

# **Kids Central Incorporated**

*"To embrace our children, teach our children and to inspire our children"*



## **Employee Handbook**

*Proudly Serving the Head Start Community  
Since*

# Kids Central Incorporated

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## Employee Handbook

Revised February 2018

## DISCLAIMER STATEMENT

This handbook has been prepared to help you become familiar with your employer and to make your job here at Kids Central, Inc., smooth and effective.

**The adoption of this employee handbook is entirely voluntary on the part of the Agency and shall not be construed as creating a contractual relationship between the Agency and any employee. It is neither a contract nor an agreement of employment for a definite period of time;** rather, it is a summary of Agency policies, work rules, and benefits you enjoy as an employee.

From time to time, conditions or circumstances may require management to change, amend, or delete some of the policies and benefits contained in this handbook. The provisions and guidelines of this handbook may also be subject to change in accordance with applicable federal or state law. When such changes are required, management, of course, will notify you of the new or revised policy.

The contents of this handbook are presented as a matter of information only. None of the benefits or policies in this handbook is intended by reason of their publication to confer any rights or privileges upon you or to entitle you to remain employed by the Agency. While we hope that your employment with the Agency will be long lasting, employees are free to resign at any time, just as the Agency is free to terminate your employment at any time.

This issue of the employee handbook supersedes all previous issues and any other previously issued employee policy.

This Agency is an Equal Employment Opportunity Employer.

# Table of Contents

<b>WELCOME</b> .....	7
About Kids Central, Inc .....	8
Kids Central’s Philosophy .....	8
Mission Statement .....	9
Vision Statement .....	9
Values Statement .....	9
<b>WHAT YOU CAN EXPECT FROM KIDS CENTRAL</b> .....	10
<b>STANDARDS OF CONDUCT</b> .....	11
<b>EMPLOYMENT POLICIES AND PROCEDURES</b>	
Our Working Relationship .....	12
Equal Employment Opportunity and Affirmative Action Statement .....	12
Employees with Disabilities or Diseases .....	13
Accommodation Transfers .....	15
Harassment Policy .....	15
Legal Work Status .....	17
Drug and Alcohol Use .....	17
Background Checks .....	17
Physical / Medical Exams .....	17
Your Supervisor .....	18
Your Probationary Period .....	18
Employee Definitions .....	19
Job Posting .....	20
Employee Privacy .....	21
Employment of Relatives .....	21
Personal Relationships .....	21
<b>HOURS OF WORK AND PAY</b>	
Your Workweek at Kids Central .....	22
Wages and Salaries .....	22
Why Time Records Are Important .....	23
Overtime .....	23
Your Payday .....	23
Payroll Deductions .....	24
Wage Garnishment .....	24
Pay Agreements .....	24
Performance Reviews .....	24
Inclement Weather Policy .....	25
<b>EMPLOYEE BENEFITS</b>	
Introduction .....	28
Health Insurance Portability and Accountability Act of 1996 (HIPAA) Policy .....	28
Safeguards and Practices .....	30
Anniversary Date of Employment .....	31
Benefit Schedule .....	31
PTO .....	34
Kids Central, Inc. Holidays .....	35
Family and Medical Leaves of Absence (FMLA) .....	36

Employee’s Return to Work .....	37
Light Duty Policy .....	37
Personal Leave of Absence .....	39
Jury Duty .....	40
Uniformed Services Leaves Of Absence.....	40
Voting Time .....	41
Group Benefits.....	41
Life Insurance .....	41
Medical Insurance.....	41
Prescription Drug Insurance.....	41
Dental Insurance.....	41
Short-Term Disability Insurance.....	42
Retirement (401K).....	42
AFLAC .....	42
Voluntary Life Insurance .....	42
COBRA.....	42
Workers’ Compensation.....	43
Unemployment Insurance .....	43
Social Security Benefits and Payments.....	44
Education Assistance .....	44
Benefits Summary .....	45

**EMPLOYEE RESPONSIBILITIES**

What Kids Central Expects From You.....	45
Reporting Child Abuse .....	45
Business Ethics and Practices .....	46
Conflicts Of Interest .....	46
Confidentiality .....	46
Perceived Violations Policy .....	47
Press Releases/Media .....	47
Leaving Early and Taking Time Off From Your Job.....	47
Holding Other Jobs .....	47
Attendance .....	47
Telephone/Cell Phone .....	50
Computers/Electronic Communications .....	52
Personal Electronic Devices.....	54
Business Reimbursements .....	54
Personal Appearance .....	54
Use Of Kids Central Vehicles.....	55
Use Of Kids Central Vehicles for Personal Use .....	56
Use of Personal Vehicles for Kids Central Business .....	57
Good Housekeeping.....	58
Personal Visitors.....	58
Solicitation and Distribution.....	58
Smoking .....	59
Search, Theft, And Audit .....	59
Substance Abuse .....	59
Workplace Violence .....	60
Your Guide to Personal Conduct .....	61
Progressive Counseling.....	63
Employee Grievance Policy .....	64
Open Lines of Communication.....	66
Separation of Employment.....	66

Resignation.....	66
Termination of Employment .....	67
Our Exit Interview.....	67
Reemployment Policy .....	67
Employment References.....	67
Kids Central Property Issued to Employees .....	67
Employee Requests.....	68
Advanced Funds.....	68
Donations.....	69
Excellence in Leadership.....	69

**HOW WE KEEP IN TOUCH**

Your Confidential Records.....	70
Other Booklets and Letters .....	71
Summary and Closing Word .....	71

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# Welcome

**W**e welcome you into our family! We also congratulate you upon your entrance into Head Start, a program that has a long tradition of delivering comprehensive and high quality services designed to foster educational, health, emotional, and physical development in enrolled children, while assisting parents with meeting their individual and family needs.

What greater satisfaction is there than in knowing that you are providing services that are responsive and appropriate to each child's and family's developmental, ethnic, cultural, and linguistic heritage and experience. The satisfaction you will experience for helping them through this important time of their lives is without measure. The satisfaction you will gain from doing a job that lifts children and families to a greater plane is a great reward in itself.

The steady growth of this organization since its inception has been planned, coordinated, and controlled within the framework of our high caliber of personnel. This stable growth can be maintained only through the cooperative spirit you have demonstrated in the past. It is only through your continued efforts that this Agency will be in a position to expand and improve upon the benefits that it can provide for you now and in the future.

This handbook is a summary of the principles for which we stand, the benefits to which you are eligible, and the obligations you assume as an employee. We do not intend that any "rule" or "policy" cause an undue hardship for any employee. We set them forth simply to let you know what to expect from Kids Central and what will be expected of you.

Please understand that this handbook cannot anticipate every situation or answer every question about employment. ***It is not an employment contract.*** Kids Central reserves the right to change or revise policies and procedures whenever such action is warranted.

You are requested to read your handbook carefully and keep it for future reference. Please ask us if you should have any questions concerning the policies or benefits outlined in this handbook. We will always be glad to be of help to you.

It is a pleasure to welcome new staff and to extend best wishes for continued success to those who have become a part of the growth and progress of our organization. We are sincerely proud to have you as a member of our team.

Sincerely,

***Darrell Edwards, MS***

Executive Director  
Kids Central Incorporated

## About Kids Central, Inc....

Kids Central is a private, non-profit 501(c) (3) corporation and a grantee of the Head Start Bureau of ACF (Administration for Children and Families), a division of HHS (Health and Human Services). Kids Central currently operates a Head Start program funded to serve 320 children and families in Wise and Dickenson Counties, and the City of Norton, as well as an Early Head Start program funded to serve 100 pregnant women, infants, and toddlers in Wise County and the City of Norton.

Kids Central is governed by a Board of Directors and a Parent Policy Council. The Board of Directors is comprised of members selected from every strata of the community. The Policy Council is comprised of Head Start parents and community representatives.

## Kids Central Philosophy

Kids Central's mission focuses on excellence in providing services to children. Kids Central believes success in this mission depends on the collective efforts of a diverse workforce made up of individuals committed to excellence in service and performance. In keeping with this commitment, Kids Central establishes guidelines for policy formulation and administration which:

- ◆ Emphasize the integrity of Kids Central community through a unified institutional effort;
- ◆ Support and promote individual development for the betterment of the children served and the community;
- ◆ Recognize individual contribution at all levels and appreciate innovative effort and accomplishments, and;
- ◆ Encourage open communication and shared stake holding to accomplish the mission.
- ◆ Kids Central takes pride in its tradition of leadership and innovation.

# Mission Statement

*To embrace our children, teach our children, and to inspire our children.*

# Vision Statement

*We envision Kids Central as a leader in providing high quality community-based educational services to meet the needs of our children, families, and community.*

# Values Statement

- ◇ **Service:** We are committed to the highest standards of quality in our programs and operations. We promote courtesy and dedication in our classrooms and administrative community.
- ◇ **Integrity:** We will maintain loyalty to our Mission and the highest standards of ethical and professional character within a supportive work community. We will work honorably and justly in all pursuits.
- ◇ **Innovation:** We provide leadership in the development of solutions to address problems for our children and their families; and encourage creative visionary ideas from our staff, volunteers, and our community.
- ◇ **Respect:** We will maintain respect for the worth and dignity of all persons with whom we work and serve.
- ◇ **Diversity:** We will maintain employment policies and provide services that promote cultural diversity, inclusion, and that capitalize on the strength of our program, while pursuing our Mission.
- ◇ **Stewardship:** We will be diligent, responsible stewards of financial and human resources while maintaining resources to address the needs of our constituents.

# What You Can Expect From Kids Central

We have an established employee relations policy at Kids Central. Our policy is:

- TO seek employees of highest quality.
- TO select employees on the basis of skill, training, ability, and character without discrimination.
- TO reward employees fairly, according to the success of the Agency.
- TO compensate our employees comparably to other like businesses in our area.
- TO continually review employee benefits and working conditions, with the objective of providing the best programs we can, consistent with sound business practices.
- TO respect the individual rights of each employee and to treat all employees with courtesy and consideration.
- TO ensure employees the right to discuss freely with management any problem concerning either their own welfare or the Agency's welfare.
- TO make promotions from within the Agency, whenever possible.
- TO develop competent supervisory personnel who understand and meet the objectives of the Agency and who accept with open-mindedness the ideas and suggestions of fellow employees.
- TO provide work areas which are safe and orderly.
- TO keep employees periodically informed of the progress of the Agency, as well as keep them acquainted with the overall aims and objectives of Kids Central.
- TO dedicate ourselves to the goal of daily improvement.
- TO do all these things in a spirit of friendliness and cooperation so that our Agency will continue to be known as "a good place to work."

