friendly Greeting/Conversation
- Maintaining Professionalism

Note: All employees at Galaxy Kids Academy will greet every parent and family with a smile and by their name; to let them know that you are truly happy to care for their child.

PERFORMANCE EVALUATIONS

DAILY SUPPORT – Employees are strongly encouraged to discuss job performance and goals with the Director on an informal, day-to-day basis.

COACHING MEETINGS – Galaxy Kids Academy will also support all employees with ongoing and regular coaching meetings to address any employment issues, performance concerns may be addressed (on an as needed basis). Coaching Meetings may also come in the form of staff meetings after regular work hours have ended. All employees are required to attend all staff meetings when announced.

SIX MONTH REVIEWS – Six month reviews are to be performed twice a year to measure individual performance of established objectives and personal growth goals for the coming six months.

ONE MONTH MEETING – All new employees will meet with their immediate supervisor at the end of their first month of employment for an informal review. Questions will be answered and additional support will be provided, as needed.

INTRODUCTORY PERIOD EVALUATIONS – A formal performance evaluation will be conducted at the end of employee's initial period of hire, or after 90 days when promoted to a new position, known as an introductory or probationary period.

FORMAL PERFORMANCE EVALUATIONS - Additional formal performance evaluations may be conducted to provide the Director, as well as the employee the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. The Directors will be responsible for coordinating and collecting evaluation documentation and evidence through the appropriate agency identified assessment tools. The Director will work with the employee to provide necessary support.

All Galaxy Kids Academy employees are reviewed annually. Annual reviews are comprised of several factors, including:

- (a) Self-evaluation;
- (b) Evaluation by manager;
- (c) Goal setting;
- (d) Achieving planned goals.

During the formal performance review process, your manager is encouraged to cover the following areas:

- The quality and quantity of your work.
- Strengths and opportunities for growth.
- Attitude and willingness to work.
- Initiative and teamwork.
- Attendance.
- Customer service orientation.
- Problem solving.
- Ongoing professional growth and development.

A performance appraisal gives you a chance to discuss your duties and responsibilities with your manager and to learn how your manager perceives the quality of your work, your progress in attaining department goals and what will be expected of you during the next appraisal period. It gives you the opportunity to ask questions, learn about the objectives to be achieved, and explore directions for your career.

PAYROLL

The pay period at Galaxy Kids Academy, is twice monthly. Payroll is processed on the 5th and 20th of each month. Pay dates may be subject to change depending on needs of the agency or whenever Galaxy Kids Academy holidays or closings interfere with the normal pay schedule.

Hourly. All hourly employees, including substitutes must record their hours worked by clocking in and out on the time clock each day, at the time the hours are worked. Hourly employees are paid only for the approved hours worked and recorded on the time sheets.

PAY DEDUCTIONS

Your pay is subject to all deductions required by law, federal tax, social security payment, and state and local income taxes, as applicable. The amount of the deductions will depend on your earnings and on the information you furnish on your W-4 form regarding the number of exemptions you claim.

CHILD CARE BENEFITS

After one month of employment employees are eligible for a twenty (20) percent discount off the regular tuition for their children. Employees will be charged regular tuition rates for reserved spaces when absences exceed one week per year.

Note: All staff parents must adhere to the same enrollment and attendance policies that regular customers observe, and the child or children must be the natural/adopted child or children of the employee, or the employee must have legal guardianship to qualify.

MEDICAL & EMERGENCY LEAVES OF ABSENCE

Unpaid Leave of Absence

Under **emergency** circumstances, for medical or personal, you may need to be temporarily released from the duties of your job with Galaxy Kids Academy. It is the policy of Galaxy Kids Academy to allow its eligible employees to apply for and be considered for certain specific emergency leaves of absence. Medical leaves may not last more than ninety (90) days.

Unless otherwise provided in a valid and enforceable collective bargaining agreement, time off for any reason during a working day will count first against your allotted paid time off. Thereafter, unless specifically exempted, any time off will be without pay.

All requests for emergency or medical leaves of absence shall be submitted in writing to your supervisor. Each request shall provide sufficient detail such as the reason for the leave, the expected duration of the leave, and the relationship of family members, if applicable.

Failure to return to work as scheduled from an approved leave of absence or to inform your immediate supervisor in writing of an acceptable reason for not returning as scheduled will be considered a voluntary resignation of employment. All leaves granted will have a termination date. If the supervisor makes the determination to rehire this individual, the standard company hiring procedures will apply. Prior time worked for the company is not cumulative with the employee new hire date.

Time on leave for either medical or emergency leave does not accrue towards seniority, pay raises and/or other benefits.

JOB STATUS UPON RETURN FROM LEAVE

Galaxy Kids Academy will hold your job for up to three (3) months for absence due to pregnancy, disability or for other medical leave, or thirty (30) days for personal emergency leave. Employees returning from an absence due to medical leave will return to the same position. For leaves other than medical, you will be returned to your former position, if possible, or an equivalent one if otherwise qualified and one is available.

BEREAVEMENT LEAVE

Recognizing that a time of bereavement is very difficult, every effort will be made to ensure that a bereaved employee is able to attend to family matters. Employees should notify their supervisor of this situation immediately.

Any available paid time off can be used at this time with the approval of your manager. Unpaid time off will be granted to allow for any arrangements associated with the death that must be made.

JURY DUTY

We encourage you to fulfill your civic responsibility by serving on a jury when required to do so. If you are required to serve jury duty, you may use any available time off and may request an unpaid leave of absence.

If you are called for jury duty, you must notify your immediate supervisor within forty-eight (48) hours of receipt of the jury summons so that arrangements can be made to accommodate your absence. Your supervisor must receive a copy of the summons to arrange for your leave. Of course, you are expected to report to work whenever the court schedule permits. Directors may also request that employees in jury duty telephone them daily to discuss work issues.

LEAVE OF ABSENCE REQUEST

Employee Name _____ ID # _____

Address _____

Date of Hire _____

I am requesting a () medical () emergency leave of absence beginning _____(exact date) to _____(exact date or approximate date for medical leave.)

