



RANGER ROUNDUP LEARNING CENTER

Personnel Policies

Updated October 1, 2019

Client Relations

Employees of the Ranger Roundup Learning Center (“RRLC”) must establish professional relationships with parents while employed. Quality customer service is imperative in order to build strong relationships. Employees are encouraged to greet parents by first name each morning and afternoon, and have professional conversations that relate to the child’s health and education. However, proper supervision of the classroom is always your priority.

Customer Service

RRLC prides itself on providing the best customer service in the industry. We believe that the professional relationships we build with our families is what sets us apart from other providers in the area. RRLC has adopted the following customer service policies and expects all employees to comply.

Front Office Staff

- Parents and children are your first priority. Plan your day accordingly. Avoid focusing on computer and paperwork projects during drop off and pick up time so that your attention will be directed towards families entering and exiting the building rather than being distracted by the computer or paperwork.
- Every parent and child entering and exiting the building is to be welcomed by their first names. Greet the family, ask a simple questions, such as, “How was your evening?” and then wish them a fond farewell as they leave the building. Parents should feel welcomed when they enter the building. They should know you are focused on them.
- Front office staff are to have age appropriate conversations with parents in the office. Be aware that other children and other families may hear your conversations. Some comment made to particular parents may be offensive to other parents passing by.
- When dealing with negative or tough situations, staff is to respect the families’ confidentiality. Front office staff is to take families aside or into the director’s office to have difficult conversations. Remember, others passing by hear everything that is said. This includes conversations on the phone that may be overheard by families in the lobby. RRLC respects all families’ privacy and discussing confidential or sensitive information in front of other families will not be tolerated and is grounds for immediate termination.
- The front office is to be supervised at all times, especially during drop off and pick up times. Families walking into an unsecured building will feel uncomfortable and question the safety of the children. Front office staff are to be available to the parents as needed.
- Front office staff are to assist the teachers in difficult transitions as needed. If you notice a parent having a difficult time dropping off, you are to help the teachers and parents. RRLC staff are available to serve parents when in need.

Classroom Teachers

- During drop off and pick up times, parents and children are your first priority. Engage the children in activities that allow you to welcome the parents and help transition children into the classroom as needed. Be aware that what parents see during drop off and pick time is what they perceive to take place all day long. Productive, creative and stimulating activities should be planned during the morning drop off and afternoon pick up.
- Teachers are to call parents and children by name when entering the classroom. During drop off times, teachers are to welcome children with a hug when appropriate. Teachers are to always welcome children at eye level. Remind parents of an exciting activity listed on the lesson plan that particular day.
- Teachers are to pay close attention to conversations with parents. While speaking to families, position yourself in a place so that proper supervision of the classroom still takes place. Conversations are to be age appropriate, keeping in mind that other children and families can hear what is being said. Confidential or sensitive information is never discussed in the classroom or in front of the children. This includes, but not limited to the parent's own child.

In the event that a parent becomes aggressive or the behavior of the parent places the children in the classroom at risk, the teacher is to immediately call the front office for assistance. Teachers are not to engage in negative conversations with parents in front of the children and without front office assistance.

Adopting and Amending Policies

In most cases, management of RRLC will give employees 30 days to adjust to newly adopted or amended policies. However, in the event that the safety of the children is at risk, a smaller time frame may be given. Employees will be notified of policy changes by staff meeting and/or memos. A new acknowledgement form will be signed for each new policy implemented.

Employment

Employment at RRLC is an "at-will" relationship. Per Texas law, an employer and/or an employee may end the relationship at any time without cause. Full time employees are defined as any employee who averages more than 30 hours of work each week.

Part time employees are defined as any employee who averages less than 30 hours of work each week.

Non-Discrimination Statement

While employed at RRLC, employees will not discriminate against children, parents, or co-workers for any reason, including but not limited to race, color of skin, religion, creed, gender, disability, military status, or national origin. Any actions that can be perceived as discrimination will result in immediate termination of employment at the management's discretion.

Employee Classification

Unless otherwise noted, all employees at RRLC are hourly, non-exempt employees as outlined in the Fair Labor Standards Act.

Assignments and Appointments

Each employee is given assignments based on skills and training. All assignments are contingent on the children currently enrolled in the program and are subject to change when needed to meet ratios, and health and safety standards. From time to time employees may be asked to cover different positions within the school. The temporary

assignment does not guarantee a pay increase or future promotions. No employee is guaranteed full time assignments or hours.