# Standards of Conduct

All staff, consultants, contractors and volunteers will respect and promote the unique identity of each child and family and refrain from stereotyping on any basis including gender, race, ethnicity, culture, religion, disability sexual orientation, or family composition.

All staff, consultants, contractors and volunteers will follow the program confidentiality policies concerning personally identifiable information about children, families, and other staff members.

No child will ever be left alone or unsupervised while under the care of a Head Start staff person, consultant for the Head Start or Early Head Start program, or a program volunteer.

All staff, consultants, contractors and volunteers will use positive methods of child guidance and will not engage in: corporal punishment; isolation to discipline a child; bind or tie a child to restrict movement; tape a child's mouth; emotional or physical abuse; humiliation; use toilet learning/training methods that punish, demean, or humiliate a child; any form of emotional abuse, including public or private humiliation, rejecting, terrorizing, extended ignoring, or corrupting a child; physical abuse of a child, verbal abuse (including profane, sarcastic language), threats, or derogatory remarks about the child or child's family.

Furthermore, all staff, consultants, and volunteers will not employ methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of basic needs.

As an employee of Kids Central, my signature below guarantees I will not solicit or accept personal gratuities, favors, or anything of significant monetary value from contractors or potential contractors.

Information designated as confidential may not be discussed with anyone outside the agency and may be discussed within the organization only on a "need to know" basis. In addition, employees have a responsibility to avoid unnecessary disclosure of non-confidential internal information about the agency, its employees and its families it serves. However, this employee responsibility to safeguard internal agency affairs is not intended to impede normal business communications and relationships.

The above are Program Standards of Conduct established by Kids Central Incorporated. It is mandatory that all staff, consultants, and volunteers abide by these Program Standards. Violation of these standards, by any of the above mentioned personnel, will result in dismissal from the Head Start or Early Head Start program.

# Employment Policies and Procedures

## Our Working Relationship

We welcome you to Kids Central and want you to find satisfying employment and share in the rewards of a job well done. Our management team is pledged to help you in every way.

During the early stages of your employment with us, you will find your supervisors and co-workers working more closely with you than at any other time of your employment. Their years of experience will give you a welcomed "head start" with your orientation and job training.

Throughout your career, we will always be interested and involved with you and your employment here. Should you ever wish to leave our employ, or should we desire to sever the employment relationship, we both are free to separate at will. If this is ever necessary, we encourage advanced counseling on our part and a notice of separation on your part, giving us both time to prepare and, hopefully, prevent any misunderstandings or unfortunate separations.

## Equal Employment Opportunity and Affirmative Action Statement

It is our policy to provide equal employment opportunity to all qualified persons without regard to race, color, sex, religion, age, national origin, citizenship status, marital status, physical or mental disability, genetics, past, present, or future service in the Uniformed Services of the United States, or any other basis prohibited by local, state, or federal law. Kids Central, Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. It is the intent of Kids Central to treat qualified persons without discrimination in employment practices, such as recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, training, and all other terms, conditions and privileges of employment. In addition, Kids Central expects each employee to provide equal treatment to each other, to the Agency's children and families, and to the Agency's visitors. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

If, at any time, you feel you have been treated in a manner that does not reflect our policy on equal employment opportunity, please talk with your immediate supervisor, the Human Resource Specialist, or any member of the management team with whom you feel comfortable discussing the situation. An employee can raise concerns or make reports without fear of reprisal. An employee found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

As part of Kids Central's equal employment opportunity policy, our organization also takes affirmative action as called for by applicable laws and Executive Orders to ensure that minority or protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities. Employees and applicants shall not be subjected to harassment, intimidation or any type of retaliation because they have (1) filed a complaint; (2) assisted or participated in an investigation, compliance review, hearing or any other activity related to the administration of any federal, state or local law requiring equal employment

opportunity; (3) opposed any act or practice made unlawful by any federal, state or local law requiring equal opportunity; or (4) exercised any other legal right protected by federal, state or local law requiring equal opportunity.

The above-mentioned policies shall be periodically brought to the attention of supervisors and shall be appropriately administered. It is the responsibility of each supervisor of Kids Central to ensure affirmative implementation of these policies to avoid any discrimination in employment. All employees are expected to recognize these policies and cooperate with their implementation. Violation of these policies is a disciplinary offense.

The Affirmative Action Officer has been assigned to direct the establishment and monitor the implementation of personnel procedures to guide our affirmative action program throughout Kids Central. A notice explaining the company's policy will remain posted at all locations.

### Employees With Disabilities Or Diseases

Kids Central is committed to providing equal employment opportunities to individuals with disabilities, those regarded as having disabilities, and those associated with individuals with disabilities. Accordingly, we do not discriminate against qualified individuals with disabilities in regards to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment. Kids Central, Inc. complies with all federal and state laws concerning the employment of persons with disabilities and acts in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC).

Kids Central, Inc. will engage in the interactive process to find reasonable accommodation for qualified individuals with a disability to enable them to perform the essential functions of a job, unless doing so causes an undue hardship to the company, or a direct threat to these individuals or others in the workplace, and the threat cannot be eliminated by reasonable accommodation.

When an individual with a disability requests accommodation and can be reasonably accommodated without creating an undue hardship or causing a direct threat to workplace safety, he or she will be given the same consideration for employment as any other employee or applicant.

All employees are required to comply with company safety standards. Current employees who pose a direct threat to the health and safety of themselves or other individuals in the workplace will be placed on appropriate leave until Kids Central, Inc. can make a lawful and reasonable decision in regard to continued employment. Individuals who are active illegal drug users are excluded from coverage under the Kids Central, Inc. Americans with Disabilities Act (ADA) policy.

Kids Central, Inc.'s Human Resources Specialist is responsible for implementing this policy, including request for and resolution of reasonable accommodations, safety and direct threat determinations, and undue hardship issues. All requests for reasonable accommodations should be presented to the HR Specialist, your department's Director, or your Supervisor.

As used in this ADA policy, the following terms have the indicated meaning:

- “Disability” means a physical or mental impairment that substantially limits one or more major life activities of the individual, a record of such an impairment or being regarded as having such an impairment.
- “Major life activities” include the following: caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating and working.
- “Major bodily functions,” a term included in the Americans with Disabilities Act Amendments Act (ADAAA), may include physical or mental impairment such as any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more body systems, such as neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin and endocrine. Also covered are any mental or psychological disorders, such as intellectual disability (formerly termed “mental retardation”), organic brain syndrome, emotional or mental illness, and specific learning disabilities.
- “Substantially limiting”: In accordance with the ADAAA final regulations, the determination of whether an impairment substantially limits a major life activity requires an individualized assessment, and an impairment that is episodic or in remission may also meet the definition of disability if it would substantially limit a major life activity when active. Some examples of these types of impairments may include epilepsy, hypertension, asthma, diabetes, major depressive disorder, bipolar disorder, and schizophrenia. An impairment such as cancer that is in remission but that may possibly return in a substantially limiting form is also considered a disability under EEOC final ADAAA regulations.
- “Direct threat” means a significant risk to the health, safety, or well-being of individuals with disabilities or others when this risk cannot be eliminated by reasonable accommodation.
- “Qualified individual” means an individual who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires.
- “Reasonable accommodation” includes any changes to the work environment and may include making existing facilities readily accessible to and usable by individuals with disabilities; job restructuring; part-time or modified work schedules; telecommuting; reassignment to a vacant position; acquisition or modification of equipment or devices; appropriate adjustment or modifications of examinations, training materials or policies; the provision of qualified readers or interpreters; and other similar accommodations for individuals with disabilities.
- “Undue hardship” means an action requiring significant difficulty or expense by Kids Central, Inc. In determining whether an accommodation would impose an undue hardship, factors to be considered include:
  - The nature and cost of the accommodation
  - The overall financial resources of the facility or facilities involved in the provision of the reasonable accommodation, the number of persons employed at such facility, the effect on expenses and resources, or the impact of such accommodation on the operation of the facility.
  - The overall financial resources of the employer; the size, number, type and location of facilities.
  - The type of operations of the company, including the composition, structure, and functions of the workforce; administrative or fiscal relationship of the particular facility involved in making the accommodation to the employer.

- The impact of the accommodation on the operation of the facility.

“Essential functions of the job” refers to those job activities that are determined by Kids Central, Inc. to be essential or core to performing the job; these functions cannot be modified.

The examples provided in the above terms are not meant to be all-inclusive and should not be construed as such. They are not the only conditions considered to be disabilities, impairments, or reasonable accommodations covered by Kids Central’s ADA/ADAAA policy.

## **Accommodation Transfers**

An employee who can no longer perform the essential functions of their current position because of a disability, with or without accommodation, will be placed on a lateral basis in an existing (or soon to be) vacancy for which they are qualified and can perform the essential job duties, with or without accommodation. Accommodation transfers will be considered before vacancies are made available for other employees or applicants. If no such vacancies exist, or the employee declines placement, the employee will be terminated.

Employees in need of an accommodation transfer should make the need known to their supervisor and will be given first consideration for such vacancies on a lateral or downgrade basis. Employees in need of an accommodation transfer will be considered for promotional opportunities, along with other internal candidates, without priority or preference, provided such a transfer does not run counter to our seniority system.

## **Harassment Policy**

We expect every person at Kids Central to be treated with fairness, respect, and dignity. Accordingly, any form of harassment related to an individual’s race, color, sex, religion, national origin, age, disability, genetic information, or any other legally protected basis is a violation of this policy and will be treated as a disciplinary matter.

For these purposes, the term “harassment” includes slurs and any other offensive remarks, jokes, graphic material, or other offensive verbal, written, or physical conduct.

Examples of harassment include:

- ▶ Degrading any group or class of people;
- ▶ Assigning less desirable work or working conditions to members of a protected group based solely on their group membership; or
- ▶ Treating protected individuals in a demeaning fashion.

Unwelcome or repeated sexual advances, requests for sexual favors, and/or any other unwelcome, unbecoming verbal or physical conduct will not be tolerated and is not a condition of employment. Neither submission to, nor rejection of, such conduct will be used as a basis for employment decisions. Employees who believe they have been subjected to unwelcome sexual advances or conduct are encouraged to inform the perpetrator of the specific behavior that is unwelcome, (preferably at the time of the unwelcome advance), and request the perpetrator to stop.