The reason for the leave is _____

_____.

I know that I am responsible for my medical and/or dental premiums while I am on leave and will abide by the terms of the insurance carriers. I will mail my premium by the first (1st) of every month directly to Kathy Hoszkiw, Galaxy Kids Academy, , 3210 Lansing Ave., Jackson, MI 49202.

() I wish to continue my medical, dental while on Leave of Absence.

() I do not wish to continue my medical, dental while on Leave of Absence.

Employee Signature _____ Date _____

Action Taken _____

Director Signature _____ Date _____

Owner Signature _____ Date _____

() Medical () Emergency

GOVERNMENT REQUIRED COVERAGE

Workers' Compensation

All employees are entitled to workers' compensation benefits. This coverage is automatic and immediate and protects you following an on-the-job injury. An on-the-job injury is defined as an accidental injury suffered in the course of your work, or an illness which is directly related to performing your assigned job duties. This job-injury insurance is paid for by Galaxy Kids Academy. If you cannot work due to a job-related injury or illness, workers' compensation insurance pays your medical bills and provides a portion of your income until you can return to work.

All injuries or illnesses arising out of the scope of your employment must be reported to your supervisor immediately. Prompt reporting is the key to prompt benefits. Benefits are automatic, but nothing can happen until Galaxy Kids Academy, knows about the injury. Please have your supervisor inform the Owner, enabling her to report the incident to our insurance company.

Unemployment Compensation

Depending upon the circumstances, employees may be eligible for unemployment compensation upon termination of employment with Galaxy Kids Academy. Eligibility for unemployment compensation is determined by the State Department of Labor.

Unemployment compensation is designed to provide you with a temporary income when you are out of work through no fault of your own. For your claim to be valid, you must have a minimum amount of earnings determined by the State, and you must be willing and able to work. You should apply for benefits through the local State Unemployment Office as soon as you become unemployed.

Social Security

The United States Government operates a system of mandated insurance known as Social Security. As a wage earner, you are required by law to contribute a set amount of your weekly wages to the trust fund from which benefits are paid. As your employer, Galaxy Kids Academy is required to deduct this amount from each paycheck you receive.

Your Social Security number is used to record your earnings. You are encouraged to protect your Social Security record by ensuring your name and Social Security number on your pay stub and W-2 form are correct. You may also want to make sure your earnings statement is accurate each year by requesting a Personal Earnings and Benefit Estimate Statement from the U.S. Social Security Administration by calling 1-800-772-1213 or you may even access them on-line at www.ssa.gov.

RULES & REGULATIONS

TEAMWORK AND SERVICE TO THE CUSTOMER

As you learned from our Mission Statement, excellent service to our customers is a primary goal. Our success is a result of consistently performing beyond our clients expectations.

To perform at this level, it is essential that all Galaxy Kids Academy employees/departments operate as a team. Whatever your job function, you are a member of the team that services clients because all of our jobs are related to and dedicated to that end.

As a member of a team, you must understand that the quantity and quality of the work you do affects your co-workers and, ultimately, the client. We expect you to set high standards for yourself, in the job you do, the way you communicate and the manner in which you interact with others.

ETHICAL STANDARDS

Galaxy Kids Academy strives to maintain the highest standards of personal and business ethics and corporate conduct. As an employee, you are required to do the same. Your daily activities on behalf of Galaxy Kids Academy should always be carried out in an ethical and legal manner, and conflicts of interest should be avoided.

GUIDELINES FOR CONDUCT

Every organization requires a set of rules so that the group as a whole may operate smoothly and safely to accomplish its goals. This is particularly so at Galaxy Kids Academy where failure to adhere to high standards of conduct may affect the well-being of employees and customers. Employees of Galaxy Kids Academy are expected to accept certain responsibilities, adhere to accepted business and professional principles in manners of personal conduct, and exhibit a high degree of personal integrity at all times.

When an employee violates any of Galaxy Kids Academy or departmental standards, his/her supervisor is responsible for acting promptly to correct the situation and to prevent further occurrences for mutual benefit. Often, disciplinary actions are taken in a progressive manner in order to provide the opportunity for the employee to correct his/her behavior and to meet work standards. Examples of progressive steps in this process are: verbal counseling, written counseling, suspension, and/or discharge. Documentation of all counseling, suspension and discharge will be written in duplicate by the supervisor and countersigned by the employee and placed in his/her file. The director, employee and owner will retain copies of any disciplinary action taken.

Written reprimands are issued to ensure important correction of any employee's attitude or job performance. A total of three reprimands within a twelve (12) month period may result in immediate dismissal.

Some offenses are so serious that they can result in termination without previous warnings. The following examples are listed for the guidance of all. This list is not intended to be a comprehensive list of all prohibited activity. The following actions may result in immediate termination:

- Inappropriate behavior toward parents. (All staff are expected to be professional and courteous at all times. If a parent is rude to you, please allow your Director to handle the situation.)
- Neglect of physical abuse of a child.
- Withholding of food, nap or other comfort from a child.
- Failure to report to work two consecutive workdays without proper notification.
- Falsification of center records (i.e. employment application, time clock, and your records).
- Working under the influence of alcohol or illegal drugs.
- Smoking in prohibited Areas
- Conviction of a felony for any offense committed while employed by the center.
- Fighting, threatening violence or disruptive activity in the work place.
- Leaving a child unattended (inside or outside).
- Allowing a child to leave the center with an unauthorized person.
- Sleeping while supervising children.
- Habitual absenteeism or tardiness without notice or unauthorized absences from workstation during the workday (leaving assigned work area without prior approval or adequate coverage).
- Sexual or other unlawful or unwelcome harassment.
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property.
- Insubordination that shows gross disrespect, such as threatening, profanity, or yelling at the Directors.
- Unauthorized use of telephones, mail systems, or other employer-owner equipment (No Cell phones allowed in the center during work hours!).
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the work place, while on duty.
- Use of any form of Social Media to defame the company or its customers or employees.
- Unsatisfactory performance or conduct.
- Sharing confidential information about the center or any of its employees.

