



JOYFUL NOISE

Award winning, educational Christian childcare

Employee Procedures & Policies

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GENERAL EMPLOYMENT INFORMATION

Welcome to our team!

This manual is a non-inclusive reference guide. Its provisions DO NOT create or reflect a contract between Joyful Noise or the First Presbyterian Church and any employee. These provisions may be changed, supplemented, or deleted within the First Presbyterian Church or childcare center's sole discretion.

Joyful Noise Childcare is a ministry facilitated by the First Presbyterian Church (herein referred to as the "Church") and is a Christian center. All rules and regulations of the Church apply to the employees as well. Employees understand that it is their responsibility to learn and respect Church policies while working at Joyful Noise. It is also the responsibility of each employee to read and understand this employee manual. Employees are also expected to understand and implement the philosophies from our mission statement.

MISSION STATEMENT

In a fun and Christ-centered environment, Joyful Noise Christian Childcare seeks to nurture and stimulate the growth of children in these five areas of childhood development:

- **Spiritually:** to foster the development of Christian values by experiencing God's love in Bible stories, prayer, and music
- **Socially:** to facilitate the development of relationships characterized by caring, sharing and trust
- **Emotionally:** to encourage a positive self-image, recognition of feelings and the learning of self-control
- **Intellectually:** to stimulate growth and critical thinking in all age-appropriate academic subjects, maintaining a non-competitive, fun-filled setting
- **Physically:** to promote healthy eating and exercise habits, and to enhance the learning of age appropriate developmental tasks and self-care

HOURS OF OPERATION

Joyful Noise Christian Childcare is open from 6:00 a.m. to 6:00 p.m. Monday-Friday, year round. We are closed on most holidays. These dates will be marked on the staff calendar. Please observe that notices regarding parking, special events, and other important information will be posted near the time clock.

EMERGENCY CLOSINGS

Emergency closings due to weather or any other circumstance will be communicated to employees with as much advance notice as possible using mass email, phone and our emergency texting system. All employees with a cell phone or email address are required to sign up for emergency alerts.

SIGNING UP FOR REMIND101 (Joyful Noise Emergency Text System)

- 1.) Text the following message to **(616) 217-4117: @Joyfulnois**
- 2.) You will receive a text message back, asking you to confirm your full name.
- 3.) Enter your full name.
- 4.) Receive another confirmation text.
- 5.) Repeat this exact process in a second message to: **@180cfa**

This will subscribe you to *both* the school wide alerts as well as exclusive employee alerts.

When you receive an emergency alert from Joyful Noise in the future, our name will always appear on the text. You may also choose to store the above number in your phone as “Joyful Noise Alerts”. This number is for outgoing messages from Joyful Noise only. Incoming messages will not be sent. Please do not reply to emergency texts that you receive from this number.

Signing up through email:

To sign up for the Remind101 Notification system through your email, follow these steps:

- 1) Send a blank email with no subject to both joyfulnois@mail.remind101.com and 180cfa@mail.remind101.com.
- 2) To unsubscribe at any time, send a blank email to either address with the subject line “unsubscribe”.

EQUAL EMPLOYMENT OPPORTUNITY/NON-DISCRIMINATION

Our policies and practices for recruitment, hiring, discipline, and other terms and conditions of employment do not discriminate based on race, color, religion, national origin, age, sex, handicap, marital status, height, or weight. An employee who feels they have been treated unfairly, or has observed someone else being treated unfairly, regarding any of these bases must report this to their supervisor or someone higher in management. Any handicapped person needing reasonable accommodations for employment must notify the director in writing after the need is known. Failure to make this notification may result in a loss of the employee’s rights, so please raise any questions or concerns in this regard promptly.

AT WILL EMPLOYMENT STATUS

Every employee understands and agrees that the nature of their employment with Joyful Noise is “at will” and may be terminated with or without notice and with or without cause. The center can terminate an employee for any or no reason. An employee has the right to end their employment at any time. Nothing in this manual will operate to create anything other than “at will” employment. The Church or Joyful Noise may terminate an employee without prior discussion or discipline, and any disciplinary provisions in this manual are merely advisory and non-binding.

VOLUNTARY TERMINATION OF EMPLOYMENT

In the event an employee chooses to terminate their employment with us, a letter of resignation is required. Advance notice (two weeks or more) is appreciated as a part of the resignation process. Joyful Noise will forward the final paycheck(s) to the account that has been designated for direct deposit.

UNEMPLOYMENT BENEFITS

First Presbyterian Church and Joyful Noise Christian Childcare is a 501c3 non-profit and does not pay in to unemployment.

JOB DESCRIPTIONS

Job descriptions for various positions are included in the following sections. These job descriptions are not inclusive of all duties that employees will be required to perform, and the center reserves the right to change responsibilities and duties. Such changes may be made orally and the center need not provide a new job description in writing.

POSITION: Childcare Teacher

POSITIONS SUPERVISED: Childcare Assistant

BROAD FUNCTION: To teach the childcare classes and direct the assistants in their classroom activities; to ensure safe and age appropriate activities in the childcare rooms; to provide reports and information to the Childcare Director.

RESPONSIBILITY AND AUTHORITY:

The childcare teacher will work with the Childcare Director to:

1. Create a Christian environment for the children and coworkers.
2. Develop curriculum and activities age appropriate to the classroom, including lesson plans that may be reviewed by the director, and produce regular monthly evidence of said planned activities through calendars, newsletters, etc.
3. Develop and maintain supportive relationships with families.
4. Participate with children in prayers, songs and interact with children during free time; (join in play) and greet children.
5. Continue ongoing training in issues of childcare and development.
6. Comply with operating licensing policies and use approved discipline methods and redirecting techniques appropriately.
7. Insure compliance of the daily schedule and room conditions with licensing requirements.
8. Plan and assist with outside activities and group activities and attend staff meetings.
9. Prepare documentation and behavior intervention plans as needed.
10. Maintain communication with parents and provide programs to involve families in the classroom, including regular intervals of both checking and responding to classroom email.
11. Provide physical care and cleaning of young children as required.
12. Care for resources and center equipment responsibly.

REPORTS TO: Childcare Director

EMPLOYMENT STATUS: This is a full-time salaried position or full-time hourly position.

POSITION: Childcare Assistant

POSITIONS SUPERVISED: None

BROAD FUNCTION: To assist the childcare teacher in the care, education and nurturing of students.

RESPONSIBILITY AND AUTHORITY: The Childcare Assistant will work with teachers to:

1. Help with lessons and preschool activities.
2. Assist with meal preparation and service as needed.
3. Help stock and prepare lesson materials.
4. Assist with outdoor activities and field trips.
5. Do light, daily cleaning and organizing tasks, including meal clean up.
6. Provide physical care and cleaning of young children as required, including toileting and hand washing needs.
7. Help change diapers when indicated.
8. Comply with operating and State of Michigan Licensing policies.
9. Attend staff meetings.
10. Participate in greeting, dismissal, play time as directed.
11. Use approved discipline and redirecting techniques appropriately.

REPORTS TO: Childcare Teacher

EMPLOYMENT: This is a full or part-time hourly position.

ESSENTIAL FUNCTIONS

In addition to the job description, all staff members at Joyful Noise Christian Childcare must be able to perform these essential functions in order to maintain employment with our childcare center:

- Able to observe, see, hear and respond to children's needs, emergencies and conflicts that might occur in a classroom, on the playground, and in the bathroom and common areas.
- Able to lift 30 pounds from floor to a waist high table 10-15 times daily.
- Able to crouch to a child's height, maintain eye contact at the child's level, sit on the floor and get up from the floor easily.
- Able to stand tall enough to reach children on the highest piece of equipment.
- Able to determine cognitive, social and physical needs of children and communicate in writing and verbally in the English language at a level that 90 to 95% of 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 can bring every day.
- Able to walk a minimum of one mile at once and walk for extended periods of time (ten or more blocks/ 30 minutes or more).
- Able to push strollers and large buggies ten or more blocks at a time.
- Able to run to a child in an emergency.
- Able to climb hills and hike through woods.
- Able to participate in all daily activities including water activities, singing and reading stories.
- Able to move at a fast pace, quickly responding to a situation, jumping into participation in an activity, or to assist other staff.
- Able to emotionally handle the daily stressors and situations that may occur.

JOB QUALIFICATIONS

Any hiring or positional promotion of an employee is based on the employee's qualifications as determined by the sole discretion of the Church and Joyful Noise. All employees working with children must be at least 18 years of age in order to comply with the childcare's own requirements. In some instances, minors may be employed as part of a school internship program when the individual meets all requirements of the school district, or in areas other than the direct care of children.

We are licensed by the State of Michigan. It is important to note that we are subject to agency regulations and our own policies that require every employee have the following forms on file at the time they start work:

- ❖ Employment Application
- ❖ Protective Services Clearance Check
- ❖ Clearance check of criminal records thru the Michigan State Police Department and/or a full national fingerprint check
- ❖ Employee physical form, including T.B. Test
- ❖ Signature page acknowledging receipt and understanding of employee manual and all employee policies and procedures within.
- ❖ Federal, State and Local Withholding Tax Forms, and I-9 Immigration Employment Eligibility Form

These forms must be completed and given to the Joyful Noise Childcare office prior to every employee's first day of work. These forms will be kept in the employees personnel file, and will be subject to review by the State Licensing Agency. All employees are required to go through an orientation and training process.

EMPLOYEE ORIENTATION

State of Michigan Child Care Licensing Rule R 400.8131 (1) *Professional development requirements.*
(1) The center shall provide an orientation of the center's policies and practices and the child care administrative rules to all staff hired after the effective date of these rules and prior to unsupervised contact with children.

In order to understand job duties, licensing guidelines and expectations of a quality child care giver, all employees will become familiar with the State of Michigan Child Care Center Licensing Rules and Joyful Noise Center Policies during orientation, which begins immediately, and includes:

- Meeting with the director to go over guidelines and duties and a time line for completing specific trainings (CPR, BBP, etc.)
- Touring the facility, including being shown where the tornado shelter is located and where to go in case of fire or other emergencies.
- Reading through the manuals (3 manuals are given: Licensing Handbook, Center Policies, Employment Manual) containing the orientation topics.
- Viewing dvds where applicable, and discussing with the director.
- Being paired with a mentor.
- Demonstrating ability and understanding of items on checklist.
- Meeting with the director again periodically to discuss how everything is going.

TRAINING REQUIREMENTS

All employees must complete all of the training by the State of Michigan Licensing and Joyful Noise that is deemed necessary or required. This includes written or other tests. All employees must attend and complete to the employers satisfaction any in-service training provided. Employees must attend all staff meetings and mandatory trainings. An absence must be excused by the director. All training required of employees by the Church or Joyful Noise will be paid for by Joyful Noise. Training hours required by the state of Michigan may be paid for by Joyful Noise or may be the employee's responsibility. If you cannot make it to a scheduled training or seminar, it is your responsibility to go on your own time and cost.

Employees are also responsible for the cost of their own T.B. Tests, health exams, and First Aid/CPR/BBP training as required by the State of Michigan.

EMPLOYEE EVALUATIONS

Employees will be evaluated annually or more frequently for performance by the director and/or other administrative staff. Records of performance, evaluation and other accomplishments will be chronicled in personnel files.

PUNCHING IN AND OUT (TIMECLOCK PROCEDURE)

Upon being hired, you will receive a number to clock in and out on the computerized time clock program. Employees are responsible for punching in and out each day. If you forget to punch in or out, a green "Missed Punch" slip must be filled out (labeled slips are located near the time clock computer). Completed slips are to be returned to the office, to the metal slip box located to the left of the director's office door, in the main office.

Employees will punch in within 5 minutes before start time and will punch out within 5 minutes after the end of shift. Employees must arrive on time to their scheduled location. If you punch in right at your start time, you will be late getting to your scheduled location.

PAID BREAKS

The guidelines for paid breaks are as follows:

5-6.75 hours = 15 minute paid break

7 hours or more= 30 minutes paid break

Lunch break periods are typically taken during classroom nap periods. *Please refer to ratio guidelines.*

COMPENSATION AND DIRECT DEPOSIT

Joyful Noise Childcare pays an hourly rate, or salary, which is determined at the time of hiring. This amount is based on ability, education, training, experience, expected job responsibilities and other factors as determined in the childcare's sole discretion. Any wage increases are determined at the sole discretion of the Church and or Childcare Center.