Examples of sexual harassment include:

- ▶ Unwelcome, deliberate, or repeated unsolicited verbal comments, jokes, epithets, slurs, or stories of a sexual nature;
- ▶ Offensive physical contact, gestures, assault, or any physical interference with work or movement.
- ▶ Offensive graphic communication such as photographs, cartoons, posters, documents (including letters, poems, etc.), or drawings;
- ▶ Implicit or explicit unwelcome sexual advances, requests for sexual favors, or repeated unwelcome expressions of sexual interest;
- ▶ Any other behavior of a sexual nature that has the purpose or effect of interfering with an applicant's or an employee's job placements, job performance or job advancement, or creating an intimidating, hostile, or offensive work environment.

Kids Central respects the rights of employees to practice the religion of their choice. Harassing conduct directed toward an individual based on their religious beliefs will not be tolerated and will result in disciplinary action. The Agency will seek to accommodate the religious needs of employees in the workplace, provided that the accommodations do not cause an undue burden on the business operations of the Agency.

Kids Central is committed to maintaining a safe and healthy work environment and takes all appropriate health and safety precautions consistent with current medical knowledge. Accordingly, employees may not refuse to work with, cooperate with, withhold services from, or otherwise harass, intimidate, demean, or isolate a co-worker because of a known or suspected disability or disease.

If employees have any questions about what constitutes harassing behavior, they should ask their supervisor. This Organization will take all steps necessary to prevent any form of harassment from occurring. All supervisors, manager, Policy Council Members and Members of the Board of Directors are informed of this policy and have been instructed as to what constitutes proper and improper behavior. The Organization is prepared to promptly take steps necessary to enforce this policy. Violation of this policy by any employee, member of the governing body or vendors will subject that individual to disciplinary action, possibly including dismissal. If an employee feels that he or she has been a victim of harassment by a co-worker, member of management, vendor, or visitor of the Agency, or if an employee becomes aware of such behavior around them, they should contact Human Resources, the Executive Director, or any member of management with whom they feel comfortable discussing their concern, as soon as the problem arises. In the event the complaint involves the Executive Director, the employee should contact the Board Chairperson.

Kids Central Human Resources will investigate all complaints and will endeavor to handle these matters expeditiously, confidentially, and in a professional manner so as to protect the offended individual and other individuals providing relevant information. When the situation is fully understood by management, prompt and appropriate action will be taken. If wrongful harassment is established, the offending party will be subject to disciplinary action, up to and including discharge. There will be no retaliation against anyone for stepping forward with a good-faith concern regarding any type of harassment.

## Legal Work Status

The Immigration Reform and Control Act of 1986 requires all employees hired by Kids Central provide documentation proving that they have a legal right to work in the United States.

In compliance with this Act, all job offers extended to successful applicants are made contingent upon the receipt of the required documentation and completion of DHS Form I-9. The required documentation must be provided within three working days of the date the employee begins work. Only those successful applicants who complete Form I-9 will be permitted to continue working.

## Drug and Alcohol Use

Kids Central has a zero tolerance for illegal drug and/or alcohol use by employees while on the job. Applicants who are offered employment by the Agency must submit to a pre-employment drug and alcohol test. Once hired, employees are subject to a random drug and/or alcohol test any day of the year as well as post-accident drug and alcohol testing when involving a fleet vehicle or work related injury. Employees exhibiting signs of drug and/or alcohol use while on the job will be subject to a reasonable suspicion drug and/or alcohol test. The Human Resources Specialist will take the employee to the testing center. A positive test will result in the employee's immediate termination.

## Background Checks

Prior to becoming an employee of Kids Central, a job-related background check will be conducted. As you may know, a comprehensive background check may consist of prior employment verification, professional reference checks, and education confirmation. As appropriate, a Motor Vehicle or DMV driving record history may also be obtained.

All employees must satisfactorily pass a criminal record check through the Virginia State Police and a Child Protective Services background check through the Department of Social Services. Individuals convicted of certain "barrier crimes" are not eligible to work in childcare services in the State of Virginia. Any employee whose background checks do not meet the current standards for hire will be terminated immediately. Similarly, any current employee who is convicted of a crime that would preclude employment will be immediately terminated.

## Physical/Medical Exams

Kids Central, Inc. requires current employees and applicants to whom a conditional offer of employment has been extended to undergo medical examinations whenever management determines that these are necessary for the safe operation of the organization and/or job-related as consistent with business necessity.

Successful applicants for employment are required, as a condition of employment, to take a medical examination to establish their fitness to perform the jobs for which they have applied without endangering the health and safety of themselves or others. If management determines that an examination is appropriate to a particular position, all applicants for the job to whom a conditional offer of employment has been made should be examined.

Employees are required to have a medical examination on other occasions when the examination is job-related and consistent with business necessity. For example, a medical examination is required

for employees who maintain a commercial driver's license, request an accommodation for a particular disability, or has a questionable ability to perform essential job functions due to a medical condition.

Employees are encouraged, but not required unless it is determined to be a condition of employment, to have physical examinations periodically during their employment. Employees are encouraged, but not required, to participate in wellness programs. Medical examinations required by the company will be paid for by the company and will be performed by a physician or licensed medical facility designated or approved by the company. Medical examinations paid for by the company are the property of the company, and the examination records will be treated as confidential and kept in separate medical files. However, records of specific examinations, if required by law or regulation, will be made available to the employee, persons designated and authorized by the employee, public agencies, relevant insurance companies, or the employee's doctor.

Employees who need to use prescription or nonprescription legal drugs while at work must report this requirement to their supervisor if the use might impair their ability to perform the job safely. Depending on the circumstances, employees may be reassigned, prohibited from performing certain tasks, or prohibited from working if they are determined to be unable to perform their jobs safely while taking prescription or nonprescription legal drug

## Your Supervisor

Your supervisor is a very important person for you. When you have a problem or need a question answered, you should go to your supervisor. Your supervisor will be keeping you up to date on information you need to do your job effectively. The goal of any supervisor is the ultimate attainment of organizational goals through the use of people and materials.

The person whom you will depend on the most in this organization will be your Supervisor. He/She is here to schedule assignments, notify you of changes, pave the way for employees with new assignments by letting you know what to expect, and handle any complaints. He/She is here for you to notify if there are any problems in your performing your assignment on time.

Always feel free to discuss any problems you may encounter with your supervisor, a member of management, or the Human Resources Specialist.

## Your Probationary Period (updated by Board of Directors 08/20/2013)

All new and rehired employees, and all current employees who have transferred or been promoted to a new position, shall be placed on probationary status for the first 180 days of employment. During this period, we hope to build a successful working relationship between Kids Central and its employees.

The purpose of a probationary period is to confirm that the employee demonstrates the skills to be successful in the position, provide a period of adjustment to the Kids Central community, conduct orientation, and training as required, communicate employment expectations and standards of excellence, and provide the employee an opportunity to review and commit to these standards.

## Procedure

1. Newly hired employees will work in a probationary period for the first 180 days of employment.
2. Supervisors, Human Resources, and Management Staff are responsible for developing a start-up plan that will include on-going job training and performance counseling during the probationary period.
3. Supervisors are responsible for completing an evaluation on the employee's progress after 30 days, 90 days, and 180 days of employment. The final evaluation during the probationary period should recommend either continued employment, to extend the probationary period for an exact number of days, or to terminate employment.
4. If the Supervisor deems it necessary to extend the probationary period, a completed evaluation must be submitted to the Executive Director for approval prior to the extension
5. If the Supervisor deems it necessary to terminate the employment relationship, a completed evaluation must be submitted to the Executive Director for approval prior to the termination.
6. If employment is terminated by the employee prior to the end of their ninety 180 day probationary period, Kids Central will deduct from the employee's final paycheck all costs of the physical, tuberculosis screen, pre-employment drug screen, criminal history check and the child protective services check. Your signature on the Applicant's Agreement and Certification Form authorizes this deduction.
7. Transferred or promoted employees who do not meet job requirements in their new position during the probationary period may request to be returned to their original position, if a vacancy exists, or be given four (4) weeks' notice of termination during which time the employee may have time off to seek other employment.

## Employee Definitions

- **Full-Time Employee**

A full-time employee is an employee who has completed the probationary period and works a normal workweek, in accordance with an established schedule of at least 40 hours per week, 52 weeks per year. Full-time employees are eligible for all benefits as they meet the eligibility requirements.

- **Full-Time Part Year Employee**

A regular part-time employee is an employee who has completed the probationary period with an established schedule of 40 hours per week for less than 52 weeks per year. Regular part-time employees are eligible for benefits as they meet the eligibility requirements.

- **Part-Time Employee**

A part-time employee is an employee who has completed the probationary period with an established schedule of less than 30 hours per week average for less than 52 weeks per

year. Part-time employees are only eligible for federally or state-mandated benefits such as Workers' Compensation and Social Security protection.

- **Temporary Employee**

A temporary employee is an employee who is hired for specified or limited periods during the year. Temporary employees may work either "full-time" or "part-time," but are only eligible for federally or state-mandated benefits, such as Workers' Compensation and Social Security protection.

Individuals who are at Kids Central, but are employed by an employment agency that is contracted by the agency, should refer to that agency concerning their benefits. Regular benefits are not available to temporary employees. The Agency will review with you your eligibility for benefits. Should you have questions concerning any employee benefits, please see the Human Resources Specialist.

Employees are also categorized as either exempt or non-exempt:

- **Non-exempt Employee:**

Nonexempt employees are either salaried or hourly. These employees are subject to the minimum wage and overtime provisions of the Wage and Hour laws. Employees in this category are entitled to premium pay for work in excess of 40 hours in a workweek. Such employees include, but are not limited to, clerical, secretarial, and support personnel.

- **Exempt Employee:**

Exempt employees are salaried and are exempt from the minimum wage and overtime provisions of the Wage and Hour laws of the Fair Labor Standards Act. This exemption will depend upon the employee's duties and responsibilities. Such employees include, but are not limited to, those who qualify as exempt executive, administrative, professional, or supervisory personnel.

## Job Posting

Whenever possible, we prefer to promote from within our own workforce. Qualified in-house candidates will be given first consideration when filling job vacancies. Our Agency can provide the tools, incentive, training opportunities, and proper working atmosphere; but it is the employee who is primarily responsible for developing their own abilities.

Job openings for which supervisors are seeking candidates will be posted in-house for five working days prior to going public.

To be eligible to apply for a posted job, employees must have been in their current position for at least 90 days, possess the minimum qualifications, and performed competently in their current position. To apply for an open position, employees should consult their supervisor and must also comply with normal application procedures.

In our operation, some positions may require special training or education in order to fulfill the position requirements. These positions may be filled from outside the organization, if no suitable internal candidate is identified.