- Promoting and sharing rumors or negative information about Galaxy Kids Academy.
- Gambling on center property.
- Unauthorized posting or removal of bulletins or notices
- Disregard of one's appearance, uniform, dress or personal hygiene.
- Dishonesty.
- Violation of any and all safety rules.
- Failing to be ready to work prior to clocking in at the start of your shift and remaining prepared to work until after you have clocked out at the completion of your shift.
- Leaving one's work area without authorization or interfering with the work of other employees.
- Entering or remaining inside Galaxy Kids Academy's property outside of your scheduled working hours without prior approval from your director. Scheduled work time includes hours posted on weekly scheduling including four (4) minutes before and four (4) minutes after those hours posted.
- Immoral, indecent or disorderly conduct of any nature, or lending money for interest on Galaxy Kids Academy's premises.
- Threatening, intimidating, coercing, fighting or the inability to work effectively with another employee or a customer by word or deed, whether on or off Galaxy Kids Academy's premises.
- Any discourtesy, unkindness or impatience with customers or with any member of the public visiting Galaxy Kids Academy.
- Possession of firearms or any other type of weapon while on Galaxy Kids Academy's property.
- Unauthorized possession of property belonging to Galaxy Kids Academy of another employee or of a customer or visitor to Galaxy Kids Academy
- Negligent or deliberate destruction of or misuse of property belonging to Galaxy Kids Academy or to a customer or visitor to Galaxy Kids Academy.
- Failure to follow the rules concerning solicitation and/or distribution of literature.
- Unauthorized possession, use, copying or reading of Galaxy Kids Academy's records, or disclosure of information contained in such records to unauthorized persons.
- Poor attitude or disrespect to management, your supervisor, the customers or visitors to Galaxy Kids Academy.

- Any act of misconduct, incompetence, or any violation of this Employee Handbook which may, in management's sole discretion, be grounds for disciplinary action and/or termination of employment.
- Failure to complete regularly assigned tasks in a timely fashion or refusal to perform assigned work.
- Unapproved change of scheduled hours of work.
- Receives repeated complaints from parents.
- Refuses to carry out orders of department head or supervisor or is insubordinate.
- Has received three reprimand slips signed by the department head and filed in the employee's personnel file within any (12) twelve months after the three month probationary period.
- Failing to perform in a manner that ensures the safety of the children in your care.
- Failing to demonstrate awareness of the location or the number of children assigned to you.

All employees will be counseled where there is deficiency in performance. The following is one exception to this rule: Any employee who strikes a child or subjects a child to corporal punishment shall be subject to IMMEDIATE DISMISSAL. Examples of this behavior include: slapping, pushing, shoving, sitting a child down with force, pulling a child's arm, jerking a child's head, molestation or any other physical harm.

IMMEDIATE DISMISSAL also results from subjecting a child to humiliation, ridicule, depriving a child of a snack or meal, or using abusive language toward a child. **THIS LIST IS NOT MEANT TO BE ALL INCLUSIVE.**

GRIEVANCES

In our organization, the employee is urged to make his/her complaints known to those able to correct the situation (Lead Instructor, Director), discuss grievances, and have them adjusted and corrected informally.

If he/she prefers to seek an adjustment of his/her problem through formal methods, however, the following procedure has been developed.

- Step 1. Each employee has the right to present any grievance or complaint to his/her supervisor in writing.
- Step 2. If the employee is dissatisfied with his/her supervisor's reply, he/she has the right to present any grievance or complaint to the supervisor in charge in writing.
- Step 3. Any employee who is dissatisfied with the reply given in Step 2 has the right to prompt and full review by the owner.

EMERGENCY CLOSING AND INCLEMENT WEATHER

Emergency

In the event of an emergency the Owner will make the final determination in closing the center. Emergency closings may be deemed necessary for lack of heat, water, electricity or severe weather. It is the responsibility of the opening staff to contact the Director within one half hour of opening with details of the emergency. It is the responsibility of the Director to contact the President immediately with details of the emergency to determine if closing of the center is necessary.

Inclement Weather

We consider every position at Galaxy Kids Academy to be essential; therefore, it is important for you to report to work, as scheduled, during inclement weather. In the event that hazardous weather conditions exist, your arrival time will be considered by your supervisor. Closing of the center will be determined by the Owner. Your director will notify you of any closings.

Staff persons scheduled to work during the period in which their center is closed due to emergency or severe weather are not entitled to pay for the time their facility is closed.

SOLICITATION OR DISTRIBUTION OF LITERATURE

Galaxy Kids Academy strictly prohibits both employees and others from soliciting and/or distributing literature on Galaxy Kids Academy premises during business hours, unless otherwise provided in a valid and enforceable collective bargaining agreement. Galaxy Kids Academy has established specific policies on solicitation for employees and for non-employees.

EMPLOYEES:

- May neither engage in solicitation of any kind, nor allow themselves to be solicited during their work time;
- May not distribute or post any kind of literature in work areas or on bulletin boards; and
- May be subject to immediate dismissal or corrective action if they violate the policies.

NON-EMPLOYEES:

- May not solicit and/or distribute literature of any kind, anywhere on Galaxy Kids Academy premises including bulletin boards; and
- Are subject to the strict enforcement of this policy by managers and others in authority at Galaxy Kids Academy
-

SECURITY/SAFETY CHECK

Classroom exterior doors are to be locked when not in use. All windows are to be closed and secured and all doors locked at the close of the school day. An opening and closing check-off procedure is in effect in all centers. Employees who open or close must follow the closing procedures listed in this manual everyday

All closets, desks, offices, classrooms or containers that are Galaxy Kids Academy property, as well as briefcases, backpacks, book bags, parcels and other personal belongings of employees, are subject to inspection and search by Galaxy Kids Academy or their designated agents.

DRESS CODE

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the image that Galaxy Kids Academy presents to parents and their children, visitors, and guests. Our philosophy is to provide a culture that allows staff to dress in a style which presents a neat, business-like appearance and that promotes confidence and professionalism in public. We expect you to accept the responsibility of dressing appropriately for your position or situation. With that, the following dress code will be implemented and enforced at all times.