Resignations

If an employee chooses to resign from RRLC, a two-week notice is requested so that a proper replacement can be found for the health and safety of the children. Employee must complete the RRLC Resignation Form. If RRLC feels that the presence of the employee would cause a disruption to the organization, the employee may be asked to resign, effective immediately. The moment an employee resigns from RRLC, all Paid Time-Off and Holiday Pay issued to the employee are forfeited and Paid Time-Off cannot be used during the remainder of their employment. The cost of FBI fingerprinting (\$49.50) may be deducted from the final paycheck if the employee has worked less than six months.

Former Employees

In order to maintain a calm and consistent atmosphere for all current children and staff, former employees of RRLC will not be allowed to visit the program during operating hours. Former employees may not be added as an authorized pick up for currently enrolled children.

Health and Safety

While employed at RRLC, employees will always keep the health and safety of all children, parents, and co-workers as a priority. Listed below are examples of health and safety practices that must be followed at all times:

- Washing staff and children's hands as outlined in the Texas Minimum Standards for Child Care Centers
- Wearing gloves when handling bodily fluids
- Making others aware of freshly mopped floors
- Always ensuring another adult is present when climbing on a ladder
- Never being the only adult in the building
- Following child/staff ratios as outlined in the Texas Minimum Standards for Child Care Centers
- Disinfecting toys and equipment on a regular basis
- Being aware of children's food allergies and how to handle food allergy emergencies
- Participating in emergency plans as needed to protect the children, staff and parents in the program

Failure to follow health and safety guidelines could result in termination of employment.

Mandated Reporting of Suspected Child Abuse and Neglect

Per Texas law, all employees are required to report suspected child abuse and neglect to the proper authorities. Reportable abuse includes mental and physical abuse, neglect, exploitation and sexual abuse to a child. RRLC required all employees to document all suspected child abuse and report this immediately to the director on duty.

Universal Precautions/Blood Borne Pathogens

As outlined by OSHA, all employees are required by law to follow universal precautions. Blood Borne Pathogens training must be taken each year to ensure compliance. Universal Precautions includes, but is not limited to, washing hands and wearing gloves to avoid exposure to infectious diseases. Hazardous materials must be disposed of immediately in a sealed plastic bag. Failure to follow universal precautions could result in termination of employment.

Overtime

Overtime will be paid at time and a half after working 40 hours in a work week. All overtime must be approved by a member of management in advance.

Emergency Closing due to Inclement Weather

Administrative staff may close the center due to an emergency situation, including but not limited to, severe weather conditions. We are committed to the safety of our children, parents, and employees. Closures, delayed starts and re-openings will be determined by Perryton ISD and parents and staff will be notified by phone and email.

Work Related Expenses/Reimbursement

In order to maintain safety and control expenses, RRLC will not reimburse employees for expenses that were purchased without written permission from management. Employees are to turn in a supply list on Wednesday for items needed in the classroom for the next week. After review, management will purchase such items for the classrooms as needed. Employees must notify management of any items that are purchased and brought into the classroom; a list should be kept on file and items should be labeled. RRLC assumes no responsibility for lost, stolen, or broken items.

Staff in Classrooms After Hour

In order to protect all parties involved, staff are prohibited from entering or interacting in classrooms while they are off the clock.

Children in the Office

Per Minimum Standards for Child Care Centers, administrators must not perform administrative or clerical functions while supervising children. This includes, but is not limited to, answering the telephone, and working on financials or files.

In the event of behavior issues or disruptive behavior, staff should use proactive techniques when working with the children. Bringing a child to the office for “time-out” never makes a situation better, only creates a larger issue in the future.

Career/Professional Development

Per Texas Minimum Standards for Child Care Centers and the Texas Rising Star program, employees are required to obtain 30-hours of training per calendar year. In addition to annual training, other trainings may be required to match your assignments. RRLC will provide all staff with training opportunities. Failure to maintain 30-hours of training per calendar year will result in termination of employment.

Holidays

RRLC will be closed on New Year’s Day, Good Friday, Memorial Day, July 4th, Labor Day, Thanksgiving Day and the Friday after, Christmas Eve, and Christmas Day. In the event the holiday falls on a Saturday or Sunday, RRLC may be closed the day before or the day after. Employees will be notified at the beginning of each year what days the school is closed. Full time employees will be paid for holidays.