## Employee Privacy

Kids Central respects each employee's right of privacy. The following procedures will be done to make sure we live by this policy:

- ▶ We will comply with all aspects of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) that governs the collection, maintenance, transmission, use, and disclosure of Private Health Information (PHI).
- ▶ We will maintain separate medical and "general" personnel files and make sure that all information in your records is maintained in a confidential manner.
- ▶ Only those people who have a "need to know" will review your records.
- ▶ We will refuse to release information about you to outside sources for matters such as credit checks, without your written approval. We reserve the right, however, with or without your approval, to verify your employment and to comply with mandatory legal process from the courts and law enforcement agencies or pursuant to any mandatory or required regulatory or governmental regulations.
- ▶ We will require all employees who have access to your records to comply with these policies and practices.

## Employment Of Relatives

It is the goal of Kids Central to avoid creating or perpetuating circumstances in which the possibility of favoritism, conflicts of interest, or impairment of efficient operations may occur. Therefore, while relatives of Agency employees may be hired, relatives may not work at the same location or in a reporting relationship.

For purposes of this policy, relatives are defined as mother, father, son, daughter, brother, sister, spouse, grandparent, or individual who has acquired such a relationship through marriage or cohabitation, or who makes their home with an employee, and is any way related to that employee.

If an employee enters a relationship as defined by the above paragraph, while both parties are employed by the Agency, the relationship will be reviewed to ensure that no direct reporting relationships exist, nor that the two parties work in the same department. If either of those guidelines are violated, one of the employees must volunteer to change positions as offered by the Agency, or if neither volunteers, one of the employees must change positions as directed by the Agency. Refusal by either employee to resign or transfer may result in both employees being terminated.

## Personal Relationships

Kids Central does not wish to intrude into the private lives of its employees. However, in order to protect employees from sexual harassment and the Agency from the legal ramifications of these

actions, and in order to avoid conflicts of interest, misunderstandings, or the appearance of favoritism or impropriety, Kids Central has adopted the following policy.

Co-workers or individuals in different departments of the Agency are not prohibited from socializing or having personal relationships as long as they do not interfere with the work performance of either employee or with the effective function of the workplace. Friendships and personal relationships often develop in the workplace; however, if someone declines a polite offer to socialize outside of work, do not approach the individual again.

No employee of the Agency shall have an amorous relationship (consensual or otherwise) with any person of lesser authority if the person with the more authority supervises, evaluates, or otherwise is in a position to exercise power or authority over that employee.

Additionally, all Kids Central employees are strictly prohibited from having an amorous or sexual relationship with any parent of any Kids Central enrolled children, and are strongly discouraged from doing so with any Kids Central volunteers.

Any employee who violates this policy will be subject to disciplinary action, up to and including termination of employment.

# Hours of Work and Pay

## Your Workweek At Kids Central

The official workweek for all staff at Kids Central begins at 12:01 a.m. Sunday and ends the following Saturday at midnight. The normal working hours of the Agency are Monday through Friday from 8:00 a.m. to 5:00 p.m. Your particular work hours will depend on your job and the schedule to which you are assigned. Your supervisor will explain your work schedule to you. Should you have any questions on when you are to be at your work area and ready to work, please ask your supervisor.

Daily and weekly work schedules may change from time to time at the Agency's discretion to meet the varying conditions of our business and demands of the children we serve. Changes in work schedules will be announced as far in advance as practicable.

## Wages And Salaries

To attract and retain qualified employees, we strive to pay wages that are comparable or higher to those paid in our profession and our area. In keeping with this objective, we monitor our pay scales on a regular basis to ensure they are in line with local and regional conditions. We adjust our wage and salary ranges in accordance with the business and general economic conditions as funds permit.

Your individual job classification and level of compensation are determined by the requirements of your job in such factors as responsibility, skill, training, education, and working conditions. Wage increases are based upon your record of performance on the job, your particular job classification, and the financial situation of the Agency.

## Why Time Records Are Important

The laws and regulations today are very strict about recording the exact number of hours you work. It is our responsibility to keep accurate records. Additionally, keeping accurate time records provides us with a permanent record of time for computing your earnings.

Non-exempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons.

It is the employee's responsibility to sign their time record at the end of each pay period to certify the accuracy of all time recorded. The supervisor will review and then sign the time record before submitting it for payroll processing.

No employee is to work while on his/her lunch break. Additionally, employees are not to work any overtime unless authorized by their supervisor. Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

## Overtime

Occasionally, as the result of increased workloads or other unforeseen circumstances, it may become necessary to request you to work beyond your regularly scheduled hours or to report back to work in emergency work situations. When this occurs, we expect you to cooperate fully with your supervisor. We will try to ensure that overtime work is distributed as equally as possible. We will try to give you adequate notice of extended hours.

Non-exempt employees will be compensated at the rate of one and one-half (1-½) times their regular hourly rate for all hours worked over 40 in a workweek, as required by the Fair Labor Standards Act (FLSA). Overtime is computed only on actual hours worked. Other paid time off such as vacations, holidays, or sick leave will not be considered as time worked for the purposes of computing overtime. Exempt salaried personnel are not eligible for overtime pay.

No overtime work is to be performed without the authorization of your supervisor. An employee who fails to work scheduled overtime or works overtime without prior authorization from management may be subject to disciplinary action, up to and including termination.

## Your Payday

Employees are paid bi-weekly on every other Friday. Each paycheck includes earnings for all work performed through the end of the previous payroll period.

Paychecks are directly deposited to your designated bank account. Pay stubs will be e-mailed to the employee's personal e-mail address.

When regular paydays fall on holidays, special arrangements for earlier distribution of paychecks may be made.

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, contact the Comptroller immediately. They will take the necessary steps to research the problem and to assure that any necessary correction is made. Corrections will be made on the next regularly scheduled payday.

## Payroll Deductions

We are required to deduct federal and state withholding tax (income tax) from your pay. These deducted amounts are turned over to the appropriate treasuries, and you are given credit for it on your income tax at the end of the year, shown on your Form W-2. If an employee's marital status changes or the number of exemptions previously claimed increases or decreases, a new Form W-4 must be submitted to payroll. Each year you will receive a W-2 showing your total earnings for the year and the amount of taxes withheld.

Social Security and Medicare will be deducted from your paycheck at the rate established by law, as well as other employee-authorized deductions. Kids Central pays an equal amount in Social Security and Medicare contributions on your behalf, up to the legally mandated maximums. Any other deductions must be authorized by you, in writing, before they can be deducted through payroll.

## Wage Garnishment

Garnishment of wages results when an unpaid creditor has taken the matter to court. A garnishment is legal permission for creditors to collect part of an employee's pay directly from the Agency. Although the Agency does not wish to become involved in an employee's private matters, we are compelled by law to administer the court's orders.

In doing so, the Agency will contact the employee to explain the details of garnishment and how it affects wages. Employees are encouraged to resolve these matters privately to avoid the Agency's involvement in the mutually unpleasant situation. Repeated instances where the Agency is involved in garnishment proceedings may result in disciplinary action, up to and including termination of employment.

## Pay Agreements (approved by Board of Directors 04/16/2013)

Kids Central, Inc. does not have a policy on the administration of pay agreements with our part-year staff. We have been doing pay agreements for the past 12+ years with no justification for the process. It is the belief and the understanding of the Senior Management Team that pay agreements are not needed for the management of our part-year education staff. Therefore, we recommend that we do away with the annual pay agreements currently offered to our education staff and replace it with a policy of pay for work using time accounting to generate a true picture of what it costs our company to provide the educational component of our program. The part year employees will maintain time sheets and will only be paid for the actual hours they work.

## Performance Reviews

All of us like to know how we are doing on the job. Day-by-day comments from supervisors help, but now and then, there is a need to review all phases of your work performance.

In our Agency, we have a method that we call "Performance Review." This procedure requires each supervisor to evaluate the performance of every employee under his or her supervision. Your supervisor will discuss your performance with you at the time of each performance review and point out how well you are carrying out your job and suggest where and how improvements can be made.

Your review will be based on such factors as the quality and quantity of the work you performed during the past year, knowledge of your job, initiative, attendance, personal conduct record, your attitude toward your job and other employees.

This performance review gives you an opportunity to have a face-to-face discussion of your performance with your immediate supervisor, and to learn how you can maintain and/or improve your on-the-job performance.

If you have any questions about how you are doing, or what we can do to help you improve your performance, please ask your supervisor to meet with you in private. They will always try to help you in every way possible.

**Wage and salary increases are not automatic, not guaranteed, and are not based on length of employment.**

### Inclement Weather Policy (updated 01/17/2017 by Board of Directors)

The following information will constitute the inclement weather policy and procedures for Kids Central, Inc.

1. Great care and consideration is given to the decisions regarding KCI's delays and closures. The decisions are made collaboratively with input from staff members, community officials, weather reports, and parents.
2. Kids Central, Inc. understands that school closings, delays, and early dismissals create many schedule problems for families and that the decisions are not always pleasing to everyone. Please know that we strive to make the best decision possible at the time and that the safety and security of your children are always at the forefront of those decisions.

### Part/Time - Part/Year

Various opening and closing times

**Types of delays, early dismissals, and closings for our Part/Time - Part/Year Centers;** Esserville Part Year II Head Start Center, Nita Bond HS Center, Coeburn II HS Center, Dogwood Terrace HS Center, Monte Vista HS Center, Clinchco HS Center, Clintwood I HS Center, Clintwood II HS Center, Pound Head Start Center and Wise Head Start Center.

**Delay** - Kids Central, Inc. will use a two (2) hour delay if inclement weather is at a point that it would be unsafe to ask our drivers and our parents to transport children to centers. If the center in which your child attends is delayed due to inclement weather Kids Central will move the starting times for all activities ahead two hours. The official opening time is based on two

hours after they are scheduled to open. For example, one center may open at 8:30 AM, therefore, the official opening time for children will be 10:30 AM. Please note - **do not bring your child to a center prior to the official opening time.** Personnel Activity Report (Timesheet) : Employees will record actual time worked on their timesheet and the two-hour delay as “Other” on timesheet. In the supervisor’s comment box note that “other” hours are due to schedule delay.

**Notification of Delay** - If a delay of class start is warranted Kids Central, Inc. will have the information posted with our weather partner by 6:00 am or before. This is the only notification for a delay of class start Kids Central, Inc. will issue.