- **Jewelry** should be conservative. Long chain necklaces or pendants should not be worn as they can present a safety hazard to small children. Earrings should also be small, conservative and secure, to prevent children from grabbing and pulling them loose. Facial piercing must be covered or removed.
- **Shoes** must be neat and in good repair at all items. Tennis shoes or flats are best. Since you are expected to engage the children in activities on the playground shoes should be appropriate for the situation. Open-toe or open-heel shoes are not recommended for safety reasons, (no flip flops). All kitchen staff must wear closed-toe and heel-shoes. Bare feet are prohibited. Slippers may only be worn in the infant room as an alternative shoe covering.
- **Clothing** should be clean and in good repair at all times. You are hired to work with children and being down on the floor frequently is part of the job responsibility. Knee-length shorts or capris are allowed during the Summer Program only; they must fit loosely with no holes or lavish accessories. Use a conservative outlook when deciding upon apparel. Clothing that allows you to interact with the children while looking professional is required.
- **Hair** color should be conservative in color, clean and well groomed.
- **Nails** should be maintained in a conservative length to prevent any unintended scratching of the children in your care and to help prevent the spread of germs or bacteria potentially found in longer nails.
- **Tattoos** shall be covered while at work or attending a work-related function.

The regulation staff shirt may not be altered in any way or tucked up to reveal the midriff.

All employees must report to work wearing their Galaxy Kids Academy logo shirt. Two are provided upon hire. Additional shirts may be purchased by the employee. Alterations to the shirt may not be made, nor may it be worn in a manner that exposes your midriff.

All employees must wear their ID badge while working in the center or representing the agency outside of the center.

When representing Galaxy Kids Academy outside of the center employees may not wear backless, midriff or low cut tops, short skirts, exercise clothing, tube tops, leggings, jeans, ripped pants, too tightly fitted clothing, or inappropriate words, pictures or logos on clothing, jean shorts, slippers, bare feet, stocking feet, bathing suits or low cut pants or shirts exposing your undergarments.

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

Dress Down Day

Directors will notify their employees of days approved for business casual dress. Business casual dress is defined as casual clothing that is appropriate for a classroom environment (see above regarding restrictions). Employees are expected to exhibit good judgment in clothing choices on Dress Down Day, consider the day's activities when determining what to wear. When business obligations take an employee out of the center, he/she should dress accordingly. Acceptable casual clothing includes jeans with the exception of holes, cut offs, frayed edges, worn and an appropriate shirt.

IDENTIFICATION BADGES

All employees of Galaxy Kids Academy will be issued an identification badge with their name and photo upon employment. If your identification badge is lost or stolen, you must request a replacement. You are required to wear your identification badge, in clear view, at all times while on duty.

Upon termination of employment, you must return your identification badge to your director.

PARKING

Staff are expected to reserve parking spaces nearest their building for the parent dropping off and picking up their children. Staff is expected to park in the spaces furthest from their centers entry area. Staff parking spaces are posted at each center on the employee bulletin board. We ask that all employees abide by this request.

USE OF PHONE AND MAIL SYSTEMS

When you answer the telephone, you represent Galaxy Kids Academy to the caller. We expect you to speak to the caller in a courteous and professional manner.

- **All calls will be answered within three (3) rings.** If you are away from your desk you are expected to have the cordless phone with you or assign another individual to answer the phone for you. If you are meeting with a parent or staff member you are expected to excuse yourself from that person to answer the phone;
- When answering the telephone, give the name of the center and your name;
- If the person with whom the caller wishes to speak is on another line, ask the caller if he/she desires to be placed on hold.
- While waiting for the individual on the other line or while searching for someone requested by the caller place the call on "**HOLD**" so noise is not transmitted;
- If caller has been placed on hold, offer to have the call returned if the person with who he/she wishes to speak is not available within a reasonable amount of time;
- When a caller leaves a name, number, or message, make sure it is recorded correctly and given to the appropriate party;
- When taking a message reassure the caller by saying "I'll deliver the message," or another response that is appropriate.

- 100% of all messages will be delivered and responded to on the day of the call;
- Voicemail and email will be checked throughout the day and responded to in a timely manner, the same day it is received.
- If you do not understand what the caller is saying, ask him/her to repeat the message, keeping in mind your telephone manners;
- We want to be as service-oriented as possible. Therefore, please make every effort to assist the caller or refer the caller to the appropriate individual for assistance.
- The LAST WORDS ARE to all phone conversations are: "Thank you for calling."

SOCIAL MEDIA POLICY

The following principles apply to professional use of social media on behalf of Galaxy Kids Academy as well as personal use of social media when referencing Galaxy Kids Academy:

- Employees need to know and adhere to the Galaxy Kids Academy company policies when using social media referenced to Galaxy Kids Academy.
- Employees should be aware of the effect their actions have on their image, as well as Galaxy Kids Academy's image. The information that employees post or publish may be public information for a long time.
- Employees should be aware that Galaxy Kids Academy may observe content posted to their personal Social Media accounts. Individuals must use their best judgment in posting material that is neither inappropriate nor harmful to Galaxy Kids Academy, 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 there are questions about what is considered confidential, employees should check with their Director.
- Social Media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to the Owner of Galaxy Kids Academy
- If employees encounter a situation while using Social Media that threatens to become antagonistic, employees should disengage from the dialogue in a polite manner and seek the advice of the Director.
- Employees should get appropriate permission before referring to or posting images of current or former employees, members, vendors or suppliers. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks, or other intellectual property.
- Social Media use shouldn't interfere with employee's responsibilities at Galaxy Kids Academy. Galaxy Kids Academy's computer systems and iPad devices are to be used for business purposes only. Using Galaxy Kids Academy's computer or iPad devices for business purposes is allowed by authorized individuals only (ex: Facebook, Twitter, Galaxy Kids Academy blogs and LinkedIn), personal use of Social Media networks or personal blogging of online content is discouraged and could result in disciplinary action.

- Subject to applicable law, after-hours online activity that violates Galaxy Kids Academy's Code of Conduct or any other company policy may subject an employee to disciplinary action or termination.
- If employees publish content after-hours that involves work or subjects associated with Galaxy Kids Academy, a disclaimer should be used, such as this: "The postings on this site are my own and may not represent Galaxy Kids Academy's positions, strategies or opinions."
- It is highly recommended that employees keep Galaxy Kids Academy related Social Media accounts separate from personal accounts, if practical.