Illness/Absences

If an employee is ill and cannot come to work, the employee must call the director 2 hours before their shift. If the employee is an opener, they must call the director by 8:00pm the night before in order to get proper coverage for the classrooms. The employee must speak to the Director or Assistant Director. **Voice mails, text messages, and emails will not be accepted when calling in sick.** Management will only speak to the actual employee. Family members or spouses may only call in for employees under severe situations, such as hospitalization.

Employees may not request time off on special event days, such as Grandparents Breakfast, Christmas Parties, Mother's Day Celebrations, etc.

Employees must report to work and be ready to supervise children at their scheduled time.

Employees are encouraged to take care of personal needs prior to signing in. Restroom and personal breaks will be given to employees on an as-needed basis when possible. In the event that an employee is requesting an excessive number of personal breaks, a statement from their health care professional may be required.

Employee Conflict Resolution

If an employee has a conflict with management or the operation of the school, a written description of the conflict is to be given to the director. The director will then have 15 days to reply, in writing, to the employee. The director and the employee are encouraged to sit and talk about any disagreement in a mature and professional manner. If the dispute is still unresolved, then the employee may submit, in writing, their concerns to the Perryton ISD Superintendent. The Superintendent will then have 15 days to respond.

In the event that two or more employees have a conflict with each other, the employees are encouraged to handle the situation with maturity and professionalism. The employees should handle these situations on their own. Having a disruptive dispute in front of children is grounds for immediate termination of employment. If employees are unable to resolve disputes on their own, a member of management will step in. In the event management is brought into an employee dispute, a Performance Improvement Plan will be put into place to correct the actions of both employees.

Gossiping in the workplace is a behavior that will not be tolerated and will be grounds for immediate termination.

Performance Reviews

Each employee will receive an annual performance review. Employees will be encouraged to complete a self-evaluation as well as a management review. Performance reviews will cover items such as interactions in the classroom, peer relationships, management relationships, parent communication and relationships, attendance, training and implementation of training, child turn-over, and accidents/incidents of children while in care. Annual performance reviews do not guarantee salary increases. Salary increases will be given based on merit.

Business Ethics and Conduct

All employees of RRLC must conduct themselves as professionals when representing the school and its families. Employees must understand that they represent RRLC at all times, both on the clock and away from the school during nights and weekends. Any behavior that the management of RRLC feels could affect the integrity of the school will be handled as a performance issue, including but not limited to termination of employment.

Acceptance of Gifts

In the event that a parent chooses to give an employee a gift, this is at the sole discretion of the parent. RRLC has the right to limit gifts if issues arise.

Confidentiality

All employees of RRLC will keep all information about children, parents, and co-workers confidential during employment and after. Confidential information includes, but is not limited to, health information, financial information, contact information, and education. A breach in confidentiality will result in immediate termination of employment.

Conflict of Interest

Employees of RRLC are prohibited from having a second employment with another licensed child care center while employed with our school unless approved in writing by management. Employees are also prohibited from participating in or being employed by an agency that could affect the integrity of RRLC, our parents, or our children.

Performance Improvement Plans

In the event an employee's performance is not meeting expectations, a Performance Improvement Plan will be put in place. Performance Improvement Plans could be titled Verbal Notice, Written Notice, or Final Notice. Management of RRLC will make every attempt to help correct the performance, if possible. In the event the employee violates any policy in this document, including placing a child at risk, or leaving a child unattended, employment may be terminated immediately.

Staff Communication Forms will be used to document conversations between management and staff. Staff Communication forms are not disciplinary actions and are not to be confused with a Performance Improvement Plan.

Grounds for Immediate Termination

Listed are grounds for immediate termination. Warnings may not be given for the following violations. Receiving this personnel policy guide serves as your written warning:

- Placing a child at risk
- Leaving a child unsupervised
- Leaving a child on the playground, in a classroom, or gym
- Insubordination
- Arriving to work intoxicated
- Using a cell phone in a classroom while supervising children
- Being aggressive with a parent
- Anything perceived as sexual harassment
- Violating the confidentiality agreement
- Discriminating against a child, parent, or co-worker
- Gossiping or starting drama in the workplace
- Threatening another employee
- Not following Infant Sleep Safety Guidelines
- Not following Food Allergy Emergency Plans
- Not following the curriculum, schedules and routines in the classroom

Email and Internet Use

The email and internet at RRLC is to be used for business purposes only. Personal use of email and internet is prohibited.