**Early Dismissal** - Kids Central, Inc. will endeavor to make solid decisions regarding weather and the impact of inclement weather on our program. If a session has begun and the weather turns and threatens the safe return of our children to their homes Kids Central will issue an Early Dismissal Notice. The center will close at a stated time only after all children have been transported home or parents have picked up the child from the center. The times for early dismissal will vary due to the nature and threat of the weather condition. Example: The center has information that a severe snow storm is coming and the roads will become impassable. The teacher at the Center will call the Administration Office alerting them of the notice to dismiss early. Once the permission is granted to the Center Teacher, he\she will instruct the staff to notify all parents of the pending actions regarding early dismissal. Once all children have been safely delivered home or have been released to their parents then the staff can close the center. (When there is an early dismissal due to weather problems, generally, there will be either a one-hour or a two-hour early dismissal.)

**Notification of Early Dismissal** - The Teacher will instruct the staff to call all parents and alert them of the early dismissal action. Parents can call the center to get information about conditions that would warrant an early dismissal.

**Personnel Activity Report (Timesheets):** Employees will record actual time worked on their timesheet and record any unworked scheduled work time as “other” on timesheet. In the supervisor’s comment box note that “other” hours are due to early dismissal/inclement weather.

**Closings** - If the weather is so bad that Kids Central, Inc. must close its centers in order to ensure that the safety of our children, parents, and staff is maintained we will do so.

**Personnel Activity Report (Timesheets):** Employees will not record any time on their timesheet for closings.

**Notification of Closing-** Kids Central will post the notice on our weather partner's site informing our parents and staff of the closing. Kids Central will activate the "calling tree" to ensure all parents and support staff knows the program is closed.

Kids Central, Inc.'s current Weather Partner is WCYB TV Bristol Channel 5

Codes:

1. Kids Central (Part-Year Program) 2 hr Delay
2. Kids Central (Part-Year Program) Early Dismissal (Stated Time)
3. Kids Central (Part-Year Program) Closed

## **Full/Day - Full/Year**

The purpose of having Full/Day - Full/Year centers is to afford parents the opportunity to attend school or to hold a job. Kids Central, Inc. realizes that to require attendance at our centers would place some parents and their children at great risk, therefore, we do not mandate attendance during inclement weather periods. Kids Central does however intend to be open for enrolled children during inclement weather periods and will only close our full/day full/year centers if a clear and present danger exists.

**Types of delays, early dismissals, and closings for our Full/Day - Full/Year Centers;** Haysi HS, Esserville HS, Appalachia HS, Appalachia Early Head Start (Includes infants and toddler classrooms) Esserville EHS (includes all infant and toddler classrooms).

**Delay - Full/Day - Full/Year Centers** will have no delay times. All Full/Day - Full/Year Centers will open as scheduled.

**Early Dismissal - Full/Day - Full/Year Centers** will have no early dismissal postings. (Early Dismissal may occur if and when all parents have been contacted and arrangements have been made for the children to be picked up from the centers. After such action the staff may leave.)

**Personnel Activity Report (Timesheets):** Employees will record actual time worked on their timesheet and record any unworked scheduled work time as “Other” on timesheet. In the supervisor’s comment box note that “other” hours are due to early dismissal/inclement weather.

**Closing - Full/Day - Full/Year Centers** will close only when the weather has caused power outages or is so bad the advisory is for all traffic to stay home and not venture out.

**Personnel Activity Report (Timesheets):** Staff may record 8 hours under “other” on timesheet. In the supervisor’s comment box note that “other” hours are due to inclement weather closing.

Kids Central, Inc.'s current Weather Partner is  
WCYB TV Bristol Channel 5

Codes:

1. KCI (Full Year Program) Closed

# Employee Benefits

## Introduction

Our benefits program represents a significant investment to provide you and your family with comprehensive protection and security. It is made possible by the Agency's success, which is, and will continue to be, the direct result of your efforts and dedication.

You can measure the value of many of your benefits in “dollars and cents” terms by noting what it costs the Agency to provide these benefits to you. If you were to buy equivalent benefit plans, the cost to you, as a private individual, would be far greater.

These benefits are also our way of showing that we care about your personal and professional growth and that we want you to remain with us as a successful, fulfilled employee. We hope you will find the information in this section useful and that it helps you understand the value of your total compensation.

## Health Insurance Portability and Accountability Act of 1996 (HIPAA) Policy

### Background

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal mandate that requires the Department of Health and Human Services to establish national standards for electronic health care transactions and national identifiers for providers, health plans, and employers. HIPAA also addresses the security and privacy of health data. In general, these national standards required under HIPAA regulate how the health care industry processes health claims, authorizations for services and handles other transactions that involve Protected Health Information (PHI). The purpose of the regulation is to standardize the process by which PHI is transmitted, used and disclosed. While Kids Central, Inc. is not a covered entity as defined by HIPAA, the company does maintain health care and related plans that are subject to HIPAA requirements. Thus, Kids Central, Inc. has made a decision that HIPAA privacy and security provisions will apply to PHI maintained by the company.

### When HIPAA Regulations Will Be Voluntarily Followed

HIPAA regulations will be followed in administrative activities undertaken by assigned personnel when they involve PHI in any of the following circumstances:

- Health information privacy
- Health information security
- Health information electronic transmission

### Objective

Kids Central, Inc. has adopted a policy that protects the privacy and confidentiality of PHI whenever it is used by company representatives. The private and confidential use of such information will be the responsibility of all individuals with job duties requiring access to PHI in the course of their jobs.

Protected Health Information Defined PHI refers to individually identifiable health information received by the company's group health plans or received by a health care provider, health plan or health care clearinghouse that relates to the past or present health of an individual or to payment of health care claims. PHI information includes medical conditions, health status, claims experience, medical histories, physical examinations, genetic information and evidence of disability.

#### The HIPAA Compliance Officer

The company has designated the Human Resources Specialist as the HIPAA compliance officer (HCO), and any questions or issues regarding PHI should be presented to the HCO for resolution. The HCO is also charged with the responsibility for:

- Issuing procedural guidelines for access for PHI
- Developing a matrix for personnel who will need access to PHI
- Developing guidelines for describing how and when PHI will be maintained, used, transferred or transmitted.

#### Annual Activities Necessitating Use of PHI

Annually or more frequently as necessary, Kids Central, Inc. performs enrollment, changes in enrollment and payroll deductions; provides assistance in claims problem resolution and explanation of benefits issues; and assists in coordination of benefits with other providers. Some or all of these activities may require the use or transmission of PHI. Thus, all information related to these processes will be maintained in confidence, and employees will not disclose PHI from these processes for employment-related actions, except as provided by administrative procedures approved by the HCO. General rules follow:

- Disclosures that do not qualify as PHI-protected disclosures include:
  - Disclosure of PHI to the individual to whom the PHI belongs
  - Requests by providers for treatment or payment
  - Disclosures requested to be made to authorized parties by the individual PHI holder
  - Disclosures to government agencies for reporting or enforcement purposes
  - Disclosures to workers' compensation providers and those authorized by the workers' compensation providers.
- Information regarding whether an individual is covered by a plan for claims processing purposes may be disclosed.
- Information external to the health plan is not considered PHI if the information is being furnished for claims processing purposes involving workers' compensation or short-or long-term disability and medical information received to verify Americans with Disabilities Act (ADA) or Family and Medical Leave Act (FMLA) status.

## Records Retention

Personnel records and disclosures of PHI will be maintained for a period of six years as required by federal law, unless a state law requires a longer retention period. Records that have been maintained for the maximum interval will be destroyed in a manner to ensure that such data are not compromised in the future in accordance with the company record destruction policy.

## Enforcement

Although Kids Central, Inc. is not a covered organization, it nevertheless takes handling of PHI very seriously, which is why it had voluntarily adopted this policy. Kids Central, Inc. will consider any breaches in the privacy and confidentiality of the handling of PHI to be serious, and disciplinary action will be taken in accordance with the company's code of conduct.

## **Safeguards and Practices**

Kids Central, Inc. is committed to ensuring the security and confidentiality of all employees' PHI. Access to PHI is restricted to authorized personnel only. Appropriate administrative, electronic and physical safeguards have been established to protect PHI and maintain internal controls that promote the integrity and security of PHI.

Any PHI submitted to Kids Central, Inc. will not be shared with any other persons or organizations except as permitted for the purpose of treatment, payment or health care operations, without the employee's consent and authorization. This consent is to be indicated by completing the Employee Authorization Form that may be obtained from the Human Resource Officer.

Kids Central, Inc. shall reasonably safeguard PHI from intentional or unintentional use of disclosure in violation of the Privacy Rule as follows:

- All medical and drug testing files shall be locked in a secure cabinet and shall limit personnel access to those who have an absolute need for the information.
- All medical and drug testing files maintained on a computer shall be password protected.
- All computers with protected information must be placed in a manner in which to avoid inadvertent disclosure of protected health information.
- Fax machines receiving confidential PHI must be labeled "confidential fax" and be placed in a secured location to avoid inadvertent disclosure of protected health information.
- Employees are prohibited from discussing or disclosing PHI in front of other employees who are not permitted to receive such information under the Privacy Rule.

## Procedures for Filing a Complaint

Any employee who believes their privacy rights have been violated may submit a complaint in writing to the HIPAA Compliance Officer at Kids Central, Inc., P. O. Box 661, Norton, VA 24273, or to the Office for Civil Rights, U.S. Department of Health and Human Services, 150 South Independence Mall West, Suite 372, Philadelphia, PA 19106-3499.

## Anniversary Date of Employment (updated by Board of Directors 04/16/2013)

### Accrual of Benefits

The Anniversary Date for employees will be the date of hire listed in the employee file. The date will be established after the background checks, interviews, pre-employment paperwork, and any other similar tasks have been completed, and the candidate has been officially offered a job with Kids Central, Inc.

The new employee will begin to accrue benefits upon the established Anniversary Date but will not be eligible to use the benefits until s/he has worked either one continuous year of a prescribed amount of time for the company as stated in the policy written for a specific area or benefit. The definition of continuous year is as follows: "from the date of hire to the first anniversary date."