EMPLOYEE MAILBOXES AND EMAIL

ALL staff members have a mailbox with their name on it along with a work email account.

Mailboxes are used by the Director or other staff to place notices.

Look in your mailbox and check your email every day. Many of the notices are timely.

Keep your mailbox empty. Do not use it to store teaching materials, etc. These boxes are to be used for Galaxy Kids Academy, Inc, information only.

Respond to your work emails in a timely manner. Personal email accounts may not be used for to correspond with center customers.

USE OF GALAXY KIDS ACADEMY EQUIPMENT & SUPPLIES

The equipment used to accomplish your work is expensive and may be difficult to replace. Exercise care when using tools and equipment and follow all operating instructions, maintenance requirements and safety guidelines. Please do not use any equipment requiring operation that you do not fully understand. Ask for assistance. Report damages or deterioration of equipment immediately to your immediate supervisor. Equipment and supplies are intended for company use only. Employees may be reprimanded up to termination for personal use of company equipment and supplies.

You are responsible for all property, materials or equipment issued to you or in your control during your employment with Galaxy Kids Academy unless otherwise provided in a valid and enforceable collective bargaining agreement. Company iPads or computers may not be removed from the center and must be checked in and out each day with your Center Director for use in the classroom. Should you leave Galaxy Kids Academy for any reason, you are required to return it to your manager before your last day of work.

EMERGENCY & SAFETY PROCEDURES

EMERGENCY PROCEDURES

Emergency

In the event a resuscitator and an ambulance are needed, you are to call the Fire Department – **911**.

In the event that only an ambulance is needed, you are to call the Police Department – **911**.

In the event that you cannot reach a phone, pull any of the fire alarms throughout the building.

Accidents.

1. Students: If a child is hurt in class or on the playground, do not leave the area unsupervised. Send another adult or older child to the office for help. Someone will come immediately to tend the child. The adult on or near the scene of the accident is responsible for making out an accident form and signing it immediately after the injured child has been cared for. Make sure the office receives the copy along with the parent.
2. When the director is not present and there is a real question as to the seriousness of the injury, call 911 and ask for an ambulance.
3. If an employee is injured while on the job, they must notify the office at once.

Sickness

If a child becomes sick while at the center (complaining, vomiting, temperature, etc.), notify the office immediately. The parents will be notified to pick the child up within 30 to 45 minutes. Staff should refer to the Parent Handbook for the center policies allowing children to return after illnesses.

DISASTER PROCEDURES

Fire Drill

A designated alarm will sound as determined by the office.

- Have the children leave by the designated exit in a quiet, orderly manner.
- Close all doors.
- Take your attendance sheets; the teacher leaves the room last to ensure all others have gone from the room.
- Outside, the children should be clustered in the furthest fenced in area of the playground and roll call taken outdoors to ensure everyone is present.
- When the all-clear signal has sounded, return the children to their room.

Tornado Warning

- Have the children leave the classrooms or playground in a quiet orderly manner to the Smallest interior room in the center.
- Close all doors
- Take your attendance sheets; the teacher leaves the room last to ensure all others have gone from the room.
- All children should sit in the hallway facing the wall and roll call taken to ensure everyone is present.
- When the warning has passed, the children may return to their rooms. (Tables may be brought out to the hallway for the children to sit under.)

SAFETY

General Employee Safety

Galaxy Kids Academy is committed to the safety and health of all employees and recognizes the need to comply with regulations governing injury and accident prevention and employee safety. Maintaining a safe work environment, however, requires the continuous cooperation of all employees.

Galaxy Kids Academy will maintain safety and health practices consistent with the needs of our industry. If you are ever in doubt about how to safely perform a job, it is your responsibility to ask your supervisor for assistance. Any suspected unsafe conditions and all injuries that occur on the job must be reported immediately. Compliance with these safety rules is considered a condition of employment. Therefore, it is a requirement that each supervisor make the safety of employees an integral part of her/his regular management functions. It is the responsibility of each employee to accept and follow established safety regulations and procedures.

Reporting Safety Issues

Every precaution must be taken to guard against accidents to children and staff. It is the responsibility of every staff member to correct unsafe or messy conditions such as liquid, food, paper, extension cords, children's clothes, toys on floor, etc. All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues must be reported immediately to your supervisor. If you or another employee is injured, you should contact outside emergency response agencies, if needed. If an injury does not require medical attention, a Supervisor and Employee Report of Accident Form must still be completed in case medical treatment is later needed and to insure that any existing safety hazards are corrected. The Employee's Claim for Worker's Compensation Benefits Form must be completed in all cases in which an injury requiring medical attention has occurred.

Federal law (Occupational Safety and Health Administration) requires that we keep records of all illnesses and accidents which occur during the workday. The State Workers' Compensation Act may also require that you report any workplace illness or injury, no matter how slight. If you fail to report an injury, you may jeopardize your right to collect worker's compensation payments as well as health benefits. OSHA also provides for your right to know about any health hazards which might be present on the job. Should you have any questions or concerns, contact your supervisor for more information.

Galaxy Kids Academy Safety Program Responsibilities

The Program Director

1. Familiarize all staff with the safety program and ensure its effectiveness and implementation.
2. Be aware of all safety considerations when introducing a new process, procedure, machine or material to the work place.
3. Give maximum support to all programs and committees whose function is to promote safety and health.
4. Actively participate in safety committees as required.
5. Review serious accidents to ensure that proper reports are completed and appropriate action is taken to prevent repetition.
6. Conduct monthly employee health and safety training.
7. Ensure all emergency lighting is in working order.
8. Conduct all required safety drills and reviews.