As an additional stipend, staff is also welcome to eat meals and snacks that are provided by our food program. The center encourages employees to join students for meals and snacks because it supports our family style eating philosophies (see page 32).

The Church/Joyful Noise pays every other Friday. Pay will be calculated for the two weeks prior to the week of payroll and deposited via direct deposit. Direct deposit is required at First Presbyterian Church. Paper checks are not offered.

In order to initiate direct deposit, a direct deposit slip must be filled out and returned to the office, including the attachment of a voided check or deposit slip. If you do not have an account with which to link your income, Talmer West Bank will provide one free of charge. You will have to open the account prior to your first payday. To view your check stubs, you will use the online payroll system provided by the church after creating an account with your email address. For details, please see the financial administrator in the Joyful Noise Office. Information regarding online accounts can also be found in the staff portion of the website at www.JoyfulNoiseKids.com.

OVERTIME AND OVERSTAFFED CLASSROOMS

ALL overtime shall be approved by the director BEFORE being worked by the employee; this includes overtime worked before or after a scheduled shift. Overtime is not encouraged for anything other than unusual circumstances, ratio guidelines, and staff meeting/training requirements.

Joyful Noise Childcare calculates overtime based on a 7-day workweek, beginning on Sunday. Hours in excess of 40 will be compensated at time and a half (1 ½ times) the employee's hourly rate. Every employee is expected to work overtime when it is scheduled or required by the director. Occasionally, overtime may be required on less than 24-hour notice.

If a classroom is overstaffed, please make the supervisor or director aware so that workers can be moved around accordingly, sent home early or begin end of the day clean up duties. Before beginning or leaving a shift early, employees must check with a supervising staff member to ensure that all rooms are properly staffed.

REQUEST FOR TIME OFF

Request for time must be made through the proper request form. Blue “time off” request slips are labeled and located next to the computer time clock. Once filled out, they are placed in the metal slip box next to the director’s office door in the main office. Employees should understand that other workers will have to change their shifts to accommodate their absence; therefore, advance notice is necessary. If more than one employee requests the same dates off, the earliest request will control. If the requests are submitted simultaneously, seniority will control. In order to keep care consistent in the rooms, no more than one caregiver in a room will be permitted to take vacation at a time, so employees are encouraged to coordinate their vacation schedules.

VACATION PAY

A request for vacation pay must be made with a yellow “vacation pay” slip (located by time clock computer) and must be turned in as soon as possible-- no later than the Monday morning of payroll. If a request slip is not received by Monday morning, you will not be paid for claimed vacation hours.

*Joyful Noise employees earn paid vacation on the following scale:

- ❖ Less than one year: one day per two months of service up to five work days
- ❖ On date of first anniversary of hire: five working days
- ❖ On date of second anniversary of hire: ten working days
- ❖ On date of third, fourth, fifth anniversary of hire: ten working days
- ❖ On date of sixth anniversary of hire: fifteen working days
- ❖ On date of seventh-fourteenth anniversary of hire: fifteen working days
- ❖ On date of fifteenth anniversary of hire: twenty working days

Paid vacation hours must be used within the anniversary year that they are issued, before the next anniversary date of renewal. Unused paid vacation hours **not** used within this period will be forfeited. Unused paid vacation hours will not “roll over” into the next year.

***Substitute employees are not eligible to earn paid vacation time.**

GRIEVANCE POLICY

Grievances will be handled through employee’s immediate supervisor, and/or the director. If the grievance has not been resolved, an employee has the right to approach the childcare committee. The decision of the committee in conjunction with the director is final.

ACCIDENT OR INJURY IN THE WORKPLACE

Report any personal accident or injury to your supervisor immediately. Please note that even minor injuries must be reported. To ensure that your emergency information is valid, be sure that contacts are current in your employee file. Employees will be treated by medical professionals immediately when it is necessary. *For injuries requiring treatment, please refer to “Basic Report of Injury Form” located in Joyful Noise office.*

PRE-EXISTING MEDICAL CONDITIONS

If you have any medical condition that might affect your performance in any way, it must be brought to the director’s attention. We reserve the right to request the medical records, or request an examination when it appears that an employee’s condition might present a risk of harm to children, employees or others.

STAFF EMERGENCY CARDS AND MEDICAL TREATMENT

Upon hiring, staff members are required to fill out an emergency card that provides the center with important information regarding employee health, emergency contacts, and treatment preferences. Located at the end of the employee manual, the "Employee Policies Signature Sheet" also secures release for proper medical treatment through employee signature in the event of an emergency.

ABSENCE/LATENESS

Employees must be on time every day. Absenteeism is a failure to be present for a scheduled shift, exclusive of approved leaves. We define lateness as the failure to arrive on your post at the scheduled time. Absence and lateness will result in lost wages and difficulty in meeting the required adult/child ratio. Employees must be IN and AT their station by their designated time.

Tell the director if you will be late or absent. If you are going to be absent, please notify the Director no later than TWO hours before your shift. An employee must also call each day if the situation persists otherwise their extended absence will not be excused. Failure to do so may result in demotion or dismissal. Please note that the FMLA does not presently apply at this place of employment. Reoccurring lateness may result in a loss of scheduled hours, and/or a later scheduled time, and/or dismissal.

ILLNESS

Employees will follow the same guidelines for illness-related absence that students adhere to. Please see *Regarding Illness and Infection Control* for more information.

ALCOHOL/DRUGS

Possessing or being under the influence of alcohol or illegal drugs while on the centers premises is absolutely forbidden, and will result in immediate dismissal. Employees understand and accept that random drug tests may be given at any time without warning.

RIGHT TO INSPECT

Employee understands and accepts that the Church and Joyful Noise reserve the right to inspect all containers, purses, lunch boxes or bags, etc., of any employee leaving or entering its premises.

CRIMINAL CONVICTIONS/CHARGES

Employees accused, investigated, charged, arraigned, or convicted of a felony, or misdemeanor, or other crime, may be dismissed.

SALES/SOLICITATION/SMOKING

Employee understands and accepts that there will be no sales, solicitation, or smoking on the Church's premises, nor on attached premises.

Smoking is prohibited during your shift at Joyful Noise. Smoking is dangerous to the children's health. Smoking on break puts the children at risk for 3rd hand smoke. The particles that cling to a smoker's hair and clothing can linger long after that person has finished their cigarette. This is a cancer risk to the children and to any pets. Employees smelling of smoke or other strong odors, including perfumes, may be asked to leave and their employment may be in jeopardy unless the odors are cleaned up.

PEANUT, LATEX AND PERFUME FREE POLICY

Joyful Noise is a PEANUT FREE center. Foods containing peanut products are strictly prohibited. Joyful Noise is a reduced latex center. No latex gloves will be used. No latex balloons will be used without prior approval. Joyful Noise is a perfume free center. Please refrain from wearing scents to work as they are an irritant to little noses.

VISITORS AND VOLUNTEERS

Visitors are not allowed in or around the center without knowledge and permission of the director. This includes employee's family members and friends, as well as former employees. **All visitors** must identify themselves as such at the office. If you have a visitor or family member stopping at any time, you must let the office know in advance.

Volunteers must be approved by the administrative staff and may include students, interns, parents, visitors, grandparents, church members, etc. **All volunteers will be visible to Joyful Noise employees at all times and are not to be left alone with any children.** Volunteers are to remain with a hired staff person at all times. Volunteers will respect the privacy of children and are not allowed to help in restroom areas including diapering, toileting, etc. **Volunteers are not to handle emergencies, injuries, or dire situations of any sort, such as a behavioral issue with a child.**

*Volunteers who are present at the center **regularly** will need to meet the following requirements:*

- Criminal history check and a protective services check.
- TB test and health form on file.
- All other guidelines noted above.

Young volunteers or students must also meet the following requirements in addition to those above:

- Students may help in classrooms with children ages two and over only.
- Student helpers must be 13 years of age (7th grade or older).
- Students may not assume a care taking position.

The only volunteers who do not need to submit to a criminal check are those who are here to attend a function, i.e., a Christmas party, as they would not be considered a regular volunteer. However, any student or adult who is not a hired employee will abide by all other aforementioned guidelines for volunteers.

ENROLLMENT OF AN EMPLOYEE'S CHILD(REN) AND CHILDCARE DISCOUNTS

Enrollment and tuition discount guidelines for employees and their children may be subject to change at any time.

Employees may use Joyful Noise services as long as there is availability in their child's age group. Employee's children must be enrolled with all proper paperwork completed before attendance. Employee's children must stay with their class if they are signed in. Children may not "hang out" in their parent's classroom or workspace.

It is also important that employees choosing to enroll their children at Joyful Noise Childcare understand that they are to respect the same ethical guidelines that are expected of all parents at the center. This means respecting the lead teacher and classroom space, and creating consistent drop off and pick-up routines.

Observing the privacy of other students in the classroom, particularly during conflict or illness, is essential to these ethical guidelines. It is not appropriate to ask questions that violate Joyful Noise privacy policies such as, "Who was it that bit my child?" or "Who had the fever first?"

Not only do those types of inquiries infringe upon our policies, but they place uncomfortable pressure on your child's teacher to give "preferential treatment". This is stressful for employees and may also be upsetting for other parents in the classroom.

Additionally, unannounced or frequent visits to your child's classroom, as well as lingering drop-offs, may be distressing for both the child and your child's teachers and classmates. These actions may also prove to be a distraction for you as an employee.

Full Time Employees

Full time (30 or more hours per week) employees shall pay 50% of the regular tuition if they choose to bring their own children to the childcare. Any other rate discounts do not apply to employee tuition. All-employees pay for their child's regularly scheduled days regardless of attendance, with the exception of days the center is closed.

Part Time Employees

Part time (less than 30 hours per week) employees shall pay 75% of the regular tuition if they choose to bring their own children to the childcare. All employees pay for their child's regularly scheduled days regardless of attendance, with the exception of days the center is closed.

Substitute Employees

Children of substitute employees may attend Joyful Noise at the regular tuition rate. Substitute employees pay for their child's regularly scheduled days regardless of attendance, with the exception of days the center is closed. If substitute employee works during any given day, the tuition for that day will be discounted by 50%.

There are no tuition discounts given for employee's grandchildren or other relatives.

USE OF FACILITIES

Joyful Noise and its surrounding properties are owned by First Presbyterian Church. Staff members are welcome to use facilities such as Fellowship Hall, the Sanctuary, or the Lounge, provided that they receive permission from the Director or Church Office. Every area of the Church operates on an event-based calendar, so dates must be scheduled ahead of time, if available.

Joyful Noise classrooms and play yards may be used freely, but certain areas (such as the Recreation Room, Movie Room or outdoor play yards) also operate on a schedule to ensure that all age groups are provided equal time. All teachers and age groups will observe and help prepare the given schedule and respect all facilities at all times.

EMPLOYEE USE OF PARKING LOT

Employees understand that they are required to park in back of the parking lot, away from the building and constant flow of parent traffic. This allows easier access to parents juggling babies, diaper bags, toddlers, etc. Employees also understand that during Church activities, gatherings and funerals, employees must park off site. Notice of these circumstances will be posted by the employee time clock.

PERSONNEL FILES

The center keeps a personnel file for each employee. The file may contain employee's job application, police clearance, federal, state, and local tax forms, medical forms and records, education records or transcripts, resume, letters of recommendation and other records of prior training and previous experience, assignments, schedules, compensation, annual evaluations, disciplinary action and correspondence relating to employment, and other legally permitted information.

Employees are required to report any changes in their personal status promptly, so that the center can maintain complete and accurate personnel records. This includes any changes of address or phone number, changes affecting tax-withholding status, legal change of name, change of persons you wish us to call in case of an emergency and changes affecting any benefits. Employees are given access to their personnel files by submitting a written request to the director.