If a Full-Time Part-Year employee begins work after August of the current fiscal year, then his/her benefits will be available upon the established Anniversary Date during the next fiscal year. Example: Linda was hired on October 1, 2013, and she will begin accruing benefits as of that date but will not be able to use them until October 2014. The benefits Linda accrues during the fiscal year 2014-15 will be available to her on October 1, 2015. The time, based on the years of service, will be allotted to the employee's "bank" such as:

#### **PTO (paid time off) - 16 hours after 1 year**

If a full-year/full-time employee begins work after June 1 of the current fiscal year, then his/her benefits will be available upon the established Anniversary Date during the next fiscal year. Example: Bill was hired on August 15, 2013, and he will begin accruing benefits as of that date but will not be able to use them until August 15, 2014. The benefits Bill accrues during the fiscal year 2014-15 will be available to him on August 15, 2014. The benefits Bill accrues during the fiscal year 2014-15 will be available to him on August 15, 2015. Based on the years of service, the time will be allotted to the employee's established "bank" such as:

#### **PTO (paid time off) – 40 hours after 1 year**

### Benefit Schedule

<b>Benefit or Service</b>	<b>Kids Central's Share</b>	<b>Employee Share</b>	<b>Waiting or Vesting Period</b>
Social Security & Medicare Taxes	50%	50%	None
Group Health Coverage	80%	20%	60 Days
Group Dental Coverage	50%	50%	60 Days
Disability Insurance	100%	0%	60 Days
Life Insurance	100%	0%	60 Days
Voluntary Life Insurance	0%	100%	60 Days
Retirement (401k)	Match up to 3%	Up to 10% of gross wages	Anniversary Date
Worker's Compensation	100%	0%	None
AFLAC	0%	100%	60 Days

Paid Time Off	100%	0%	Anniversary Date or by Policy
Holiday Time	100%	0%	Anniversary Date or by Policy

(The following section was updated by the Board of Directors 04/16/2013)

It is the policy of Kids Central to offer the following health and welfare benefits to eligible employees.

#### Procedure

1. Social Security
  - a. Kids Central will pay its portion of Social Security for employees as mandated by Federal and State laws.
2. Group Health Coverage
  - a. A group health insurance plan is offered to eligible employees if funds are available.
  - b. Eligible employees may participate after completion of the 60-day probationary period. Coverage will begin the first day of the month following the 60 days.
  - c. Kids Central will pay a portion of insurance premiums if funds are available.
3. Group Dental Coverage
  - a. A group dental plan is offered to eligible employees if funds are available.
  - b. Eligible employees may participate after completion of the ninety (60) day probationary period. Coverage will begin the first day of the month following the 60 days.
  - c. Kids Central will pay fifty percent (50%) toward the single rate premium and the employee will pay fifty percent (50%). The employee will be responsible for the additional cost to add their dependents to the plan.
4. Health Reimbursement Account (The Health Plan)
  - a. Employees enrolled in the Group Health Plan will be automatically eligible to enroll in the Health Reimbursement Account administered by Vested Health.
  - b. Employees will receive a pro-rated amount of \$1,000 per year, based on hire date.
  - c. Employees will be eligible after completion of their ninety (60) day probationary period. Coverage will begin the first day of the month following the 60 days.
5. Short Term Disability Insurance
  - a. Short Term Disability Insurance that covers absences due to sickness or injuries that are not job related will be provided to eligible employees if funds are available.
  - b. Eligible employees will be covered after completion of the ninety (60) day probationary period. Coverage will begin the first day of the month following the 60 days.
  - c. Kids Central will pay one hundred percent (100%) of the premium for the employee.
  - d. This policy will be carried through a commercial insurance company and the type of coverage and benefits to be paid will depend on available funding and the conditions outlined in the insurance policy.

## 6. Life Insurance

- a. Life insurance in the amount of \$25,000 will be provided to all eligible employees if funds are available.
- b. Eligible employees will be covered after completion of one year of continuous service to Kids Central, Inc. Coverage will begin upon the employee reaching his/her first anniversary date.
- c. Kids Central will pay one hundred percent (100%) of the premium for the employee.
- d. This policy will be carried through a commercial insurance company and the type of coverage and benefits to be paid will depend on available funding and the conditions outlined in the insurance policy.

## 7. Voluntary Life Insurance

- a. Voluntary life insurance is available for eligible employees and their families.
- b. Employees may purchase insurance for their spouse in an amount up to half of the employee's coverage.
- c. Children under age 19 are covered under a \$10,000 policy.
- d. Employees are responsible for one hundred percent (100%) of the premiums.
- e. Eligible employees will be covered after completion of the ninety (60) day probationary period. Coverage will begin the first day of the month following the 60 days.

## 8. Retirement

- a. A 401(k) tax qualified retirement savings plan will be provided to all eligible employees.
- b. Employees will become eligible to join the plan after they have completed 2,080 hours and one (1) year of service.
- c. An employee may invest up to ten percent (10%) of his/her gross salary to the 401(k) plan.
- d. Kids Central will match up to three percent (3%) of the employee's annual salary if they participate.

## 9. Workers' Compensation

- a. Workers' Compensation Insurance will be provided for all employees and paid by Kids Central to protect them against loss of work due to a job related injury arising out of and in the course of their employment by Kids Central.

## 10. AFLAC

- a. Eligible employees may purchase individual and family policies offered through AFLAC.
- b. Employees are eligible to purchase AFLAC policies after completion of the ninety (60) day probationary period. Coverage will begin the first day of the month following the 90 days.
- c. A representative from AFLAC will contact employees before their ninety (60) day probationary period ends.
- d. Employees are responsible for one hundred percent (100%) of the premiums. Premiums will be payroll deducted.

11. PTO (paid time off)

- a. This benefit for the employee has its own policies describing the procedures. Please refer to policy for further information.

**PTO (Updated by Board of Directors, 04/2015)**

Because we recognize the importance of paid time off in providing the opportunity for rest, recreation, and personal activities, Kids Central grants annual paid time off to its full-time employees as a way of showing our appreciation for your length of service and good work.

All full-time employees will accrue paid time off in accordance with the guidelines outlined below.

**PROCEDURE**

- 1. New full-time employees will begin earning vacation time on their date of hire, however, they must complete one year of service before they are eligible to use their time.
- 2. The established PTO year is the fiscal year June 1 through May 31.
- 3. Unused PTO cannot be carried over from one fiscal year to another. PTO time must be used by May 31st or be forfeited.
- 4. Full-Time/Full Year and Full-Time/Part Year employees earn PTO time based on the following:

<b>Personal Time Off</b>	<b>Full Year/2080 Employees</b>	<b>Part Year/1400 Employees</b>	<b>Part time/Hourly Employees</b>
PTO After 1 Year of Service	40 hours	16 hours	0
PTO After 2 Year of Service	80 hours	32 hours	0
PTO After 5 Year of Service	120 hours	48 hours	0
PTO After 10 Year of Service	160 hours	64 hours	0

- 5. Employees must submit a signed PTO request for three days or more to the Executive Director or his/her designee at least one week in advance. Requests for less than three PTO days must be submitted to the employee's Supervisor at least two days in advance. The employee may be asked to provide medical certification to support their absence if a two day notice is not given. Also, a release to return to work from a physician may be required. Management reserves the right to designate when some or all PTO can be taken.
- 6. PTO must be taken in full or fifteen minutes increments. Exempt employees may only use PTO in full day increments.
- 7. PTO time will not be paid in addition to time worked.
- 8. Unused PTO will not be paid out upon receipt of resignation or termination of employment.
- 9. If all earned leave has been used and the employee requires more time off, they may request an extended Leave of Absence without pay from the Executive Director. FMLA provisions may also cover such leaves of absence.
- 10. An employee may volunteer to donate his or her PTO to another eligible employee in times of extreme illness as described in this policy. The recipient must be eligible (employed one

year) for PTO in order to receive PTO as a gift. Kids Central, Inc. recognizes in time of extreme illness of an employee or their immediate family member (a parent, in-law, spouse, or children) PTO may be exhausted creating a hardship. In this time of hardship an employee may request another employee to donate his or her PTO. A recipient may receive up to 15 days per year. Extreme illness includes an illness lasting more than consecutive 10 days for the same person. The donation must be in writing. Transfer of PTO must be approved by the Executive director or his designee.

### **Kids Central, Inc., Holidays (updated by Board of Directors 04/16/2013)**

Holidays are recognized as non-work days for employees. Kids Central provides full-time and regular part-time employees the benefit of paid holidays.

#### **PROCEDURE**

1. The following are recognized by Kids Central as holidays.
  - a. New Year's Day
  - b. Good Friday
  - c. Memorial Day
  - d. Independence Day
  - e. Thanksgiving Day
  - f. Day after Thanksgiving
  - g. Christmas Eve
  - h. Christmas Day
2. Full-year staff will receive four (5) designated holidays (floating days off) to be scheduled during the Christmas/New Year holidays by the Executive Director and Senior Staff for inclusion in the full-year planning calendar.
3. Part-year staff will receive four (5) designated holidays (floating days off) to be scheduled during the Christmas/New Year holidays by the Executive Director and Senior Staff for inclusion in the part-year planning calendar.
4. The Senior Management Team of Kids Central, Inc., will develop a calendar each year and present it to the Policy Council and the Board of directors for acceptance and approval. The Senior Management Team may from year to year request one additional floating day off for employees to be used during the Christmas New Year holiday season. This action is needed to balance the calendar and allow staff time off with family. The recommendation from the Senior Management Team for one additional day off will only be made if it is ascertained that funds are available to cover the expense.

July 4, 2017	Tuesday	Independence Day 2017
November 23, 2017	Thursday	Thanksgiving 2017
November 24, 2017	Friday	Thanksgiving 2017
December 25, 2017	Monday	Christmas Day 2017
December 26, 2017	Tuesday	Floater Holiday
December 27, 2017	Wednesday	Floater Holiday
December 28, 2017	Thursday	Floater Holiday
December 29, 2017	Friday	Floater Holiday

January 1, 2018	Monday	New Year's Day 2018
March 30, 2018	Friday	Good Friday 2018
May 28, 2018	Monday	Memorial Day 2018

2. A recognized holiday that falls on Saturday will be observed on the preceding Friday. A recognized holiday that falls on Sunday will be observed on the following Monday.
3. Holiday pay will be calculated based on the employee's regular rate of pay and number of hours the employee regularly works.
4. An employee who has an unauthorized absence the working day prior to and/or following a holiday will not be paid for that holiday. An authorized absence includes only sick time, vacation and jury duty.
5. If a paid holiday falls during an employee's scheduled vacation, the employee may claim a holiday for that day instead of a vacation day.
6. If a paid holiday falls during an employee's paid sick leave, the employee may claim a holiday for that day instead of a sick day.
7. If an employee is on a non-paid leave of absence, the employee is not eligible for holiday pay.
8. Holiday pay will not be counted as hours worked for the purpose of determining overtime.

Federal Family And Medical Leave Act (FMLA) (approved by Board of Directors on 08/20/2013)

It is the policy of Kids Central to provide leaves in compliance with Federal FMLA.