Instructors

Instructors are the foundation of the Safety Program. Their responsibilities are to:

1. Familiarize themselves with company safety policies, programs and procedures.
2. Provide complete safety training to employees prior to the assignment of duties.
3. Consistently and fairly enforce all company safety rules.
4. Investigate injuries to determine cause, and then take action to prevent repetition.
5. See that all injuries, no matter how minor, are treated immediately and referred to the primary manager to ensure prompt reporting to the insurance carrier.
6. Inspect work areas often to detect unsafe conditions and work practices, utilizing Galaxy Kids Academy self-inspection checklists as required.

Employees

Employee responsibilities for safety include the following:

1. Adhere to all safety rules and regulations.
2. Wear appropriate safety equipment as required.
3. Maintain equipment in good condition.
4. Report all injuries, no matter how minor, immediately to a supervisor and record on an Accident Report. HAND the original copy to the parent, the Xerox copy to the Program Director. Accident reports must be completed for staff injuries also.
5. Encourage co-workers to work safely.
6. Report unsafe acts and conditions to the supervisor.

General Safety Rules

For the protection and safety of all employees, Galaxy Kids Academy has established the following rules designed to prevent accidents and injuries. Compliance with these rules will be mandatory.

1. All accidents and injuries must be reported to the supervisor at the time of occurrence and recorded.
2. All spilled juice, water and other liquids must be wiped up immediately.
3. Any defective equipment must be immediately reported to your supervisor.

4. Failure by an employee to comply with the safety rules will be grounds for corrective discipline.
5. Equipment shall not be operated until you have received proper instruction on their operation.
6. Center TV's shall be strapped down at all times. The TV and cart shall not be left in the classroom when not in use. CHILDREN ARE NOT ALLOWED TO PLAY ON OR AROUND THE TVCART.
7. Mop buckets containing water shall not be left unattended at any time.
8. All staff must ensure that any door with a door closure attached remains securely latched at all times.
9. All medicine shall be stored in a locked cabinet or refrigerator.
10. All doors and emergency exits will remain free of obstructions.
11. Cots shall have 18 inches clearance on all sides.
12. All cribs shall have 24 inches of clearance on all sides excluding sides adjacent to classroom walls.
13. Children will be instructed to refrain from climbing on equipment or furniture not designed for this purpose.

Material Handling

1. Lifting: Attempting to lift or push an object which is too heavy must be avoided. You must contact the supervisor when help is needed to move a heavy object.
2. When carrying material, caution will be exercised in observance of obstructions, loose material, etc.
3. All material will be stacked and stored in proper areas.
4. Materials will not be stored in hallways or walkways. They must be kept clear at all times.

Equipment and Playground Safety Check

A daily playground safety check will be conducted prior to children using the playground. The results of the check will be recorded on the wipe off board designed for this purpose and the Playground Safety Check log. All staff members are expected check the playground safety check upon arrival. Ongoing safety checks should be completed each time children are taken onto the playground. All toys and equipment must be checked daily for any needed repairs. Immediate notification must be given to your Director for any unsafe equipment or toys which is in need of repair. The Center Director immediately who will arrange for necessary repair.

Housekeeping

The foundation for a safe, healthful, and pleasant place to work is good housekeeping. Galaxy Kids Academy provides safe and suitable working conditions for all employees. You are urged to cooperate in every way to maintain this environment. Work stations and classrooms should be left in an orderly condition at the close of the day; windows, equipment and lights, i.e., copy machines, computers, air exhaust system should be turned off. All areas of Galaxy Kids Academy should be free of litter. It is the teacher's responsibility to ensure their classroom is daily meeting the centers housekeeping guidelines, daily. We should treat our facility as though it were our home.

1. Materials and equipment will be kept out of hallways and walkways.
2. Materials will not be stored against doors or exits or fire extinguishers.
3. Materials and other equipment will be returned to their proper storage area after use.
4. Areas will be kept dry, spilled liquid will be cleaned immediately.

5. Trash and scrap will be thrown in proper waste containers.
6. Good housekeeping practices will be exercised within each employee's work area.
7. Every day – every employee is responsible for making sure that items are not stacked on top of cabinets, shelves, etc., - ANY PLACE THAT MIGHT CAUSE A HAZARD TO CHILDREN/STAFF.

All toys and equipment must be collected on the playground and returned to its proper storage area at the end of the recess period.

It is the responsibility of the Center Director to ensure that the full closing procedures have been completed prior to the departure of the last scheduled employee has. Closing procedures are completed in each classroom as the number of children reduces during the day, eliminating the need for use of the classroom. Teaching staff are responsible for the removal of garbage, cleaning of the floors, sinks, cabinets and storage areas prior to closing the room for the day. Cleaning is not to be completed while staff members are scheduled to maintain ratios, as the full attention of the classroom staff should be given to the children in their care.

Chemicals

1. Chemicals meeting the definition of "Hazardous Material: as defined by the OSHA Safety and Health Regulations, will not be purchased and/or brought into a center for usage without:
 - A. Material Safety Data (Form OSHA-20) or equivalent information on file and
 - B. Express consent or approval of the Director.
2. All containers will be labeled as to their contents
3. A solution of ½ cup bleach to one gallon of water shall be used to disinfect all tables, chairs, cots and toys. The container shall be clearly labeled with contents along with the poison control number 517 788-4816.

Fire Prevention

To help prevent fires, you should keep work areas free from unnecessary combustible materials, limiting items displayed to bulletin board areas only. Items may not be hung from the lights or ceiling. Know the location of the firefighting equipment in your work areas. Tampering with fire extinguishers is forbidden. Fire extinguishers, sprinklers, fire exits doors or windows will not be blocked by supplies, stock or toys at any time. Smoking or open flame is prohibited on all Galaxy Kids Academy property. All fires must be reported immediately. Fire emergency number, 911, will be called and location of fire given. Stay away from the fire scene if you are not directly involved in removing persons to safety. Avoid using the telephone after the fire is reported. All telephone lines must be kept open for emergency calls. Above all, you should know what to do in the event of a fire.

Medical Emergency

All medical emergencies will be reported immediately. Medical emergency number must be called and location of emergency given. The person reporting any emergency must stay on the telephone line until released by answering party.

First Aid Boxes

All centers have a first aid box on the premises located in the teacher's resource room, along with each classroom having their own individual first aid kit. The classroom first aid kits must be taken with the group each time they leave the classroom. Outings include recess time on the playground, field trips and nature walks in the neighborhood.