REVISIONS TO POLICIES/MANUAL

This manual outlines many of the policies, rules, procedures, and expectations of Joyful Noise Christian Childcare and First Presbyterian Church. It is not exhaustive by any means. Outside of this document, there is additional training, guidelines and requirements that Joyful Noise employees are expected to meet. Our center retains an absolute right to make any changes, and to add or delete from contents of this manual at any time during employment. Amendments will be made periodically and filed in the appropriate sections of the employee manual. Employees are expected to read and acknowledge these changes (labeled addendums) which will later be added as revisions to the employee manual. Employees may not be notified about all changes or revisions made to the manual. Employees are encouraged to contact the director with any questions or concerns regarding any information covered in this manual.

EMPLOYEE CONDUCT

GENERAL GUIDELINES

Because we care for infants, toddlers, and small children, it is imperative that you be nurturing and patient. We also require that you interact with your students and fellow employees with the following qualities: respect, flexibility, maturity and a cooperative attitude. Additionally, we expect that you are able to put aside any personal issues at the start of your workday here at Joyful Noise until your shift has ended, and that you always use appropriate language. You are expected to interact in a cheerful and welcoming manner with our children, families, and staff.

At no time will any employee yell or use aggressive or rude behavior towards children or staff. If you feel you are losing your temper, ask a supervisor for relief. If you witness this behavior from a parent, or another staff member, please let the director know right away. It is important that all staff members at Joyful Noise Childcare be a positive reflection of the center at all times, modeling calm and respectful behavior as outlined by our discipline and behavior module of choice, Conscious Discipline.

Your first responsibility is to interact with the children. Unless you are required to clean/straighten, or do paperwork, you should be caregiving, playing games, reading, singing, and supervising activities.

As outlined in the "Training Requirements" section, Joyful Noise employees will participate in periodic training at both seminars and at staff meetings or other events. It is expected that employees not only participate in these activities but also reflect growth as adequate childcare professionals, and maintain an attitude that promotes continued professional development.

DRESS, GROOMING, AND NAME BADGES

Employees will arrive at the center with a neat appearance. Employees will be well groomed and appropriate clothing will be worn. No clothing with holes, lettering, or logos (controversial or otherwise) should be worn. If the director feels your dress is inappropriate, you will be asked to go home and change, with loss of pay. Please remember to wear your name badge with photo identification each day to work. This ensures that staff members are clearly visible at all times and creates an easier line of communication between you and clients or children who may not know your name.

DRESS CODE POLICY

Appropriate dress while working with children in a classroom environment is clothing that allows the staff person to be comfortable and professional. Joyful Noise staff follows a strict dress code. Employees must adhere to the following guidelines:

- ❖ Polo shirts or business casual are suggested for everyday wear.
- ❖ Pants and slacks must be clean and free of holes and can include: khaki pants/shorts, jeans/shorts, skirts/skorts and scrub pants/shorts
- ❖ Shorts, skirts and skorts must go down to the knees (they should be at a minimum as long as your fingertips when your arms are at your sides)
- ❖ No polos, scrubs, shorts, skirts, skorts, or pants should show any undergarments or too much skin (cleavage, belly, armpit, bra, or underwear)
- ❖ No stressed clothing or frayed clothing
- ❖ No clothing with logos that may be considered offensive to different family cultures/values
- ❖ Bring proper outdoor wear every day to work (this may include a coat/sweater, boots, tennis shoes, hats and gloves- ask your lead teacher for a full list)
- ❖ You must wear proper footwear to work.
 - Foot wear should fit your feet and should meet the following criteria:
 - Heels max 1"
 - No flip flops or slippers
 - Closed toe shoes only for indoor and outdoor play
 - No outdoor shoes in the Nursery; Nursery caregivers will keep a pair of indoor shoes in the nursery to be worn indoors only
 - Sandals may be worn in the summer only, and at "downtimes" only (i.e. nap/lunch time)
- ❖ Piercing, other than on the ear, must be taken out before your shift begins. Tattoos must also be covered by clothing or a Band-Aid.

Please remember that, as a childcare provider, you are modeling behavior and appearance for your students. Your daily appearance is reflective of our center as a whole. While it is important to wear clothing that allows full participation in all activities (including appropriate shoes and outdoor gear) and a level of comfort, it is imperative that your clothing adequately covers your body and projects a professional image to all those around you. If you need to be asked to go home to change more than twice, employment may be terminated.

EMPLOYEE'S TRUSTWORTHINESS AND HONESTY

At Joyful Noise, we expect that employees be trustworthy and honest. Dishonesty of any kind will not be tolerated, and will result in immediate dismissal. Falsification of information during the hiring process, including that which is contained in the employment application, will also result in dismissal. Any employee observing unauthorized use, misuse or theft of any Church or daycare property is required to tell the director. No one is permitted to use or take supplies or equipment without clear permission from management.

PERSONAL ITEMS

Joyful Noise/First Presbyterian Church is not responsible for personal items brought to the childcare by individual staff members. Please take care to tuck your purse and any valuable items in a secure place, such as a file cabinet or inside a cupboard, and note that your personal items are your responsibility to protect from breakage, misuse, or theft.

CONFIDENTIALITY

Employees may encounter confidential information pertaining to children or families. Parents and children have a legal, ethical right to confidentiality. Any and all records, information, and data which relate to testing, treatment, care, reporting, and research concerning serious communicable diseases, including HIV and AIDS must be kept strictly confidential. Any employee who releases or reveals confidential information will be in violation of State, Federal, and company policies. If, as an employee, you become aware of anyone attempting to gain access to this information regarding one of our children, notify the director immediately.

Always discuss confidential or critical matters in a professional setting. Issues should never be discussed in front of other students. Before you discuss confidential information or concerns, make sure that you are doing so professionally and in the appropriate setting, with either a director or colleague. A productive conversation is a professional one with a solution in mind. Never discuss sensitive or confidential matters with anyone other than a parent, director, or fellow teacher. Information should never be released in any manner (written, orally, by phone) to anyone, including any government agency, without the approval of the director. The Church or director will obtain permission from parents when a release of information becomes appropriate.

When an incident occurs between two children in the classroom (for example, a biting child and a child who has been bitten), care should be taken to prevent conflict between both sets of parents. The identity of aggressor (the child who performed negative behavior) should be kept anonymous when relaying incident information to the parents of the targeted child, and employees should consider the way they will approach communication with both parties carefully. All written progress reports or special notes must be folded and sealed shut before placing in the child's cubby. Please see the Joyful Noise Training Document, "**Communicating with Parents**" for more information on appropriate conversational conduct.

CONTACT WITH MEDIA

Employees are not authorized to give information to the media. If contacted by the media, an employee should record the name of whoever has contacted them and report it to the director immediately. Employees are not to release any information regarding fellow employees, family members from the center, or children, including phone numbers or other private information. No media is allowed on the premises without clearance from the director.

BABYSITTING OFF PREMISES/RELATIONSHIP WITH PARENTS

While there is no prohibition regarding employees babysitting during off hours for our customers, it is imperative the employee inform parent in such arrangements that the employee is not acting as an employee or agent of the center in doing so. The employee must also inform the parents that the center expressly disclaims any involvement, interest, or responsibility, for such arrangements. The employee further agrees not to engage in babysitting or nanny services for our customers which results in withdrawal of any children from the center throughout the term of their employment and for SIX months following termination of employment. Parents and employees should refrain from making arrangements during center business hours. If a parent habitually calls, texts or contacts an employee during business hours or during inappropriate hours of the day, the director should be notified.

In the interest of professionalism, and for the employee's protection as well as our own, it is against policy for an employee of Joyful Noise to begin a dating relationship with a parent whose children attend the daycare. Employees are also strongly advised against entering into a social relationship with parents. If you feel uncomfortable about the manner in which a parent approaches you socially, immediately inform the director. Please also see the *Social Networking Policy* on page 17.

PROFESSIONAL AND PERSONAL PHONE POLICY

Employees must follow the professional and personal phone policies when making work related or personal phone calls.

Regarding Communication with Parents, Privacy and Use of Business Line

It is expected that any matter regarding Joyful Noise or one of its clients be discussed either using a company phone on the premises, or during business hours through a professional @joyfulnoisekids.com email address. At no time should clients be contacted by employees using personal phones or email addresses. Telephone lines at Joyful Noise Childcare are not to be used for long distance phone calls.

Employees understand that the employee telephone list is for work related matters and is not to be republished or redistributed outside of the church childcare or to parents. Parent's phone numbers are also not to be shared with other parents at the childcare center.

Regarding Cell Phone Use

Employees will not conduct any personal activities during working shifts. Break periods should be used for personal phone calls and personal tasks. Actively "texting" for personal reasons with cell phones while working is not tolerated under any circumstances, however, **employees are encouraged to respond to text alerts in case of a center-wide emergency notification** or message from the director, or another employee (see more information on emergency alerts in our Emergency Procedure section on page 35). Employees may not hold *personal* conversations on cell phones at any times while supervising children or working elsewhere. Doing so puts students at a safety risk and promotes an unprofessional image. According to Michigan State licensing information, caregivers using their cell phones are not to be counted in caregiver to child ratio. The only appropriate time to use a cell phone when you are caring for children is when you are communicating with the office or another teacher from the center. When leaving the center grounds with a group of children, at least one caregiver should have a working cell phone to use in case of emergency.

Personal cell phones are not the responsibility of the childcare center and that the center is not responsible for the replacement of lost, stolen or damaged cell phones.

USE OF CENTER MATERIALS AND EQUIPMENT

All center equipment is the sole property of Joyful Noise childcare. If your employment at Joyful Noise is ceased or terminated for any reason, you will be expected to immediately return all loaned materials to the center (digital cameras, laptops, usb drives, etc.) Periodically, Joyful Noise reserves the right to inspect or survey any borrowed materials. Laptops provided by the center will require mandatory maintenance and updates from the tech assistant. If the items are not being cared for as outlined in our responsibility contract, lending privileges may be suspended or revoked.

COMPUTER POLICY

The following policy outlines guidelines to be followed when using Joyful Noise computers and accessing our secured network.

Ethics

I acknowledge that while using a Joyful Noise computer I am not allowed to: run password checkers on system password files, run network sniffers or communication monitoring programs, break into other accounts, disrupt service, abuse system resources, misuse e-mail, examine other users' files unless asked to do so by the file owner, download PC programs, or copy licensed or unlicensed

software. I further acknowledge that it is against policy to use company-owned resources for personal gain, including printing personal materials without prior permission.

Logon Policy

When using the Joyful Noise computers, an employee shall log onto the computer under "teachers" or "guest". The administrative log on is only for the use of the director and Joyful Noise tech support. The resource computers are only to be used during break times, unless being used for work related purposes. Each lead teacher has a designated user area on their own teacher laptop to save classroom materials. Only pre-approved documents can be saved and stored on work computers. **Terminated employees are not entitled to data created using Joyful Noise resources.**

Basic Computer Guidelines

All Joyful Noise computers are to be used by authorized employees only.

Employee understands that the browsing history of the computer should remain intact, and is checked periodically by the director and Joyful Noise/Church tech support. Any suspected abuse or misuse of computers will result in a loss of ability to use work computers, or personal computers at work.

Personal laptops are only to be used during appropriate scheduled times (i.e. break time, classroom planning). Employee understands that personal laptops cannot be connected to the church wireless system. For security purposes the wireless system is password protected. Laptops may only be connected to the Joyful Noise wireless system with prior approval. All policies apply to personal laptop use, when used on the Joyful Noise internet system.

Employees understand that they do not possess administrator rights to any Joyful Noise computers. The only people granted administrative rights, configuration and hardware change access, and installation and de-installation rights to a system, is the tech employee and the director. Any software acquisitions are to be handled with approval of the tech employee or the director.

Employees of Joyful Noise Christian Childcare Center should not assume any personal privacy when using center equipment. Joyful Noise reserves the right to monitor activity or content of activities performed by any individual using technology hardware owned by Joyful Noise without prior notification. Individuals should not expect results of any such monitoring to be considered confidential. Anyone using Joyful Noise equipment consents to and understands that activity may be monitored and is advised that if such monitoring reveals possible criminal activity, policy violation, or unethical activity, the evidence may be used to support legal and/or disciplinary action.

Joyful Noise reserves the right to investigate suspected violations of the agreement. An investigation may be initiated that includes examination of any materials or logs for our servers without prior notification to the associate being investigated. Investigations can be initiated by the tech employee and the director. Joyful Noise may be required by current or future law or regulation, to access, monitor, store, take copies of, or otherwise do with the data stored on computers or transmitted by any computer program. Without limitation, you expressly authorize us to use your data and other account information in connection with any such investigation. We will disclose evidence to any third party authority that we consider has a legitimate interest in any such investigation or its outcome.