**PROCEDURE**

1. Employees are eligible for leave under the Federal FMLA if they have been employed by Kids Central for at least twelve (12) months and have worked at least 1,250 hours during the most recent twelve (12) consecutive month period.
2. The method Kids Central will use to measure the twelve (12) month period for FMLA will be the twelve (12) months measured forward from the date an employee begins FMLA leave.
3. Under the Federal Family and Medical Leave Act, up to twelve weeks of leave may be taken during a twelve month period that begins on the employee's first day of leave for any one or more of the following:
  - a. Because of the birth of a son or daughter of the employee and in order to care for such son or daughter.
  - b. Because of the placement of a son or daughter with the employee for adoption or foster care.
  - c. In order to care for the spouse, son, daughter, or parent of the employee, if such spouse, son, daughter or parent has a serious health condition.

d. Because of a serious health condition that makes the employee unable to perform the functions of the position of such employee.

e. Because of any qualifying exigency arising out of the fact that the spouse, son, daughter, or parent of the employee is on active duty (or has been notified of an impending call to order to active duty) in the Armed Forces in support of a contingency operation.

4. Under the Federal Family and Medical Leave Act, up to 26 weeks of leave may be taken during a twelve month period that begins on the employee's first day of leave, for any one or more of the following:

a. In order to care for the spouse, son, daughter, parent or nearest blood relative who is a recovering service member. A recovering service member is defined as a member of the Armed Forces who suffered an injury or illness while on active duty that renders the person unable to perform the duties of the person's office, grade, rank, or rating.

5. During the single twelve month period described in paragraph (4), and eligible employee shall be entitled to a combined total of 26 workweeks of leave under paragraphs (3) and (4).

6. When possible, employees should give 30 day notice of anticipated leave. If leave is not foreseeable, notice must be given as soon as practical, but no later than 48 hours after the occurrence of the reason for leave.

7. Medical certification by the employee's health care provider of the need for leave and a fitness for duty certification following the leave provided is required for all intermittent leave requests of any duration and for personal or family medical leave requests of more than five consecutive working days for the same serious health conditions.

### Employee's Return To Work

Kids Central will make every effort to bring back to work, an employee who has suffered a compensable injury or illness. The Agency realizes that employees suffer financially when they are unable to work, and it has been proven that employees recover much faster if they are able to work among their co-workers and remain active.

When considering return to work for an injury or illness, the Agency may require a physical examination to determine if employees can return safely to work and perform the duties and responsibilities of the job in question.

Any employee off from work under Workers' Compensation must notify their supervisor once every two weeks as to their condition and probable date of return to work. On final release from the doctor, employees must report to work the next scheduled workday after their release.

### **Light Duty Policy (updated by Board of Directors 04/16/2013)**

Purpose: To establish guidelines for light duty assignment that can be made available to employees who are recovering from disabilities related to injury/illness and who are presumed to be able to return to full, unrestricted duty within 12 weeks of the date the original modification is made.

Policy: It is the policy of Kids Central, Inc., to arrange whenever possible for placement employees that are temporarily mentally or physically disabled of the options available to them. It is also the policy of Kids Central, Inc., to administer these procedures in a fair, consistent, and equitable manner.

Definitions:

1. Physician means the physician treating the employee requiring a physician's treatment for on-the-job accident/injury.
2. Compensable injury means an injury/illness that is confirmed as resulting from an accident during the course and scope of the employee's employment and qualifies for worker's compensation.
3. Light Duty means modified job requirements to meet short-term disabilities as prescribed by the approved physician treating the employee.
4. Off-the-Job Injury means an injury/illness that occurred off the job and is not related to the employee's employment.
5. On-the-Job Injury means a disability resulting from an accident during the course and scope of an employee's job.

Procedures for Light Duty Placement

1. The employee shall be responsible for immediately notifying his/her supervisor of any job related medical condition, which will affect the job performance. The employee is responsible for providing requested medical information to the supervisor.
2. The supervisor shall be responsible for filing the necessary paperwork and notifying the appropriate personnel of the employee's disability. The employee will make the necessary arrangements with his/her physician for diagnosis and treatment. In the event the employee does not have a physician, Kids Central, Inc., staff will arrange for a consult with our current provider for an evaluation and referral.
3. If an employee is injured on the job, and the injury/illness is determined to be compensable, the employee shall receive Workers' Compensation benefits as administered per the Personnel Manual.
4. The Human Resources Specialist at Kids Central, Inc., shall be responsible for receiving medical information and determining necessary limitations of duties. The medical confirmation shall be maintained in the employee's health records. All medical/health information is considered confidential.
5. If the accident/injury is determined to be compensable, the employee must comply with all instructions or recommendations and keep all appointments of the attending physician. Supervisors should communicate with employees with occupational injuries to ascertain that rehabilitation instructions are being followed in the most efficient manner.
6. The Executive Director of Kids Central, Inc., along with the employee's supervisor, will make every effort to place the employee in a position within his/her department that meets the physical limitations recommended by the attending physician. Due to the limited available positions in each department, however, light duty assignment will not always be available.
7. The employee assigned to light duty will receive his/her normal weekly or bi-weekly check if the employee works the complete pay period associated with the light duty assignment.
  - a. If the employee is placed on light duty outside his/her normal work area, the reporting supervisor is responsible for assuring that actual hours worked, leave taken, etc., are reported to the employee's supervisor.

b. Employees on light duty are required to follow the policies and procedures of the department to which they are assigned.

c. If for any reason after the light duty assignment is made the employee claims to be unable to perform, the employee is to be sent immediately to Kids Central's current provider of physician services for reevaluation.

8. The employee who is placed on light duty due to a compensable injury will be monitored by Kids Central's current provider of physician services at frequent intervals until released for regular duties. The employee will return to regular duty after being released by the physician treating the employee and completion of any Kids Central, Inc., requirements.

9. Kids Central, Inc., reserves the right to require a physician's examination for employees by the physician assigned by our contractor physician services.

10. If the employee is injured on the job, and the injury/illness is determined non-compensable, the employee is not entitled to workers' compensation benefits. S/he may elect to use sick leave, accrued vacation leave, short-term disability benefits, or leave without pay if not other leave is available.

#### Light Duty Placement for Off-the-Job Injuries

1. Kids Central, Inc., will not entertain requests for light duty placement for off-the-job injuries/illnesses.

2. Note: There is no mandatory requirement to place employees recovering from off-the-job injuries/illnesses into any light duty program. Due to the limited available positions in each department, light duty assignments will not always be available. Kids Central, Inc., reserves the right to make the final determination as to the conditions under which such positions are made available and for how long a person may occupy such a position.

3. If the Executive Director does not approve the light duty request, employees must use sick leave, vacation leave or leave without pay if no other leave exists.

#### Medical/Disability Displacement

If after receiving a medical assessment or re-evaluation by an approved physician, an employee is determined to be unable to perform the regular duties of his/her job permanently, the Human Resources Department will assist the employee in applying for medical disability or retirement. The employee may also seek employment outside Kids Central, Inc., or submit a letter of resignation.

### **Personal Leave of Absence (approved by Board of Directors 04/16/2013)**

Kids Central recognizes the need to accommodate employees who request a leave of absence for reasons other than personal or family medical reasons. A personal leave of absence is authorized on an as-needed basis, without pay, to employees for reasons other than medical.

#### Procedure

1. Only the Executive Director may authorize personal leaves of absence.
2. Employees who wish to continue benefit coverage during their leave of absence must pay their share of the benefit contribution.

3. A position for the employee will be held for a maximum of three months. If personal leave exceeds three months, the employee is not guaranteed to return to his/her previous position, and Kids Central, Inc. makes no guarantee that any position will be available to the employee. Every effort will be made to place the employee in their previous position or a comparable position. If a comparable position is not available at the time the employee returns to work, the employee may be offered a lesser position. If no acceptable position is available at the time leave expires, the employee's employment with Kids Central may be terminated.

### Jury Duty

Employees receiving a summons to serve on a jury should inform their supervisor as soon as possible so that arrangements can be made for another employee to work in their place in their absence. In order to avoid any severe financial loss to employees, the Agency will pay full-time and regular part-time employees their normal rate of pay for a period of up to fifteen days. Should an employee be required to serve more than fifteen days on jury duty service, the employee may take the additional time as unpaid time off. Time spent on jury duty will not be used to calculate overtime pay. Saturdays and Sundays are not considered scheduled workdays under this policy.

To be eligible for jury duty pay, you must deliver to your supervisor a statement from the Court Clerk, indicating the time served on the jury.

When on jury duty, you are expected to report back to work on any day in which you are excused early or are not required to report for jury duty service.

### Uniformed Services Leaves Of Absence

A military leave of absence will be granted to employees who are absent from work because of service in the Uniformed Services of the United States, in accordance with the Uniformed Services Employment and Reemployment ACT (USERRA) and state law. Advance notice of military service is required, unless military necessity prevents such notice, or it is otherwise impossible or unreasonable.

Employees should inform Agency of training or drill schedules as far in advance as possible.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions, and limitations of the applicable plans for which the employee is otherwise eligible.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Reinstated employees will receive full credit for length of service and other rights and benefits determined by length of service that they had at the start of the leave, plus full credit for the period of time spent (up to five years) in the Uniformed Services.

Contact the Human Resource Specialist for more information or questions about military leave.

## **Voting Time**

We encourage you to exercise your duty as an American citizen in elections in which you are eligible to vote. Polls are open before and after normal working hours, and you should have ample time to vote. However, if an unforeseen circumstance keeps you from voting, the Agency will give you time off to take advantage of this privilege. Employees should contact their supervisor to discuss taking time off to vote.

## **Group Benefits**

Kids Central provides certain benefits to all full-time and regular part-time eligible employees, including medical, prescription drug, dental, life, retirement, AFLAC, and short-term disability insurance.

The following insurance benefits are presented in summary form and are included for illustration purposes only and are not meant to give the specific details of the benefit plans. Employees will be provided more information on these insurance benefits at the time of enrollment.

- **Life Insurance:**

Kids Central offers every full-time and regular part-time employee group life insurance coverage. This policy goes into effect the first of the month after completing 90 days of employment.

- **Medical Insurance:**

The Agency makes available group medical insurance coverage to all full-time and regular part-time employees and their families. You will be eligible to participate from the first of the month following 60 days of employment. Kids Central currently pays a portion of the premium for individual coverage as provided during each enrollment period. A portion of spouse and/or dependent coverage is paid for by Kids Central, if elected. The employee's portion of the insurance premium shall be deducted from their paycheck.

A separate booklet provided outlines the details of the health plan at time of enrollment. Please refer to this booklet or see the Human Resource Specialist if you have any questions.