Cyber Identity/Social Networking Websites

Cyber identity and social networking is very exciting these days. However, employees of RRLC are asked to refrain from participating in social networking with parents and children. This includes, but is not limited to Facebook, Twitter, and Instagram. Conversations about RRLC and Perryton ISD, the employees, children, parents and/or management are not to be discussed on personal Facebook pages. Any posting perceived in a negative way may lead to termination of employment.

Non-Fraternization

If employees choose to socialize with each other outside of the workplace, these activities should remain outside. Conflicts within the workplace that result from outside socializing will not be tolerated and could result in termination of employment.

Employees are prohibited from dating other employees at the same location. Professional interactions are required at all times.

Outside Employment

Employees of RRLC are prohibited from outside employment with parents of the organization. This includes, but is not limited to, babysitting and/or nanny-type jobs.

Release of Children

Children are only to be released to parents and authorized individuals listed on the child's enrollment form. In the event a court order is in place, RRLC will follow court orders exactly as written. In the absence of a court order, both parents have legal rights. If an employee is unaware of an individual picking up the child, they are to contact the front office before releasing the child to the individual.

Infant Sleep Safety

All employees are trained in Infant Sleep Safety guidelines. These guidelines must be followed in any classroom with children 12-months and younger. Guidelines include safe practices and requirements for sleep positioning, crib requirements and restrictions, mattresses, bedding, blankets, toys and restrictive devices. Infants are never to sleep in swings or restrictive devices such as bouncy seats or chairs with straps. Infants are prohibited from being swaddled. Failure to follow Infant Sleep Safety guidelines is grounds for immediate termination.

Personal Appearance

Dress code is designed to match each employee's job description. RRLC will follow these dress code guidelines:

- Employees must look professional at all times.
- Employees are to wear a RRLC polo shirt and professional-looking pants or capri-length shorts.
- Traditional/regular jeans may be worn. No bling, designer stitching, rips or tears allowed.
- Clothing must fit no matter what position you are in.
- Shoes must be closed-toed, such as tennis shoes. No sandals.
- Your hair should be of a natural color.
- Tattoos and piercings must be in good taste and not offensive to children or parents.
- Managers who are scheduled to work in the front office must dress professional
- RRLC or Perryton "Spirit" T-shirts may be worn on Fridays. All other dress code criteria must be met.
- Hats are prohibited while working in a classroom.

Failure to follow the dress code will result in the employee being sent home to change, and that time being unpaid. Multiple occurrences with the dress code will result in a Performance Improvement Plan.

RRLC will provide employees with two polo shirts at no cost. Employees may purchase additional shirts if they choose. In the event that the relationship between the employee and RRLC ends, the employee is to return all shirts with 72 hours of separation. Failure to return the shirts may result in the cost being deducted from their final paycheck.

Political Activities

Political views of employees should remain outside of the workplace. Employees are encouraged not to campaign or express political views while on the job.

Sexual Harassment

Employees are to report anything perceived as sexual harassment immediately to their supervisor. These matters will result in an immediate, detailed investigation. Any activity or comment that is perceived as sexual harassment could result in immediate termination at the management's discretion.

Tobacco-Free Workplace

Per the Texas Minimum Standards for Child Care Centers, RRLC is a tobacco-free workplace. Employees who choose to use tobacco or tobacco related products must do so off the property and must not be seen by any children or parents of the organization. No evidence of tobacco should be present once the employee returns. This includes items such as cigarettes, chewing tobacco, and electronic smoking and vapor devices.

Substance Abuse Control

Per the Texas Minimum Standards for Child Care Centers, employees are not to consume alcohol or illegal drugs on the property. Employees must not be under the influence of alcohol or illegal drugs while on the property. If an employee's behavior or illness is a risk to the children, management has the right to send the employee home unpaid until they are fit to return to work.

RRLC has the right to a mandatory drug test at any time based on suspicion. Failure to complete a drug test is grounds for immediate termination. If the employee test positive for an illegal drug as defined in the Texas Penal Code, they are subject to immediate termination.

Cell Phones, Tablets and Smart Watches

Per the Texas Minimum Standards for Child Care Centers, employees are asked not to use personal electronic devices such as cell phones, MP3 players, smart watches or video games in the classrooms. Violation of this policy is grounds for immediate termination. Tablets, such as Kindle Fires may only be used if owned by RRLC and for Child Pilot and music apps. Use of a tablet for any other reason is grounds for immediate termination.