Network Usage While On Premises

Employees understand that they are expected to execute reasonable Internet etiquette. Employees will comply with the rules appropriate to any network to which Joyful Noise may provide access. The employee must not post, transmit or permit Internet access to information that the center, parents and other employees' desire to keep confidential.

Employee understands that the Internet may not be used for illegal or unlawful purposes, including, but not limited to, copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, gambling, soliciting, and computer tampering (i.e. spreading computer viruses).

Joyful Noise prohibits Internet use for mass unsolicited mailings, non-employees access to Joyful Noise resources or network facilities, competitive commercial activity and the distribution of chain letters. An employee is not permitted to post, access, or exchange any material that is illegal, libelous or indecently depicts children or adults in a fashion which may result in retaliation against Joyful Noise by offended users.

Each employee understands that he/she is responsible for the activity that occurs while he/she is accessing the computer. Joyful Noise reserves the right to terminate employees at any time for violation of the Internet policy.

Lead Teacher Laptops

Lead teacher laptops and laptop accessories (such as mouse and removable usb drives) are only to be used by lead teachers for planning and educational purposes. Laptops are the exclusive responsibility of the lead teacher they are assigned to. They may be taken home or to other locations (such as a library or Wi-Fi location) to be used for work purposes and are to be cared for properly at all times, which includes these guidelines (in addition to all guidelines posted above):

- No food or beverages are to be near laptop or accessories.
- All original parts (cord, battery, etc.) are to be used with laptop.
- Extreme temperatures are to be avoided (please do not leave laptop in car to be exposed to either excessive heat or cold).
- **Laptops and accessories are only intended for adult employee use.** The employee assigned to the laptop is responsible for ensuring this. Any disrepair (viruses, breakage, etc.) caused by an unauthorized use by a third party (child, spouse, etc.) may become the financial responsibility of the employee.
- Only safe and approved software is to be installed and preapproved by director or technical assistant. No system changes or password locks are to be implemented.
- Anti-viral software is to remain updated and in use, and careful precautions are to be taken to avoid viral infection. Browsing history is to remain intact until wiped clean by tech support.
- Only appropriate internet sites are to be visited. (Please avoid known problematic websites, betting sites, coupon sites, etc. as they are highly infectious zones).
- Storage of documents and files on laptop are to be center related.
- Any unusual symptoms of working condition, disrepair or visible damage to laptop or accessories are to be reported to the office immediately.
- Loss or damage of laptop or accessories may become the financial responsibility of the lead teacher assigned to its care.

Internet Etiquette and Social Networking Policy

At Joyful Noise Childcare, we expect that employees will reflect our school in a positive way at all times, even when they are not at work. Because of the nature of the service we provide, it is important that teachers maintain the respect and integrity that clients expect from professional caregivers. For this reason, we strongly urge staff to avoid social networking relationships with parents, whether it is on Myspace, Facebook, or any other online method, such as personal email addresses. While it is understood that pre-existing relationships (such as a family relation or friendship prior to client enrollment) may be considered on a case-by-case basis, employees are expressly urged to decline the invitation to interact with parents on a social level via networking sites or email. If a parent approaches you with a friend request or message, please refer them to this policy. This protects both employee and center privacy.

In conclusion, understand that any defamation of Joyful Noise, including one of its clients or employees, or the inappropriate sharing of workplace information on the internet may result in employee termination. Be aware of these expectations as you network with friends and co-workers, and remember that your professionalism and conduct are, at all times, a reflection of our center.

DIGITAL CAMERAS:

Joyful Noise digital cameras are to be used for classroom purposes, such as activities in the room or field trips. When not in use, they should remain in a secure location in classroom (inside file cabinet, drawer, etc.) unless pictures are being transferred from the memory card to a computer. Lead teachers and assistants may use the camera at any time, but lead teachers are responsible for making sure that digital cameras are being cared for properly and that all photos are being used for classroom purposes at the center (please see our privacy and social networking policies in the employee handbook). Joyful Noise will provide batteries for the camera. If something is wrong with the camera assigned to your room, or the camera becomes damaged, please report this to the office right away. A damaged or missing camera **may** become the financial responsibility of the lead teacher assigned to its care.

Employees should not use their cell phones to take photos of children in their care at any time. Any photos of children will be taken with a camera kept at the center or pre-approved by the director. Pictures of students at Joyful Noise Childcare are not to be shared or stored in any way that is not pre-approved by the director. Pictures of students are never to be shared (online or otherwise), posted or used for any personal purposes by any employee, in any way.

USB AND EXTERNAL HARD DRIVES

USB and external hard drives are to be used for the transfer of center related materials. Teachers may choose to store them with laptops in a laptop bag or in another convenient location, but care and responsibility of these materials are the exclusive responsibility of the teacher. A damaged or missing drive **may** become the financial responsibility of the lead teacher assigned to its care.

LESSON PLANNING AND INTELLECTUAL PROPERTY GUIDELINES

When lesson planning either on center premises or at home, it is expected that time is spent in the following ways:

- Researching, reading and planning for classroom activities
- Creating classroom materials to be used in conjunction with lesson plans
- Creating and printing classroom calendars, newsletters and other publications
- Placing book orders or making arrangements that pertain to classroom activities or trips
- Professional development or meetings

Any materials that are created using Joyful Noise resources or planning time, including printed materials, planned calendars, and other items, are considered to be property of Joyful Noise Childcare. If for any reason employment ends, you will be asked to provide adequate examples of lesson plans, calendars and newsletters so that new teachers may transition more easily into your teaching position. Printable materials, resources, books and any other materials purchased with Joyful Noise funds are the sole property of the center and will remain on premises should employment end or be terminated.

SEXUAL MISCONDUCT/SEXUAL HARRASSMENT EXCLUSIVELY INVOLVING ADULTS

The following guidelines and definitions for sexual harassment apply to adults only. For information regarding child abuse prevention and appropriate interaction with children, please refer to the *Joyful Noise Abuse Prevention Policy* (below this article, in the “Employee Conduct” section of the employee manual) and the *Appropriate Physical, Emotional and Verbal Contact with Children* policy in the “Caregiving Policies and Strategies” section.

Joyful Noise Childcare is dedicated to providing an environment that is free from the threat and injury that is attendant to sexual misconduct and/or sexual harassment.

Sexual Misconduct could mean sexual harassment as defined below, or refer to inappropriate behavior that may or may not be intended as a sexual advance or of a harassing nature: i.e., inappropriate language, revealing clothing, language or manner of acting that is deemed inappropriate for the center (for example, listening to explicit music or viewing inappropriate websites on school grounds, etc.) Also see our *Internet Etiquette and Social Networking Policy* in the JN Employee Handbook under the *Employee Conduct* section.

Sexual Harassment is defined as unwelcomed sexual advances, requests for sexual acts, and other verbal or physical conduct of a sexual nature constituting sexual harassment when this conduct explicitly or implicitly affects an individual’s employment, unreasonably interferes with an individual’s work performance, or creates an intimidating, hostile or offensive work environment.

Anyone witnessing sexual misconduct or experiencing sexual harassment should immediately report the incident to the director. Reports of inappropriate behavior will be immediately investigated.

Involvement in sexual misconduct or sexual harassment may be grounds for immediate dismissal. Involvement in the alleged abuse of a child in any way will be immediately reported to the authorities and warrant immediate suspension of employment or services, as outlined in our Joyful Noise Abuse Prevention Policy.

ABUSE PREVENTION POLICY

Joyful Noise Abuse Prevention Policy is intended to prevent abuse and serve as the standard for which we interact with children at our center (please also see the JN Employee Handbook under the title heading, “Employee Conduct”). At Joyful Noise, we are committed to maintaining a safe environment in which children and youth are protected from abuse and or neglect of any kind. It is important to note that the policy requires all staff members to not only recognize the definitions and warning signs of such abuse, but also to report to the proper authorities all cases alleging child abuse including physical, emotional, and sexual abuse or neglect of a child. Joyful Noise requires this reporting and mandates its staff to report on all of these cases.

Definition of Physical Abuse: The National Center on Child Abuse and Neglect defines child physical abuse as: "The physical injury or maltreatment of a child under the age of eighteen by a person who is responsible for the child's welfare under circumstances which indicate that the child's health or welfare is harmed or threatened thereby".

Definition of Sexual Abuse: The National Center on Child Abuse and Neglect defines child sexual abuse as: "Contacts or interactions between a child and an adult when the child is being used for sexual stimulation of the perpetrator or another person when the perpetrator or another person is in a position of power or control over the victim." Sexual abuse is any time that a child is engaged in a sexual situation with an older person. It can include actual physical contact, such as fondling or rape, but it also includes using suggestive or sexual language with a child, making a child watch sexual acts or pornography, using a child in any aspect of the production of pornography, or making a child look at an adult's genitals.

Definition of Emotional Abuse: The National Center on Child Abuse and Neglect defines emotional abuse as: "acts or omissions by the parents or other caregivers that have caused, or could cause, serious behavioral, cognitive, emotional, or mental disorders. In some cases of emotional abuse, the acts of parents or other caregivers alone, without any harm evident in the child's behavior or condition, are sufficient to warrant child protective services (CPS) intervention. For example, the parents/caregivers may use extreme or bizarre forms of punishment, such as confinement of a child in a dark closet. Less severe acts, such as habitual scapegoating, belittling, or rejecting treatment, are often difficult to prove and, therefore, CPS may not be able to intervene without evidence of harm to the child."

Definition of Verbal Abuse: Verbal abuse, a facet of emotional abuse, is defined as any language or form of verbal harassment that may belittle, scare, emotionally harm or terrorize a child. Examples of verbal abuse include, but are not limited, to:

Sarcasm

Children do not understand sarcasm or sarcastic tones, and interpret language literally.

Sarcastic language or tones when speaking to students is unacceptable and considered verbal abuse at our center.

Name calling, verbal bullying, or scapegoating

Referring to any child by a derogatory name is considered both verbal and emotional abuse. So is yelling, scapegoating, or referring to children as "naughty", especially in their presence.

Scapegoating is the practice of habitually blaming a child for actions that they may not be responsible for. Scapegoating is damaging to the self-esteem of a child and their social relationship with both peers and adults.

Harsh tones, volumes, or alarming noises

Loud words, angry yelling, or any sort of aggressive tone when speaking to or interacting with children will not be tolerated and will be considered verbal abuse.

Employee and Volunteer Screening

In order to assure protection for minors and prevent abuse from happening, all adult positions at Joyful Noise (both paid and volunteer) will be screened for previous abuse offenses. This may include one or more of the following: completing a volunteer profile form, obtaining references, criminal record clearance, protective services screening, and an interview.

Information obtained by Joyful Noise regarding the background of applicants, prior to or during their service, will be kept confidential. All potential staff people, including volunteers, will complete an application for employment or volunteer application and interview. All references will be checked along with applicants past work history. Prior criminal convictions will be checked through the Michigan State Police and we will ask about prior convicted crimes other than traffic violations. History of child abuse or neglect will be checked through a Protective Services screening. Applicant will be asked about involvement in child abuse of any kind both in writing on our employment application and verbally through an interview. No person will be allowed to work with children if he or she has ever been involved in abuse, neglect or criminal activity.

Abuse Prevention Policy Notification

All employees are required to read the Abuse Prevention Policy in this employee manual (and the manual in its entirety) and will also be required to sign, amongst others, the Employee Policy Signature Page stating that they have read this portion of our policies (and all policies within the employee manual) and will adhere to it.

Worker Supervision

Each program conducted by Joyful Noise that involves minors is required to have and maintain operating procedures that will prevent and protect children and youth from being abused. Please see the employee manual under Caregiving Policies and Strategies in the “Appropriate Physical, Emotional and Verbal Contact with Children” section below.