IT IS IMPERATIVE THAT ALL EMPLOYEES BECOME THOROUGHLY FAMILIAR WITH THE ABOVE SAFETY RULES AND PROCEDURES

Galaxy Kids Academy Safety Hazards

In the history of our company, we have identified these very few safety problems or issues. In the child care industry there are only some issues that have re-occurred over and over. We list these here for your information and awareness and solicit your suggestions for improvement or changes for a safer environment.

1. Slipping and falling: games, puzzles, toys, small chairs, children themselves all create a situation where slipping and falling are safety impediments (mopping, sweeping, working with floor). Wet Floor Signs must be displayed each time the floors are mopped.
2. Back strain: Lifting children onto changing tables, out onto tables to tie shoes, bending to wipe noses, buckle pants, etc, all contribute dangers, if staff members are not bending and lifting with their knees, being aware of weight, etc.
3. Stress: The sheer number of human contacts, noise, pressure, active environment, and hectic time schedule, all lead to a situation where stress is a threat at all times.
4. Cuts-abrasions-bruises: Equipment inside and outside is abused by children, weather, and other conditions. Edges become exposed, wheels get broken, etc.

ORIENTATION & ON-GOING SAFETY TRAINING

The goal of our safety training program is to develop safe work habits and attitudes. It is critical that new workers understand work rules and procedures prior to being assigned a job. It is even more imperative that all employees remain safety conscious and responsible for being aware of safety issues and the need to recommend changes where problems are identified.

1. New employees will be given an orientation that covers Galaxy Kids Academy safety policies, responsibilities, rules and hazards.
2. At all schools there is a weekly check list that covers potential safety hazards.
3. All Directors will hold on-site meetings at least once a month with entire staff or with Lead Teachers where, safety will be part of every agenda.
4. All employees will complete a work/job assessment review annually.

BLOODBORNE PATHOGEN TRAINING

In 1992, the Federal Government passed laws and policies to protect employees who might be exposed to blood and other body fluids in the course of their work. The driving force was contagious diseases and their spread. These laws, policies, and standards are to be governed by the Occupational Safety and Health Administration (OSHA) at the Federal level and/or the State OSHA Department.

Bloodborne Pathogen Exposure Control Plan

Following is Galaxy Kids Academy Policy:

1. Exposure determination:
All Teachers, Teacher Assistants, Teacher Aides, Assistant Directors, and/or Directors may incur exposure to blood or other possibly infectious materials.
2. Implementation Schedule:
 - a. Universal precautions will be observed at all Galaxy Kids Academy in order to prevent contact with blood or other potentially infectious materials.
 - Plastic bags are available for diapers, diaper wipes, and paper in all changing areas.
 - Rubber gloves are available and are to be used. They are to be disposed of in plastic bags.
 - All Directors will ensure that adequate supplies, sanitary conditions, and universal precautions are being maintained.
 - Adequate hand-washing facilities are available near all diaper changing areas and in bathroom areas.
 - b. Needles are not a problem or danger in our occupation. If the occasion does arise for their use, they must be returned to the parent for disposal. They must be stored in the Director's office until the parent's arrival.
 - c. There is complete separation from changing areas and food/drink area.
 - d. Food, drinks and serving dishes and silverware may not be stored in the classrooms.
 - e. Personal Protective Equipment: Galaxy Kids Academy provides rubber gloves at all changing areas and in all first aid kits. Each staff is responsible for seeing that supplies are adequate and in place. First Aid kits must be carried by the teaching staff when children transition to the playground or leave the center on a field trip.
 - f. All diaper changing areas will be cleaned and decontaminated using bleach water daily and after each diaper changing procedure. Changing areas may not be used for any purpose other than changing diapers.
 - g. Laundry contaminated with blood or other materials will be put in plastic bags, sealed and returned to parents with notification.
 - h. HEPATITUS B VACCINE
 - Galaxy Kids Academy employees render first aid only as a collateral duty, only responding to an actual incident.
 - Galaxy Kids Academy has an incident report procedure and all employees must report to the Director before the end of a work shift when an incident occurs.
 - Galaxy Kids Academy will alert all staff to this entire policy and plan.
 - Employees who file a report have the right to have the Hepatitis B vaccination series offered to them within 24 hours.
 - Employees who decline the Hepatitis B vaccine will sign a waiver.

- All Directors have the responsibility to offer the vaccine, collect the waiver, and communicate with the Owner regarding this policy, the plan, incidents, and recommendations for change.
- i. Galaxy Kids Academy will provide training for all employees at staff meetings.
- j. All records will be maintained by each Galaxy Kids Academy, Director.

SUDDEN INFANT DEATH SYNDROME

Sudden Infant Death or crib death is the leading cause of death among healthy infants. The following are recommendations for the care of infants:

- Healthy babies should sleep on their back.
- Babies should sleep on a firm, flat mattress with a tightly fitted sheet.
- Babies should not get too hot.
- Babies should not get exposed to cigarette smoke.
- Check sleeping babies every 5 minutes to ensure they are breathing.
- Parents should be called immediately if babies seem ill.

SIDS deaths are more likely to occur when infants are in the care of someone other than their own parents.

MORE SIDS INFORMATION

Visit the SIDS Alliance website: www.sidsalliance.org

SHAKEN BABY SYNDROME

Shaken Baby Syndrome is the violent shaking of an infant/young child.

Many infants/young children suffer serious, permanent damage as a result of being shaken, Shaking an infant/young child causes the brain to bounce around inside of the skull. This bouncing around can result in serious brain damage, hemorrhaging, blindness, paralysis, or other serious injuries or death.

Even a few seconds of shaking can cause serious damage.

Shaking an infant/young child to stop their crying can cause serious damage.

Playing too rough can put an infant/young child at risk of suffering Shaken Baby Syndrome.

HELPFUL HINTS TO PREVENT SHAKEN BABY SYNDROM:

NEVER, EVER shake a baby or young child.

Never play rough with a young child.

Remember crying is an infant's or young child's form of communication.