Telephone Calls and Mail Usage

Employees are allowed a limited number of personal calls unless these calls create a distraction to the organization. Personal phone calls must be taken outside of the classroom. Employees are prohibited from having personal mail sent to the school's address.

Gang-Free Zone

RRLC is a gang-free facility. Any employee who has an association with a gang is not allowed on the property.

Criminal Clearance

Upon hire, each employee must pass a criminal background check and fingerprinting as outlined by the Texas Department of Family and Protective Services. Criminal Background Checks are to be completed every 2 years. In the event that an employee is arrested or convicted of a crime, RRLC must be notified immediately. If an employee leaves RRLC within six months from their date of hire, RRLC may deduct the cost of fingerprinting from the employees final paycheck.

Discipline and Guidance Policy

RRLC's staff members are to be trained to use a positive method of discipline and guidance that encourages self-esteem, self-control, and self direction. Just a few examples used in this situation are: praise and encouragement of good behavior instead of focusing only upon unacceptable behavior; reminding a child of behavior expectations daily by using clear, positive statements and redirecting behaviors. Staff will never use "time out" in disruptive situations. Staff will never use corporal punishment or negative discipline that may hurt or humiliate a child. The use of "time out" or corporal punishment is grounds for immediate termination.

Research has shown that positive guidance teaches children skills which help them get along in their physical and social environment. This aim is to develop personal standards in self-discipline, not to enforce a set of inflexible rules. Giving children understandable guidelines and redirecting their behavior helps them to develop internal control of their actions and encourages acceptable behavior. Some of these techniques include:

- Adults seeing themselves as role models in the classroom. Adults are to behave in the same manner expected of the children.
- Using active calming techniques for both children and adults
- Understanding that all behavior is a form of communication. When children act out, it is an opportunity to teach, not punish.
- Meeting the needs of the children so that they can meet the needs of their peers.
- Allowing children to express their emotions while supporting and comforting children in distress.
- Understanding that all children can only see the world through their version of reality, and helping children see the world as a positive place to live.
- Being optimistic and positive about all children enrolled in our program.
- Greeting each child every morning in a positive and impactful way.

Educational Program

RRLC follows the Frog Street curriculum in all classrooms. Employees are required to follow this curriculum each day. Daily schedules, routines and rituals are to be followed as written. Toys, manipulatives, and equipment should be stored at the child's level and available throughout the day. Employees are not to remove these items from the classroom without permission from the center director. Failure to follow curriculum, schedules, and routines are grounds for immediate termination of employment.

Vaccine-Preventable Diseases

While the safety of our employees and the children in our care is paramount, we have elected to make immunizations for vaccine-preventable diseases optional to the employees.

Vaccines that we currently recommend our employees receive:

- Influenza (annually)
- Pertussis (Tdap)

If the employee is not exempt from having these immunizations, RRLC strongly recommends that employees consider these immunizations.

Policy on Personal Belongings

The goal at RRLC is to provide a safe and positive environment for all children enrolled in our program. In order to do this, all employees of RRLC must be free from distractions that may prevent proper supervision and may cause poor judgment while performing the assigned work duties. Items brought into the classroom must be safe and age-appropriate for the children each employee is assigned to work with. In order to ensure a safe and appropriate environment for the children, all employees are prohibited to bring personal items into the working environment.

Operational Policies/Parent Handbook

All employees must follow the operation policies/parent handbook and implement all policies as written.

Employee Binder

All employees will receive a copy of the RRLC Employee Binder. All policies in this binder must be followed by all employees. This includes the Quality Assessment, Outdoor Guidelines, Cleaning Policy, Child Care Minimum Standards and other such documents. Failure to follow these guidelines could lead to disciplinary action.

Use of Personnel Policies

All employees will receive a copy of these policies. Employees must keep these in their classrooms at all times. Employees are to bring their personnel policy handbook to all staff meetings and to any meeting with management. Employees are to surrender their personnel policies upon termination of employment.

Acknowledgement

I, _____ have been given a copy of "RRLC Personnel Policies."

I, _____ have read the policies outlined in "RRLC Personnel Policies."

I, _____ have been given the opportunity to ask questions about the policies outlined in "RRLC Personnel Policies."

I, _____ understand the policies outlined in "RRLC Personnel Policies."

I, _____ agree to follow the policies outlined in "RRLC Personnel Policies."