Reporting Obligations

All staff, administration, leaders, teachers or anyone in a position representing Joyful Noise is required to report any suspected or alleged incidence of abuse within the school setting. It is not the responsibility of the reporting person to substantiate the alleged abuse, but only to report it. Joyful Noise requires all staff, administration, leaders, teachers or any representatives to report alleged abuse cases involving minors to Social Services and Law Enforcement Agencies. Records of reported incidence shall be maintained by a designated staff person. All matters pertaining to the accusation will be kept confidential by Joyful Noise.

Response to Allegations

When the allegation is made of abuse, the alleged offender must be informed of these allegations and must be suspended from participating in all service roles at Joyful Noise until an investigation is done by the proper authorities (Protective Services and/or local law enforcement agencies). Employment may or may not be reinstated.

Review of Policy

There is an annual review of all abuse policies, procedures and requirements. Existing employees and volunteers will receive and read a copy of the abuse policy annually and information on any changes made in the policy, and be required to sign the Abuse Prevention Policy Signature Sheet before employment or volunteering begins.

Protection of Children

Every employee has a duty to report to the director any unusual marks, injuries, or bruises that they observe on a child. This may include unusual changes in a child’s behavior or condition that could be symptoms of neglect or abuse. The director will deal with a parent or caregiver regarding such incidents. Employees will participate in annual child abuse prevention training.

The director will handle all issues and concerns regarding matters of custody. If, at any time, a teacher is uncomfortable interacting with a parent or guardian regarding these matters, administrative support should be called upon. Please remember that, in all circumstances, information regarding the situation is confidential and should be kept private with the exception of communication between parents, teachers and the director.

CAREGIVING POLICIES AND STRATEGIES

DISCIPLINE POLICY

At Joyful Noise, our discipline philosophy is one that combines modeling appropriate behavior along with the techniques used in the “Conscious Discipline” method (Dr. Becky Bailey, www.LovingGuidance.com). All childcare staff use disciplinary and guidance tools that promote an idea of patience and self-control, such as:

- Redirection and tools from the “Conscious Discipline” model
- Clear expectations that are communicated to children in an age-appropriate way
- Positive guidance (Replacing the negative behavior with a positive direction, such as “Use walking your walking feet, please!” rather than “Don’t run!”) and the teaching of appropriate social behaviors
- Thoughtful consideration about origins of negative behavior and methodical planning and strategy implementation to encourage desired behavior
- Consistency in methodology and consequences
- Self-evaluation as a teacher (understanding the teacher and classroom’s role in the appearance of an undesired behavior and what steps may be taken to address the issue)
- Careful assessment and recordkeeping of extreme or ongoing behavioral problems

A child who poses a risk to themselves or another child may be separated from the group as needed, and children who are three years of age or older may “take a break” from activities to calm down and consider a plan for correcting behavior, but time-outs are not considered to be an effective method for dealing with conflict and do not teach students the skills they need to handle problems. Additionally, **time outs are not an appropriate method of discipline for children under three years of age.**

Under NO circumstances are children at Joyful Noise disciplined with corporal punishment (physical), verbal abuse, humiliation or withholding of food or toys. Please see the excerpt below from the State of Michigan’s Licensing Rules for Childcare Providers regarding forms of punishment that are prohibited by law.

FROM THE STATE OF MICHIGAN LICENSING RULES FOR CHILDCARE PROVIDERS R 400.8140 (2) Discipline.

All of the following means of punishment shall be prohibited:

- (a) Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
- (b) Restricting a child’s movement by binding or tying him or her.
- (c) Inflicting mental or emotional punishment, such as humiliating, shaming, or threatening a child.
- (d) Depriving a child of meals, snacks, rest, or necessary toilet use.
- (e) Excluding a child from outdoor play or other gross motor activities.
- (f) Excluding a child from daily learning experiences.
- (g) Confining a child in an enclosed area, such as a closet, locked room, box, or similar cubicle.

Employees who do resort to such punishment will be immediately dismissed and may be subject to civil or criminal charges. If you have a question regarding appropriate disciplinary action, or a concern about the way a disciplinary situation was handled at our center, please discuss this with the Director.

HANDLING SPECIFIC BEHAVIORS

Young children who are learning how to function with their peers and manage their emotions have a variety of common, developmentally normal behavior problems. Listed below are some of the most typical problems and how Joyful Noise handles them:

Aggression and Bullying

When children display aggressive behaviors at Joyful Noise, such as yelling, hitting, or any other form of destructive physical behavior, the first concern for staff is to discover what is motivating the aggression. Using Conscious Discipline methods, staff members will attempt to help a child recognize and label emotions and motivations for his or her behavior, and coach the child through conflict, enabling them to use other methods to resolve their problems in the future. Clear expectations are given to children regarding appropriate physical and social behaviors, and the use of modeling/teaching appropriate social behaviors is also used. Joyful Noise is a bully-free zone. We encourage our students to treat each other with love and respect, and encourage/expect those same behaviors from their peers. Student –handled conflict resolution is considered optimal. If a behavior becomes a repeated concern, parents or guardians will be included in creating a behavior plan for the student.

Biting

First and foremost, Joyful Noise immediately treats a bite by focusing on and caring for the child who has been bitten. Any visible injury is always cleaned and assessed while comforting the child who has been hurt. After the biting injury is handled, the behavior itself is then handled. **Biting is documented using Joyful Noise Biting Notification Forms for either child.**

Biting can be motivated by different emotions and developmental stages. Younger children who are still teething and oral may bite in an exploratory manner. In these instances, Joyful Noise offers appropriate chewing and oral stimulation items (such as icy teethers, crunchy food, etc.) and redirection along with the teaching of appropriate teeth use.

For the child who bites out of aggression or as an attention seeking behavior, the same techniques may be coupled with strategies for self-calming. A child who is repeatedly biting other children may be separated from the group for the safety of all students when issues occur, and parents of both the biting child and the bitten child(ren) will always be informed in a timely manner of incidents as well as how the situation was handled. Depending on the age of the child, a behavior plan with both positive reinforcement and approved consequences may be used.

Tantrums

For most young children, tantrums are a normal part of development. The young child is still learning to manage overwhelming emotions and our job as early childhood caregivers is to help them recognize, process and deal with those emotions in a constructive way. This progression takes time. When a child has a tantrum at Joyful Noise, the first step is noticing the behavior and validating the reason behind the outburst. Once the behavior has been labeled and explained (“You are so mad right now! You threw the lunch plate on the floor. You seem angry about what we are eating today.”) the next step is to help the child to regain their composure through calming techniques (such as utilizing the “Peace Place”) and the teaching of coping mechanisms that will help them to make a better choice the next time that they are upset.

“The next time you are upset about what is on your plate, you can say ‘no thank you’.” If a child has repeated tantrums or is causing a danger to themselves or others, they may be removed from the group to regain composure. Parents will be notified if tantrum behavior becomes an issue repeatedly, and continued severe tantrums or refusal/inability to rejoin the group may result in the requirement of a pickup from a parent or guardian.

Daily behaviors are reported to parents using Joyful Noise Behavior Notification Reports. Joyful Noise always includes parents or guardians in the development and implementation of strategies and behavior plans for their child. If a child’s behavior does not respond to these methods or it becomes apparent that a child's needs are not consistent with what our program offers, disenrollment may be considered. At Joyful Noise we also strive to report positive behaviors for children as well. Please check your child’s cubby daily for notices regarding both positive behaviors and problem behaviors.

For age-specific developmental goals and behavior strategies, please visit our classroom section at www.JoyfulNoiseKids.com/classrooms

APPROPRIATE PHYSICAL, EMOTIONAL AND VERBAL CONTACT WITH CHILDREN

Appropriate interactions and expectations are outlined below. See “Definitions of Abuse” for specific outlines of inappropriate behavior:

Physical Interaction: All staff and volunteers will be aware of appropriate physical contact at all times. Never at any time will a staff member or volunteer interact with children or youth in a manner that could be interpreted as inappropriate or sexual. This extends to verbal sexuality or insinuations, as they are considered to be sexual abuse and misconduct even when physical contact is not present.

Acceptable physical contact are welcomed hugs, pats on the back, high fives, infant and toddler holding and rocking, holding a child on your lap, and holding hands. With the exception of a child who is posing harm to themselves or others as a result of a behavioral incident, children will not be restrained using physical force at any time or forced into physical contact of any kind, including hugs or seemingly friendly contact.

For both sanitary reasons and the difficulty of distinguishing between appropriate and inappropriate contact, all staff will refrain from kissing children. When diapering or assisting in the bathroom, please refer to the bathroom and diapering policy on pg. 28-29 for appropriate contact with children.

Emotional Interaction: All staff and volunteers will be aware of appropriate emotional contact with children at the center. All staff will use accepted disciplinary techniques and methods from Conscious Discipline, as outlined in the Guidance and Discipline of Children on page 21. Children will be treated with respect and never humiliated, bullied, scapegoated or targeted for emotional harassment of any kind. All children will receive adequate and equal attention, praise, and positive interaction.

Verbal Interaction: All staff and volunteers will speak to children maintaining reasonable volume and positive tone. Never shall any derogative language, name calling or yelling be used. Caregivers should never use harsh tones, volumes or create alarming noises to intentionally stir or terrorize children.

If at any time these guidelines are not followed or a situation is deemed questionable, the director will be immediately informed, along with the proper authorities. Failure to report an incident will result in employee termination and possible prosecution.

CARING FOR THE CHILDREN OF FELLOW EMPLOYEES

The same measures of care that are taken to respect parent and teacher relations with all other students should also be taken with students whose parents are Joyful Noise employees. It is important that all parents, including those that are employed by Joyful Noise Childcare, receive the same quality of care and professional interactions from teachers that are expected in all teacher/parent and teacher/student relationships at the center. All caregiving policies (including methods of communication regarding a student) will be observed when caring for the children of fellow employees.

PRIMARY CAREGIVING

Classrooms working with children, age three and under, use primary care giving. This State of Michigan Licensing Policy ensures each child is getting adequate care while attending childcare. Having the same caregivers each day offers predictability and a sense of security for each child. Primary care giving does not mean that teachers are excluded from helping other non-primary children with diapering and feeding when necessary. Each classroom functions best as a team, and employees are expected to offer assistance when they notice another teacher struggling. Additional information about primary care giving is available in each classroom, and in the licensing handbook.

DIAPER CHANGING PROCEDURE:

1. Wash hands.
2. Secure child on designated changing table.
3. Use gloves and wipes provided. Put dirty diaper in diaper pail only.
4. Secure child on floor, in crib, etc.
5. Wash hands.
6. Wash changing table with soapy water.
7. Rinse with clear water.
8. Wash with bleach water and let dry.
9. Wash hands.

Child and staff hands are washed with soap under running water before and after meals, after toileting, coughing, sneezing, nose blowing, and at any other time as needed.

HANDWASHING PROCEDURE

1. Turn on the water to a comfortable temperature between 60° and 120° F.
2. Moisten hands with water and apply soap.
3. Rub hands vigorously until a soapy lather appears and continue for at least 20 seconds.
4. Rub areas between fingers, around nails/under fingernails, jewelry, and the back of hands.
5. Rinse hands under running water until they are free of soap and dirt. Leave the water running while drying hands.
6. Dry hands with a clean, disposable paper. Turn taps off with the paper towel.
7. Dispose of the paper towel in a lined trash container.

BATHROOM POLICIES

All children must be supervised at all times while using the restroom or during diapering procedures. Students must use age-appropriate restrooms, unless occupancy or urgency deems it necessary to use adult facilities. Child restrooms are clearly marked in the hallway and in classrooms. Children who are in first grade or higher may use the adult restrooms with supervision. **Adults are to use adult facilities only, and should wait to enter until any children have cleared the restroom area.** Children will be assisted in using the restroom at regular intervals throughout the day, but must also be assisted on demand. **In order to protect oneself and our center, employees should take care to make sure that proper conduct is followed when assisting children in the bathroom.**

NEVER:

- Place yourself out of visible sight or audibility. Being seen and heard when you are assisting children in the rest room ensures that everyone is aware of your proper conduct. Bathroom doors are to remain open in adult facilities when assisting children. Bathroom stalls may be closed when a child is using the stall; however, an adult should not be enclosed in a bathroom stall with a child at any time.
- Leave children unattended.
- Rinse any clothing soiled with biohazardous materials (feces, blood, vomit, etc), including underwear, in sinks or toilet. **This is a licensing violation.**

ALWAYS:

- Observe posted diaper changing procedures when changing children.
- Dispose of diapers in the proper diaper receptacle. Only children who are potty training shall have diapers and training pants removed and changed in normal facilities. Children who are exclusively wearing diapers should always be changed at a diaper station.
- Use gloves when handling diapers, soiled clothes, or any bodily fluid.
- Place soiled clothing in a bag (double bag if needed) and tie shut, marking child's name on bag.
- Ensure that child has properly washed hands after using the bathroom facility.
- Scan facilities for cleanliness or possible safety hazards such as puddles of water, etc.
- Wash your hands immediately after assisting each child.
- Use Universal Precautions when handling biohazardous materials.