If an infant's crying or a young child's behavior is upsetting to you:

STOP!

"Take a break, don't shake!"

Make sure the infant's/young child's basic needs are met (diapering, food, comfort).

If you are frustrated or about to lose control, call someone to replace you until you are able to calm down.

If you are caring for a child and have difficulty in coping with a fussy infant/young child, it's okay for you to tell your Director that you can no longer work with that age group.

DO FOLLOW THROUGH!

MORE SHAKEN BABY SYNDROME INFORMATION

Visit this website: www.shakenbaby.com

SEPARATION OF EMPLOYMENT

Termination of Employment

Unless otherwise provided in a valid and enforceable collective bargaining agreement, Galaxy Kids Academy operate under the principle of employment at-will. This means that neither you nor Galaxy Kids Academy has entered into a contract regarding the duration of your employment. You are free to terminate your employment at any time, with or without reason. Likewise, Galaxy Kids Academy, have the right to terminate your employment, or otherwise discipline, transfer, or change your position at any time, with or without reason, consistent with applicable state and federal law.

An employee wishing to resign in good standing shall submit to their Director a resignation letter dated and signed stating the effective day of the resignation and reason for the termination of their employment. Galaxy Kids Academy expects that you will give a notice of at least one month in the event of your resignation. For the purpose of this procedure, paid time off days shall not be counted as worked days. No paid time off will be paid out at the time of employment termination. An employee who fails to comply with this requirement shall have such failure documented in their personnel file and may be considered ineligible for rehire.

An employee who is discharged for disciplinary reasons will be ineligible for rehire. The Director is responsible for the documentation of the discharge and the disciplinary action. This documentation will be filed in the employee's personnel file. Employees terminated by Galaxy Kids Academy will be escorted by the Director or Lead Teacher in the building to collect their personal belongings and to remove them at the time of termination. Employees terminated by the company may not have access to the center without supervision of the Director and on other employee chosen by the Director.

Upon termination of employment, you are required to return your employee manual, keys, supplies and/or materials that are school property.

Exit Interviews

All employees who resign will be expected to have an exit interview with their supervisor. One purpose of this interview is to make sure the reasons for the employee's termination are not based on some misunderstanding or condition which could be remedied by either the company or the worker. The company is also interested in obtaining any information that can lead to the improvement of working conditions.

In order to comply with the State law and the Employment Development Department, an Exit Form will be completed. Every attempt will be made to keep all information confidential.

Return of Galaxy Kids Academy Property

Any property issued to you, such as equipment, keys, teaching supplies, copies or classroom teaching tools made with company materials are the property of Galaxy Kids Academy, and must be returned at the time of your termination. You will be responsible for any lost or damaged items.

GALAXY KIDS ACADEMY'S
CORE VALUES FOR A WINNING TEAM

I understand that Galaxy Kids Academy is committed to being the best of the best in the provision of quality preschool and child care and take pride in having people on its team who care about children and are inspired in their work by a desire to help children. I also understand that the success of this commitment depends 100% on our individual and cooperative efforts. Therefore, I agree to accept a partnership with Galaxy Kids Academy in its commitment to service excellence. I will S.T.E.P. up to the challenge of service excellence through the following:

SERVICE

- I agree to always put children and families first.
- I agree to quickly and appropriately to meet the needs of all customers.
- I agree to be professional and exhibit a positive attitude.
- I agree to be caring, courteous, respectful and compassionate.

TEAMWORK

- I agree to promote a sense of unity and teamwork in my work area and throughout the organization.
- I agree to be a responsible team member who is honest and accountable for my actions.
- I agree to support the members of my team.
- I agree to act as a role model by promoting cooperation between departments.

EXCELLENCE

- I agree to constantly strive to improve the quality and timeliness of services provided.
- I agree to use and conserve resources wisely.
- I agree to continuously improve personally and professionally.

PROFESSIONALISM

- I agree to take pride in my work.
- I agree to comply with Galaxy Kids Academy standards and policies.
- I agree to honor the confidentiality of our children and employees.
- I agree to promote a positive image of myself and the organization through professional appearance and behavior.

Sometimes the challenges of my daily duties may cause me to question this pledge. I will remember that children depend on what I do. I will extend myself so that our children will receive a level of service that exceeds their expectations.

CLOSING STATEMENT

The Management of Galaxy Kids Academy thanks you for taking the time to thoroughly read our Employee Handbook.

The Management expects everyone to abide and follow the policies as set forth and described. However all employees are encouraged to bring forward their suggestions and thoughtful ideas about how Galaxy Kids Academy can be made a better place to work, our jobs improved, and our services to our clients enhanced. When you see an opportunity for improvement, please share it with your supervisor; they can help you bring your idea to the attention of the people in Galaxy Kids Academy who will be responsible for possibly implementing it. All suggestions are valued and will be listened to.

Sincerely,

Dr. Agun Anna Khachatryan
Galaxy Kids Academy
Owner/President

RECEIPT AND ACKNOWLEDGMENT OF
GALAXY KIDS ACADEMY'S
EMPLOYEE HANDBOOK

Please read the following statements, sign below and return to management.

Acknowledgment and Receipt of Employee Handbook

I have received and read a copy of Galaxy Kids Academy's Employee Handbook. I understand that the policies and benefits described in it are subject to change at the sole discretion of Galaxy Kids Academy at any time, unless otherwise provided in a valid and enforceable collective bargaining agreement.

At-Will Employment

I further understand that, unless otherwise provided in a valid and enforceable collective bargaining agreement, my employment is at will, and neither I nor Galaxy Kids Academy has entered into a contract regarding the duration of my employment. I am free to terminate my employment with Galaxy Kids Academy, at any time, with or without reason. Likewise, Galaxy Kids Academy has the right to terminate my employment, or otherwise discipline, transfer, or demote me at any time, with or without reason, at the discretion of Galaxy Kids Academy. No employee of Galaxy Kids Academy can enter into an employment contract for a specified period of time, or make any agreement contrary to this policy without the written approval from Management.

Employee's Printed Name

Position

Employee's Signature

Dated

(Return signed form employee file within two weeks of hire date.)