SUPERVISION OF CHILDREN/LICENSING RATIO

Children must be supervised at all times. Mandatory State of Michigan Licensure must be observed for caregiver to child ratio.

<u>Age Group</u>	<u>Required Licensing Ratio</u>	<u>JN Ideal Ratio</u>	<u>Max Group Size Licensed For</u>
Infant –1yr.	1 adult to 4 children	1 to 3	12
T's 1yr. - 30mo.	1 adult to 4 children	1 to 3 or 4	12
2's 30 – 35mo.	1 adult to 8 children	1 to 4 or 5	16
3yr.	1 adult to 10 children	1 to 5 or 6	No limit
4yr.	1 adult to 12 children	1 to 7 or 8	No limit
5yr. – Sch.Age	1 adult to 18 children	1 to 10 or 12	No limit

- When more than one age group is combined, the ratio for the whole group is determined by the youngest.
- Our ideal ratio is partially guided by development of the children.
- Ratio will sometimes change with special activities such as field trips.
- Ratio is determined by staffing changes/needs, but will never exceed State of Michigan Licensing standards.

Employees will position themselves in an evenly distributed manner and allow for unobscured vision beyond obstacles in the classroom and/or on the play facilities. If you have to leave for any reason ask your supervisor/lead teacher first.

Lead teachers, assistant teachers, student volunteers and volunteers in a large group setting shall:

- ❖ Provide and rotate activities
- ❖ Become actively involved and encourage children to participate
- ❖ Quickly intervene if there are problems
- ❖ Display an interested and pleasant demeanor
- ❖ Use the skills they have learned from “Conscious Discipline” Training

OUTDOOR SUPERVISION

Children must have scheduled time outside each day, unless it is raining or the wind chill is below eighteen degrees Fahrenheit. Employees will plan structured and unstructured play that utilizes the outdoor equipment, addressing indoor and outdoor large motor time.

All areas must have an employee stationed at them (i.e. sandbox, climber, bike area). Employees must participate in the activities, just as in the classroom. Personal conversations should be very limited. Please see the beginning of the “Supervision for Children” section regarding proper conduct and distribution of employees outdoors.

Specific outdoor rules include, but are not limited to the following:

- ❖ Before entering play yard, always scan for hazards, broken equipment, and dangers.
 - Continue to watch for dangerous items for the duration of outdoor play.
 - If you notice something dangerous, tell a lead teacher or director right away.
 - Keep the children away until the danger is resolved.
- ❖ Staff must be adequately spread around the play yard areas at all times.
 - If you are within an arm’s length of another staff member, it is your responsibility to move away. Supervision from all angles will ensure all of the children’s safety.
- ❖ Make sure equipment is age appropriate and not too large/small, too high, etc.
- ❖ Make sure to encourage turn taking amongst children
- ❖ Bikes and rolling toys must remain in designated area.
 - Make sure the rule of “one child per toy” is utilized on riding equipment
 - Traffic control must be directed- “no crashing.”
- ❖ Sand stays in the sandbox, throwing of sand is prohibited.
 - Remember to use your *Conscious Discipline* Training and redirection skills to stop any unwanted behavior in the play yard.
- ❖ Outdoor water play is only allowed in hot weather and must be VERY CAREFULLY SUPERVISED. It must also be pre-approved by the director.
- ❖ Use outdoor facilities age appropriately. It is not safe for toddlers to play with the four-year-old class. Make sure that only appropriate age groups are mixed.
- ❖ Babies taken out in strollers must be protected from strong sunlight.
 - Make sure that the children have sunscreen on if they are over six months old.
 - Use shade canopies on buggies to block sunlight.
 - Special care must be taken when going in/out of doorways - watch out for fingers!
 - Babies must be closely watched to assure that nothing goes into their mouth.
- ❖ All non-stationery equipment such as balls, jump ropes, bikes, sidewalk chalk, etc. must be put away in their proper place after use.

HANDLING THE APPROACH OF A STRANGER/UNKNOWN PERSON WHEN CHILDREN ARE IN YOUR CARE

Strangers or unknown people should exclusively be addressed by adult caregivers and are not allowed to interact with children in the group in any way. This excludes supervised and approved experiences like field trips wherein caregivers are overseeing an event, such as a trip to the library, or visits from approved volunteers at school. At **no time** will any child be left unsupervised with a volunteer or non-parent or guardian.

1. A staff person will immediately gather children away from unknown person.
2. A second staff person will address the individual, saying, **“Our students aren’t allowed to interact with people they don’t know. Can I help you?”** **If possible, take a picture of suspect person with a phone or camera.**
3. Any suspicious behavior (individual is lingering or continuing contact) or threatening behavior will be immediately reported to 9-1-1, and caregivers and children will return to the center right away.
4. Incident will be reported to office immediately.

A caregiver who is alone with a group of children will need to follow all steps on his or her own. While away from the center (playground included), caregivers should have a cell phone for emergencies.

MISSING OR ABDUCTED CHILD

Follow these exact steps should a child under your care ever become missing or suspected as abducted:

1. Staff person who has witnessed abduction calls 9-1-1 immediately. Make note of description of person and especially vehicle plate number.
2. If an abduction was not directly witnessed but a child is still missing, staff members will begin to search area extensively for child, maintaining supervision of other children in their care and keeping students calm, following the rest of steps below.
3. After searching grounds for 10 minutes, a staff person will call 9-1-1. Searching for child will continue.
4. The office will be immediately informed of situation and designated staff will call parent or guardian and inform them of the situation. Steps will be taken to safely return the remaining group to the center, and staff will continue to look for child until authorities arrive. Additional staff may be called upon for search efforts.
5. Caregivers and parents or guardians will meet with the authorities.
6. Incident will be reported using the State of Michigan Incident, Accident, Illness, Death or Fire Report.

Once incident has been reported and/or issue is resolved, the Director and childcare staff will hold a meeting to evaluate procedures and discuss follow-through steps. Please refer to the JN Employee manual regarding privacy and disclosure of information to the media.

Use your best judgment in protecting children in all situations and those not outlined in this manual. SAFETY is your primary concern.

NUTRITION AND REST TIME

The following policies are followed when providing meals and rest times for children at Joyful Noise Childcare.

Meals at Joyful Noise

Joyful Noise offers breakfast, lunch and snacks for all children. All meals will be healthy and nutritious. A weekly menu will be posted, and is also available for download on our website. Parents may choose to send meals or snacks as long as foods are nutritious, peanut free and ready to eat. This means that items do not need to be prepared or heated. Food items intended to stay at center for more than one day must be dated. Food receptacles will not be washed or rinsed and will need to be taken home daily. Meals are served in a “family style”, so that children can begin to learn to serve themselves and interact positively with peers and teachers at the table. All food program tally sheets will be filled out at the time of the meal. Sheets are posted in individual classrooms.

Family Style Eating Guidelines

Family style eating means that children and adults sit together at the table and individuals serve themselves. This may look a little different at each age group (for example, toddlers may serve themselves seconds, rather than serving themselves their initial portions to avoid frustration at this age group) but all children should have an opportunity to learn the following skills:

- Measuring and pouring from serving spoons and pitchers
- Passing bowls and food items to peers and teachers
- Using table manners and positive language/dining habits while eating together.
- Using proper utensils and napkins

At no time should children at Joyful Noise be deprived of this opportunity due to concerns over meal time taking too long, or becoming too messy of an affair. Staff is required to provide these developmental opportunities to children at all ages, at every meal. Find more information on ways to incorporate family style eating skills on our website.

Infant and Toddler

Parents may supply the center with bottles of breast milk or premixed formula, or parents may prepare formula provided by the center upon arrival, per the State of Michigan licensing requirements. Joyful Noise employees may not prepare infant formulas. Any unused bottles are required to be taken home at the end of the day. Empty and used bottles will be rinsed and placed in the child’s bag. Parents may bring unopened labeled store-bought baby food for children eating solids, or choose to have baby food provided by the center. Parents may also provide freshly prepared homemade foods in labeled containers daily. All children’s items, including bottles, foods, and clothing must be labeled with child’s name/initials. Joyful Noise will supply all baby spoons, sippy cups, and bibs because of sanitation requirements.

Rest time

Per state licensing requirements, children attending at the center for five or more hours per day are to be given a daily rest period. Children are not required to sleep but must be in a restful place, preferably on a cot or in a crib if they are an infant. Younger children (infants and toddlers) will be provided with opportunities to sleep on demand. Each room has specific naptime routines that occur at the same time each day. Once children are sleeping, employees begin the process of staggering lunch breaks (as outlined in “Paid Breaks”). All occupied cots and mats shall be spaced at least 18

inches apart and in a manner that provides a free and direct means of egress, in case of emergency, such as fire. Cribs will be checked weekly for loose parts and fixed immediately if needed. Crib sheets and blankets will be used for one child only. Crib mattresses will be sanitized between uses for different children and cots and cribs will be sprayed weekly with Lysol disinfectant. Sleeping infants and toddlers will be checked on frequently. There is a naptime check sheet posted by the crib room.

FIELD TRIPS

Upon each child's enrollment, the office receives an open-ended field trip permission slip, so authorization for the activity need not be gathered from parents. By definition, a field trip is any time that children are leaving the premises. A short walk or trip to the playground is an example of a field trip. Formal notices of these activities do not need to be announced via calendar or other notification; however, parents must be pre-notified of any trip using transportation and all classrooms are expected to post whereabouts on the dry erase boards located outside of each classroom. This includes signifying outdoor play locations, such as "The Dome," or "Central School." When leaving the classroom, teachers must carry a backpack with emergency supplies and copies of all emergency cards in the event that any child is injured or has an emergency.

Only lead teachers will schedule and must be present for field trips to destinations farther than outdoor play areas. In these instances, lead teachers are asked to leave a cell phone number where the group may be reached. If a lead teacher does not have a personal cell phone to utilize or does not care to use their personal number, the Director will provide an alternative phone for the trip. Field trips will not be taken in inclement weather conditions, or when questionable weather is anticipated.

WEATHER GUIDELINES

All children must wear appropriate clothing during outdoor play and sunscreen protection in warm spring and summer weather. Michigan State Licensure requires that outdoor play be in an environment that is suitable in temperature. During very hot weather (high temperatures and/or combined humidity) or very cold weather (low temperatures and/or wind chill factor) children will need to use indoor facilities for gross motor time. Observe weather guidelines posted in your classroom. Joyful Noise will inform teachers in the event of any emergency weather situation, but all teachers are expected to observe general temperature and outdoor conditions before taking students outside. This may be done with a reputable weather service such as www.Accuweather.com. **Use common sense and practical judgment when assessing the weather;** go outside and observe our immediate conditions yourself. At times, the best judge of weather is simply checking things out.

ARRIVAL AND DEPARTURE

Always be aware of who is in the classroom. Everyone must sign in and out every day. Every child must be signed in and out **by a staff member** each day. Upon pickup of child, parent or guardian must initial the sign out sheet. No parent should go unnoticed when dropping off or picking up a child. Each parent should be greeted upon arrival, as well as departure. Before departing for the end of your shift, it should be confirmed that all children assigned to your care have been accounted for. As staff is relieved throughout the day, updated clipboards and the responsibility of their accuracy will be passed on to the next caregiver assigned for that shift. **As a rule, you should know the number of children in your care at all times.** This ensures your classroom's safety and also prevents under or over-staffing.

General Rules About Departure

- Children may only be released to their parent or legal guardian unless notification is made through a "Change in Pickup" form (available in the office and/or some classrooms) or through notification by phone or email to the office, and if the person picking up is listed on child's current emergency card.

Changes in pick up should be signed by parents or legal guardians and attached to that child's classroom clipboard. Long term waivers are also available for ongoing pickup arrangements and will be kept on classroom clipboards.

- When a non-parent or guardian arrives to pick up a child they **MUST PROVIDE PROPER IDENTIFICATION**, meaning a driver's license or state identification. Though some of our staff may become familiar with family members and friends, others may not. Therefore, the guideline of bringing identification should remain for every pickup. Do not be embarrassed to ask for someone's picture identification more than once. Parents will appreciate your thorough approach, and will be glad to know that you would not release their child to just anyone.
- When a non-parent or guardian arrives to pick up a child from our center and you have not been informed of this change, **DO NOT** release the child until the office has been notified and proper contact has been made with parents or guardians so that permission may be granted. Send the party in question to the office for confirmation. **The child(ren) will stay in your care until you are ready to release them.**
- All arrival and departure times must be recorded on classroom sign-in sheets on clipboards, and initialed by a parent. It is your responsibility to ensure the accuracy of these records. Careful documentation is essential for our billing and attendance but most importantly, they guarantee the safety of our children through accounting for their presence.
- Children must be released to the direct presence of an authorized adult. Students may not "run across the parking lot" to greet a parent, or travel to a sibling's classroom on their own to meet a parent for pickup.
- Always greet parents for pickup and drop off. This is a time to practice appropriate and brief conversation. Important or time sensitive information (such as notification of injury or important needs for the following day, such as diapers) may be relayed, but more complex conversations (such as concerns over behavioral issues, etc) should be saved for a time when a parent can converse with a lead teacher or administrator. Refer to the "Communicating with Parents" training document, as it outlines how to appropriately interact with parents on a daily basis. Parents should arrive to pick up children ready to receive their child and any important information. Parents should not arrive for pick up while on their phone. If this happens frequently, please bring the issue to the attention of your lead teacher or director so that the problem may be addressed.

Failure to adhere to protection/release rules will result in immediate dismissal. It is forbidden to release any child in our care to anyone other than those individuals designated by the parent, as noted by the emergency card. Immediately notify the director about anyone attempting to pick up a child who is not designated on the emergency card. Always refer all parent questions and concerns regarding child custody issues to the director. A permanent pickup list is on each clipboard for those children regularly picked up by someone other than a parent.

CENTER WIDE HEALTH AND SAFETY IN OUR FACILITY

A WORD ON GENERAL SAFETY

The Joyful Noise Christian Childcare employee manual is intended to both create a safe and healthy atmosphere for all employees and also to educate and facilitate the quality care of children. Of paramount importance to safety are general everyday practices such as, but not limited to, **Diaper Changing, Hand Washing and Supervision of Children** (found in the *Caregiving Policies and Strategies*

section). Please review the entire employee manual regularly and carefully to prevent accident and illness for both students in your care and yourself.

Also note that many policies regarding health and safety are made available in our “Center Policies” document for parents under the heading “Health Care Plan”. Though the items are presented in different order, all policies are the same regarding the care of sick children, prevention of illness, handling of biohazards and cleanliness/safety in our center.

LICENSING REGULATIONS AND RESOURCES/INFORMATION

The State of Michigan provides licensed centers with regulations and rules regarding all aspects of childcare. Following these licensing rules are not only mandatory in sustaining our license to provide care for children, but are also important to providing a safe and healthy environment for both staff and students. Please refer to the Licensing Handbook for any questions you may have. It is available on the staff portion of our website under the title “Licensing Handbook” at

<http://www.JoyfulNoiseKids.com/pdfs/LicensingHandbook.pdf>. This document may be easily searched as a pdf for specific items that you might have questions about.

EMERGENCY PROCEDURES OUTLINED IN CRISIS MANAGEMENT PLAN

All emergency situations and the steps taken to handle them are located in the Crisis Management Plan, which is found in classroom binders, as well as travel “flip books” located in classroom or in backpacks.

Employees are required to read and understand this document. Some of the topics (such as first aid and handling the approach of strangers) are also re-iterated in the employee manual. Refer to this manual for:

- All weather related procedures (tornado, flood, etc.)
- Procedures for fire, chemical spill, power outages, gas leak, etc.
- Procedures for dealing with aggressive individuals, intruders, etc.
- Outline of “No Firearm Policy”.
- Communication to parents during emergency
- Site map with locations of extinguishers, AED machines, etc.

UNIVERSAL PRECAUTIONS GUIDELINES

Please remember these important steps when handling bodily fluids of any kind (blood, vomit, urine, stool, etc.):

- Remove children from area containing hazard. Cover with paper towel and isolate area.
- Put on gloves (and face mask, if necessary).
- **USE PAPER TOWEL.** For any mess containing blood, urine, stool or vomit, **DISPOSABLE MATERIALS** must be used. Soak up or wipe mess and remove as much as possible before continuing to next step.
- Dispose of paper towel.
- **Wash hands and put on new gloves (to avoid contaminating 3-step bottles).**
- Wash area with soapy water and remove soapy water with additional paper towels.
- Spray with sanitizer. Allow sanitizer to disinfect area thoroughly before removing or drying with additional paper towels.
- Remove and dispose of gloves, and thoroughly wash hands.
- Remove trash to dumpster if necessary, washing hands afterwards.
- Inform other staff members or directors of area if it is still wet, deemed unusable, or if further action must be taken (for example, carpet will need cleaning).

Follow these steps EVERY time when handling biohazardous materials.

CLEANING AND SANITIZING

Toys, equipment, and surfaces in each classroom and common areas will be cleaned and sanitized regularly as needed. Soiled items children chew on will be placed in a bin immediately after being soiled or put into a child's mouth (baby items). Toys will be run through the sanitizer, or dishwasher that has a sanitizing cycle. Toys played with by older children will be sanitized as they become soiled or earlier if staff feels necessary (due to illness, older children who are still oral). Cots will be used by one child only, and will be sanitized between uses for different children. Cots will be sprayed weekly with disinfectant. Nap items will be stored in a plastic bag and placed between the cots.

Nap items will not be stored in cubbies or where they can touch another child's items. Crib sheets and blankets/sleep sacks will be used for one child only. Crib mattresses will be sanitized between uses for different children and sprayed weekly with Lysol disinfectant. Cribs should also be inspected at this time for loose parts so that they can be fixed immediately.

Tables will be cleaned and sanitized using a 3-step method before and after meals, and as needed throughout the day. Larger equipment will be cleaned and sanitized by hand as needed.

The following steps are to be followed for cleaning and sanitizing (the "Three Step Method"):

1. Wash the surface or article vigorously with warm water and detergent.
2. Rinse the surface with clean water.
3. Submerge, wipe, or spray the surface or the article with a sanitizing solution (1 SaniTab/1gal water).
4. Let the article or surface air dry.

ACCIDENT INVOLVING CHILD

Detailed procedures are posted in each room regarding the treatment of children in an accident situation. Employees are required to familiarize themselves with these instructions and follow them. All employees are required to be first aid/CPR certified. Always use universal precautions when handling biohazardous materials.

FIRST AID PROCEDURES: (NO MEDICAL ATTENTION REQUIRED):

*The following steps are taken if a child is injured and the injury is not severe or **does not** require medical attention:*

1. Care is administered by a qualified staff person(s). Remember that volunteers are not to assume care-taking positions, particularly in situations requiring first aid of any kind.
2. Put on personal protection equipment (gloves, etc.). Wound is cleaned and dressed. No medication is given without parental consent and a medicine slip on file (with exception of general topical medications like antibiotic cream, diaper cream or anti-itch cream).
3. Caregiver brings child to the office and fills out the Joyful Noise Injury Notification Form.
4. Parent or guardian is informed of injury by designated staff and notification is indicated on form.

*If there is any question regarding the severity of an injury, please seek the counsel of an administrative staff member or the director immediately. **ANY TIME a child or staff person loses consciousness, 911 should be called immediately.***

PRE-EXISTING CONDITIONS: For seizures, severe allergic reaction with use of epi-pen and asthma, see the "Pre-Existing Conditions Requiring Medical Attention" on pg. 40-42.

FIRST AID PROCEDURES: (MEDICAL ATTENTION REQUIRED):

*For non-life threatening injuries such as minor cut that may require a stitch, ankle sprain, etc. please follow step #2 and then proceed to step #5. All other serious injuries will require ALL steps. **ANY TIME a child or staff person loses consciousness, 911 should be called immediately.***

1. Staff will immediately be designated for the 3 responsibilities listed below (Staff person #1, #2, #3).
2. **Staff person #1 (qualified to perform first aid and CPR) stays with child and administers first aid and/or CPR as needed. Remember personal protection equipment as needed (gloves, etc.)**
3. **Staff person #2 calls 911** (see guidelines below).
4. **Staff person #3 takes remaining children away from incident to** redirect them to another activity and reassure them.
5. Child is transported by ambulance or other means to emergency room or to necessary care. **TAKE CHILD INFORMATION RECORD.**
6. Parent, guardian or emergency contact listed on Child Information Record is contacted by phone through designated office personnel. Once care is secured for the child and parent/guardian/emergency contact has been notified, a State of Michigan Incident, Accident, Illness, Death or Fire Report is filed in the office.
7. Any biohazardous materials are cleaned using Universal Precautions. Heavily soiled disposable materials or waste will be double bagged and removed from center (to outside dumpster) immediately.

CALLING 911

If you are calling from the building, you are located at:

**FIRST PRESBYTERIAN CHURCH/JOYFUL NOISE CHILDCARE
508 Franklin St., Grand Haven, MI (616) 847-6600**

1. Dial 911.
2. When the dispatch operator answers, remember the following:
3. Be calm! Say, "I have an emergency at Joyful Noise Childcare".
4. Speak slowly and clearly. Give a clear and simple description of the emergency.
5. Stay on the telephone! DO NOT hang up unless the dispatch operator tells you to.
6. Answer all questions and listen carefully to what the dispatch operator tells you.

Know the address where you are taking children at all times in order to be prepared for emergency.

ACCIDENT REPORT FORM

In the event of any injury, the supervisor (lead teacher) will obtain and complete an accident report form from the office. It will also be noted on daily charts for infants and toddlers. The director should review and sign the report to ensure accuracy. A copy of the report should be given to the office and kept in the child's file. Upon pick up, parents or guardians should be directed to read and sign the accident report.

JOYFUL NOISE STUDENT HEALTH GOALS

At Joyful Noise Christian Childcare, we have physical and emotional health goals for all of our students that are the supporting drive behind all of our policies and guidelines. We know that, in order for students to function optimally and thrive at the childcare center, they need to feel well. Play is work for children, and the rigors of our every day schedule at our childcare center require optimal health and energy. The following goals and guidelines define what we consider being well in our care. When students do not meet these goals, we may become concerned about their well-being, and take action to ensure that their physical health needs are being met and that there are no health problems or illness arising. (See our illness policy below for more information.)

1. Student has a fairly regular and healthy appetite.
2. Student seems emotionally well, and is alert and ready to participate.
3. Student is symptom-free of illness such as fever, vomiting, etc.
4. Student is not in pain.
5. Student has received ample time to recover from an illness (such as a bacterial infection) with proper resting time and prescribed medication at home.

If a student doesn't meet our health goals, we become concerned and will inform parents or guardians. When health goals aren't met, we also begin to assess children for illness or causes for their compromised well-being.

Assessing a child's overall health

The most important measure in assessing health in the classroom is to be observant of children and pay attention to their attitude and energy level. If a staff member suspects a child is ill, certain basic steps will be taken to assess the child's overall health. This includes:

Taking a child's temperature: Taking a temporal (forehead thermometer) temperature or auxiliary (under the armpit with direct skin to thermometer) temperature with a thermometer will be your first step in assessing health.

1. **Recording other symptoms that the child may have had and noting their habits/state/energy level that day.** Was the child lethargic? Did they eat meals and snacks well? Nap well? Have they complained of pain?
2. **Obvious symptoms of illness (such as vomiting or any other severe symptom) will require immediate segregation of a child to the office "sick bay" area,** where a child can be further assessed. However, for all other circumstances, staff should prepare the above information BEFORE bringing the child to the office so that office staff can properly inform parents and guardians when information is relayed. Office staff is always prepared to offer support and help in assessing any condition that may be questionable (i.e., rash or marks on a child, inconclusive symptoms, etc.)

REGARDING ILLNESS AND INFECTION CONTROL

When a child exhibits any of the following symptoms, they do not enjoy being at the childcare facility and are most likely contagious to the other children. Please design some kind of backup plan when your child is ill and you can't be absent from work (grandparents, neighbor, older teen, etc.) The center will notify parents if a child becomes ill and parents are expected to pick up the sick child immediately. When a child presents symptoms of illness, they will be detained in the office sick area until a parent, guardian or authorized adult comes to pick them up. Because illness or injury needs to be addressed immediately, proper contact information is of utmost importance. Parents and guardians are expected to keep each enrolled student's Child Information Record updated, and children are expected to be vaccinated as regulated by law. Failure to provide health information papers may result in disenrollment.

Please note: *childcare staff will adhere to the same policy as students regarding exclusion during illness.*

Parents and guardians will be expected to keep a child at home if displaying any of the following symptoms:

- Contagious skin rash
- Headache accompanied by fever
- Earache accompanied by fever
- Temperature above normal
- Excessive runny nose
- Nausea or vomiting
- Severe allergic reaction (presence of anaphylactic symptoms, etc.) or asthma
- Excessive eye irritation (red, watery, matter, weepy, or pink eyes)
- Diarrhea
- Sore throat not caused by allergies
- Indication of head lice (scratching)
- Open sores
- Excessive coughing
- Symptoms of seizure
- Loss of consciousness
- Severe injury that prevents participation in daily normal activities (until mobility and comfort are assured and injuries are properly addressed)

A child will be required to be picked up immediately if fever, vomiting, diarrhea or other symptoms of illness are present.

Fever, diarrhea and vomiting should be gone, without the use of medication, for one full attendance day before a child returns to the daycare. The child should be able to participate in all daycare activities. This means that a child who was with fever or above symptoms on a Monday will not return to school Tuesday and may only return the following day if all symptoms have been gone without medication for one full day. Children will also be required to be monitored at home if they have presented symptoms of a seizure, or have been administered medicine by an epi-pen. Child (ren) must remain symptom free and/or obtain a doctor's note to ensure safe participation in childcare before returning.

Antibiotics of any sort (if prescribed) should be taken/used for 24 hours, during a contagious illness, before returning to the daycare. A doctor's note may be required to confirm that a child is no longer contagious after a viral or bacterial illness. Children with lice must be treated appropriately and checked by a designated staff member for any incidence of nits or lice before returning to the classroom setting. Parents or guardians must wait for clearance while child is being examined. Any re-occurrence of nits or lice will require immediate pick-up from school and continued treatment.

In the event that a child is suspected to have a particular condition/illness or is being preventively treated for it, Joyful Noise Childcare's sick policy will default to the same procedures that outline how a confirmed case of that particular illness would be handled. For example, a child who has an unconfirmed or suspected case of Conjunctivitis (pink eye) that is being treated for the illness will be required to adhere to the same guidelines with which a confirmed case would be handled.

If Joyful Noise Childcare suspects that a child may have a contagious illness and recommends a doctor's visit or diagnosis but parents or guardians choose not to seek medical advice, preventative measures and cautionary actions may be taken in accordance with our illness and infection control plan to prevent the further spread of a potential illness.

Pre-diagnosed illnesses such as asthma or epilepsy will require that parents inform the center clearly of the child's symptoms and history, so that a health care plan may be established and followed routinely.

Please do not allow your child to attend daycare if they have recently vomited, had incidence of diarrhea, a fever within 24 hours (or fever treated with medicine of any sort) or are otherwise unable to participate due to compromised health or energy level.

If a child tells a caregiver that they have been administered medicine or experienced any of the aforementioned symptoms, an inquiring phone call may be placed to parent or guardian.

ADMINISTERING MEDICINE AND DOCTOR'S NOTES

With the exception of diaper cream, itch/first aid cream or sunscreen, a medicine permission slip (signed by a parent or guardian) must be used for any other topical or oral medicine that is to be given to children. Correct dosage and permission to administer the medicine must be given using the form. Joyful Noise Childcare cannot administer medicine that is either mislabeled (not in its original container) or expired. Any child under 2 years of age will need a doctor's note outlining specific dosage before the center is able to administer medicine. This includes over-the-counter medicines such as liquid ibuprofen or acetaminophen. Any time that a physician's approval is needed, parents are asked to use the specific "Doctor's Slip" form that is available online or in the office. This includes special requests such as modified sleeping arrangements for infants (please see the *Infant and Toddler Procedures* in this section for more information). Doctor's Slips may also be required before a child can return to child care in the event of an illness. Parents may not always communicate medications that have been administered before arrival. If you suspect a child may have received medication, ask a parent at drop off to clarify.

PRE-EXISTING MEDICAL CONDITIONS REQUIRING MEDICAL ATTENTION

Some pre-existing medical conditions will require that a special action be taken along with securing medical attention.

ASTHMA

(when a child or adult is displaying evidence of asthma):

- 1. Dial 911 if any danger signs are present in any child or adult:**
 - Trouble walking or talking
 - Struggling to breathe
 - Lips or tips of fingers are gray or blue

- Child or adult is breathing hunched over
2. If it is determined that there is time to evaluate a child's symptoms, rate the asthma signs using the "**Asthma Emergency Guide**" in the Crisis Management manual.
 3. Staff members will follow the asthma care plan of the child in question.
 4. Office will be informed of child's condition and designated staff will communicate the incident to parents or guardian, suggesting a plan based on the urgency of the asthma condition.

SEIZURE

(When a known condition such as febrile seizures or epilepsy is present):

1. **Note the time that the seizure begins.** A designated staff person will loosen clothing around the victim's neck, remove any blankets around child or infant victim and watch out for objects nearby that may pose danger. Do not attempt to restrain someone who is having a seizure. Do not put any items in a victim's mouth. A small towel or pad may be placed under victim's head.
2. A second staff person will remove children and others from the area where the victim is seizing and reassure them. Office staff will be informed of incident.
3. **If the seizure lasts for more than 5 minutes, victim is unresponsive or other complications arise, a designated staff person will call 9-1-1** and follow CPR protocol if necessary.
4. Parent, guardian or emergency contact will be notified by designated staff.
5. Once victim has stopped seizure, they will be positioned on their side and observed for any complications or conditions that need to be treated with first aid. Any secretions will be cleaned using Universal Precautions.
6. The JN Health Care Plan (*located in Center Policies*) regarding the after care of a seizure protocol will be observed and the appropriate report will be filed.

SEVERE ALLERGIC REACTION WITH USE OF EPI-PEN

*(when a child has a **diagnosed** severe allergy):*

1. Immediately upon noticing severe allergic reaction requiring epi-pen administration, a qualified staff member will administer the epi-pen injection using first-aid protocol. **(Cap is removed, follow instructions on epi pen—inject firmly into child's thigh and hold in place for ten seconds, removing by pulling pen straight out. A used epi-pen will be safely discarded.)**
2. A designated staff member will call 9-1-1. A second staff person will gather children away from incident and help everyone to remain calm.

3. Office will be informed of incident, and designated staff person will inform parent or guardian of incident.
4. Staff person who administered epi-pen will continue to care for and observe child, and any complications will be handled using First Aid/CPR protocol above.
5. Once medical attention is secured, The JN Health Care Plan (*located in Center Policies*) regarding the after care of epi-pen use will be observed and the appropriate report will be filed.

HEALTH RELATED RESOURCES

Caregivers and parents have access to available resources in a variety of fields such as physical and mental health care, nutrition, safety, oral health care, child development and developmental disabilities through the Special Education Department of area schools, local dentists, Ottawa County Health Department, American Heart Association, Parish Nurse, printed materials, videos, etc. Many of these external and training resources can be found at our website at www.JoyfulNoiseKids.com in both the public and staff section. Also see the “Health Care Plan” found in the Joyful Noise Center Policies for parents, also available on our website at <http://www.JoyfulNoiseKids.com/pdfs/CenterPolicies.pdf>.



Joyful Noise Christian Childcare
508 Franklin St., Grand Haven, MI 49417
(616) 847-6600

EMPLOYEE POLICIES

SIGNATURES AND VERIFICATION OF NOTIFICATION AND UNDERSTANDING

All employee policies can be found in the Joyful Noise Employee Manual, located in each classroom binder and also online at <http://www.JoyfulNoiseKids.com> in the "Staff" section.

Name: _____

ALL DOCUMENTS REFERRED TO IN THIS POLICY CAN BE FOUND IN THE EMPLOYEE MANUAL.

JOYFUL NOISE EMPLOYEE MANUAL

I have read and understand the Joyful Noise Employee Manual and agree to abide by all guidelines and regulations contained within. I understand that it is my responsibility to both read and understand amendments that are made to the Employee Manual on a regular basis. I fully understand that my employment and compensation are at will of the center and can be terminated, with or without cause or notice, at any time, at my or the center's discretion.

Employee Signature *Date*

JOYFUL NOISE ABUSE PREVENTION POLICY

I have read and understand the Joyful Noise Abuse Prevention Policy and agree to abide by all guidelines and regulations within the document. As a staff member of Joyful Noise, I am aware of the following:

1. Child abuse and neglect is against the law.
2. I am informed on the center's policy regarding abuse and neglect.
3. I am mandated by law to report child abuse and neglect.

Employee Signature *Date*

DEFINITIONS OF ABUSE

I have read and understand the Joyful Noise Definitions of Abuse.

Employee Signature *Date*

JOYFUL NOISE ESSENTIAL FUNCTIONS

I have read and understand the expectations and required skills as outlined in the "Essential Functions" policy and confirm that I am capable of meeting these requirements as an employee.

Employee Signature *Date*

JOB DESCRIPTION

I have read the "Job Descriptions" in the employee manual and certify that I understand the expectations, description and responsibilities of the position in which I am currently employed.

Employee Signature *Date*

CENTER MATERIALS AND EQUIPMENT POLICY

I have read and understand the Joyful Noise Center Materials and Equipment Policy and agree to follow all guidelines within.

Employee Signature *Date*

CENTER WIDE HEALTH AND SAFETY

I have read and understand the "Center Wide Health and Safety" section of the employee manual and agree to follow the proper guidelines as outlined.

Employee Signature

Date

SUPERVISION OF CHILDREN/LICENSING RATIO

I have read and understand the aforementioned section of the employee manual and agree to adhere to all mandated requirements regarding child and caregiver ratios.

Employee Signature

Date

CRISIS MANAGEMENT AND EMERGENCY PROCEDURES

I have read and understand the Crisis Management Plan and agree to follow its guidelines. I have also observed the posted emergency procedures (located in each classroom) and understand how to properly abide by each procedure in the event of an emergency.

Employee Signature

Date

EMPLOYEE DRESS CODE

I have read the employee dress code as outlined in the Joyful Noise Employee manual. I agree to abide by all of the provided guidelines regarding appropriate dress.

Employee Signature

Date

PERMISSION TO SECURE MEDICAL TREATMENT

In the event of an emergency, I give Joyful Noise Childcare permission to secure the proper medical emergency treatment for me.

Employee Signature

Date

PHOTOGRAPHY RELEASE

I understand I may be included in photos taken at the center and consent to the release of my photo(s) for use on location, online and for media release. Joyful Noise does not distribute photos inappropriately or abuse them in any way.

Employee Signature

Date

I verify that I have read and understand all Joyful Noise policies and documents. I certify that I will abide by the rules, guidelines and expectations as they are defined. I understand that failing to adhere to said policies may result in employment termination. I fully understand that nothing in the Employee Manual, the Employee Policy Signature Sheet, or any Joyful Noise document can be interpreted as providing me employment for any definite period. In further consideration for my employment, I agree that any claim based upon my employment or termination must be brought within 6 months of my termination. I understand and agree that these terms can be modified only in writing which specifically states that it is a modification of this agreement and is signed by the representative of sponsor or the center. No supervisor, director, member of management, employee or agent of the center presently has, or has ever, had authority to enter into any agreement which is contrary to or a modification of the above terms nor can any of the center's written or oral policies, rules or practices, modify or replace the above terms.

Employee Signature

Date