As health care costs continue to rise, the Agency will attempt to provide suitable health coverage to its employees at an affordable cost. However, when necessary, the Agency reserves the right to change the portion paid by employees for health insurance premiums.

- **Prescription Drug Insurance:**

Kids Central offers prescription drug coverage as part of the medical insurance package for all full-time and regular part-time employees. Information regarding this benefit will be provided at the time of enrollment.

- **Dental Insurance:**

Kids Central makes available group dental insurance to all full-time and regular part-time employees and their eligible dependents. You will be eligible to participate from the first of the month following 60 days of employment. Kids Central currently pays 50% of the premium for

individual coverage. Spouse and/or dependent coverage is paid for by the employee, if elected. The employee's portion of the insurance premium shall be deducted from your paycheck.

- **Short-Term Disability Insurance:**

All full-time and regular part-time employees of Kids Central are eligible for short-term disability coverage. This coverage becomes effective the first of the month following 60 days of employment.

STD benefits are offset by any workers' compensation benefits so that combined benefits do not exceed the maximum level.

- **Retirement:**

A 401(k) tax qualified retirement savings plan will be provided to all eligible full-time employees and regular part-time employees who have completed 1080 hours of service and have been with the agency for one year. Employees may contribute up to the amount set by the Internal Revenue Service. Kids Central will match up to 3% of the employee's annual salary.

- **AFLAC:**

Full-time and regular part-time employees are eligible to purchase various insurance policies offered from AFLAC, if they so choose. Premiums are the responsibility of the employee.

- **Voluntary Life Insurance:**

Although Kids Central offers full-time and regular part-time employees a group life insurance policy, we understand that some employees would like coverage for their family members as well. Kids Central offers an additional voluntary life insurance policy to eligible employees for themselves and their family members. Enrollment is voluntary and premiums are the responsibility of the employee.

- **COBRA**

COBRA is part of a federal law enacted in 1986 requiring certain employers to offer employees and their families an opportunity for the temporary extension of health coverage under certain instances where coverage under the plan would otherwise end. At the time a new employee becomes eligible for health care coverage through Kids Central, that employee will be provided literature notifying them and their families of their rights under COBRA. This should be read carefully, by both the employee and their family, and retained for future reference.

If an employee's hours are reduced, or an employee is terminated for any reason other than gross misconduct, and this reduction of hours results in loss of health care coverage, that employee and their family will be provided literature notifying them of their right to elect coverage under COBRA. If elected by the employee or the employee's dependents, coverage will continue for a period of time specified by the law at the expense of the employee or the employee's dependents.

In order that Kids Central may comply with this law, we require that the employee notify the Agency of any change in status. Specifically, those changes are:

- ▶ Employee's change of address
- ▶ Change of address of spouse or dependent
- ▶ Birth or death of a dependent
- ▶ Death of a spouse
- ▶ Divorce or legal separation from a spouse
- ▶ Disability of employee, spouse, or dependent within 60 days of qualifying event
- ▶ Medicare eligibility for employee or spouse
- ▶ Dependent child ceases to be a "dependent child" (child reaches age 19 and is not eligible for continued coverage)

Any questions regarding COBRA continuation coverage should be addressed to the Human Resource Specialist.

### Workers' Compensation

Workers' Compensation insurance coverage is provided in accordance with state law for all employees from the day they start work. The Agency pays the full cost of this protection. This insurance covers employees who are injured on the job, or who suffer a job-related illness. Benefits include income replacement for lost wages, hospital, and medical expenses, compensation for total or partial permanent disability, and death benefits.

If you are injured on the job, you are required to report immediately to your supervisor or the Human Resource Manager, who will assist you in completing an accident report and see that you get medical attention, if required. In accordance with Virginia Workers' Compensation law, Kids Central has created a Panel of Physicians from which employees are required to select a physician for treatment. Failure to use a doctor from the panel may result in denial of any claim for Workers' Compensation benefits, including payment of medical expenses.

An employee injured at work may be entitled to receive both time off under the Family and Medical Leave Act and compensation benefits under the Workers' Compensation system. In those instances in which both the Family and Medical Leave Act and Workers' Compensation apply, Kids Central will follow the guidelines and extend the benefits to the employee required under both statutory schemes.

### Unemployment Insurance

Kids Central pays a percentage of its payroll to the Virginia Unemployment Commission Fund, to fund unemployment compensation. Employees who become unemployed may be eligible for unemployment compensation for a limited period of time, under certain conditions. Unemployment compensation provides temporary income for workers who have lost their jobs. To be eligible, you must have earned a certain amount and be willing and able to work. Terminated employees should apply for benefits through their local State Unemployment Office as soon as possible. Kids Central pays the entire cost of this insurance.

## Social Security Benefits And Payments

Federal Social Security provides a variety of benefits, including retirement income, health benefits, death benefits, and monthly income payments for retired employees and for certain dependent survivors of covered employees. A percentage of your gross earnings is deducted as your contribution for this protection. The Agency contributes an equal amount. Normally, you will be eligible to receive a monthly income from Social Security when you reach retirement age, or become disabled.

## Education Assistance (updated by Board of Directors 04/16/2013)

Kids Central recognizes that the skills and knowledge of its employees are critical to the success of the agency. The education assistance program encourages personal development through formal education so employees can elect to maintain and improve job related skills or enhance their ability to compete for reasonably attainable jobs within Kids Central. Additionally, KCI is aware that new job qualifications for current employees may be implemented, causing employees to require additional classes or degrees.

### Procedure

1. Kids Central will award up to \$1,000 each year for pre-approved tuition costs for qualified and eligible employees (books are not included).
2. Eligible employees include:
  - a. Those that are full-time for either the full year or part year program on active payroll and have agreed to obtain the necessary credentials to satisfy the requirements of the Head Start Performance Standards for the position in which they were hired.
  - b. Employees that are performing their job satisfactorily and that education is part of their professional development plan.
  - c. Employees that have submitted a written request and obtained prior approval from their Supervisor and the Comptroller has checked the qualifications of the employee and the employee has submitted a plan outlining the course of study and the relevance to the needs of Kids Central, Inc.
3. The College or University along with the proposed course of study must be pre-approved and job related. Not all programs offering continuing education is approved by the Department of Education or the Department of Health and Human Services.
4. Employees are required to submit a final grade of "B" or better, or repayment of tuition expenses is required and may be deducted from the employee's future earnings.
5. While education assistance is expected to enhance employee performance and abilities, KCI cannot guarantee that participation in classes or training will entitle the employee to advancement.
6. If an employee voluntarily terminates employment from KCI within two years, KCI has the authority to request repayment of the funds.

## Benefits Summary

Kids Central reserves the right to amend or terminate any of its benefit programs, or to require or increase employee premium contributions toward any benefits, at its discretion. This reserved right may be exercised in the absence of financial necessity. Whenever an amendment is made to any of Kids Central's benefits programs, the respective plan administrator will notify plan participants of all approved amendments or plan terminations, in accordance with the requirements of applicable Federal law.

If information in this handbook and our summary plan descriptions contradicts information in these master plan documents, the master documents shall govern in all cases. For more complete information regarding any of our benefits programs, please contact the Human Resources Specialist.

# Employee Responsibilities

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## What Kids Central Expects From You

Along with the advantages and opportunities offered by Kids Central go certain responsibilities -- obligations that you will want to meet. Your primary and most important responsibility, of course, is to do a good job on the work assigned to you. Your supervisor is primarily responsible for your performance; respect their experience, listen to instructions carefully, and carry them out promptly to the best of your ability.

In addition to following instructions, doing a good job requires you to think for yourself -- to ask questions and make constructive suggestions, to set goals for yourself, and to work toward these goals. It also requires that you be a team player -- willing to work together with your co-workers in a spirit of cooperation and harmony.

Doing a good job also implies certain obligations on your part, such as using good judgment, being prompt and regular in attendance, and being loyal and committed to the Agency -- its people and its services.

You will want to keep well-informed about Kids Central so that you will be able to talk intelligently about it to your friends and neighbors. To them, you represent Kids Central, and what you say can do much to shape their final opinion of us.

## Reporting Child Abuse

Now that you are an employee of Kids Central, you have assumed a great deal of responsibility for the care and well-being of the children whom we serve. Many children here and elsewhere cannot adequately protect themselves or their interests, and rely on others to do so for them.

As an employee working in a Head Start Agency, you are required by the Code of Virginia to report suspected **abuse, neglect, or exploitation** of any children, whether by staff, family members, or others with whom they may have contact.

If you suspect that a child is being abused, neglected, or exploited, you should first notify your supervisor or the Executive Director. Failure to report suspected abuse could lead to a \$500 fine, as well as endanger the mental or physical health of the child.

Virginia law protects persons who report suspected abuse, neglect, or exploitation. If you have any questions or concerns about the care or treatment of our residents, or what is meant by “abuse,” “neglect,” or “exploitation,” ask the Executive Director.

## Business Ethics And Practices

The Agency is committed to maintaining the highest legal, ethical, and moral standards in the conduct of our business. The commitment applies without exception to all our activities as we deliver services to the children and families we serve, fulfill contractual obligations and other agreements, authorize and account for the use of Agency assets, and carry out our obligations to the public and employees. The Agency respects the privacy of employees when not at work. However, employees are expected to behave so as to be a positive reflection on the Agency and what it stands for.

### ▪ **Conflicts Of Interest**

The basic principle of conflict of interest is that employees should avoid any activity, investment, or interest that might reflect unfavorably upon the integrity or good name of Kids Central or in any way damage Kids Central’s business or reputation.

Any employee who wishes to engage in outside professional, business, or volunteer activities must be certain that the proposed activity does not:

- ▶ Interfere with the employee’s effective performance of their job duties;
- ▶ Make use of any of Kids Central’s proprietary or confidential information; or,
- ▶ Require the use of Kids Central time, resource, facilities, or equipment.

Whenever there is a possible conflict of interest, it should be discussed with the employee’s supervisor or the Executive Director. Violations of this policy will be considered grounds for termination of employment.

### ▪ **Confidentiality:**

All of us who work at Kids Central share the responsibility of observing a strict code of ethics and confidentiality. In the process of performing our work, it is possible to overhear many items regarding confidential information of those we serve.

These are not to be discussed outside Kids Central or with other Kids Central personnel. No information, records, or materials concerning children and their families or Kids Central business may be used, released, or discussed with anyone outside Kids Central or with other Kids Central employees without authorization. Breaches of children and families’ confidentiality will be grounds for disciplinary action.

**No one other than authorized personnel may have access to confidential records.**

- **Perceived Violations Policy:**

It is Kids Central's policy to comply fully with the spirit and letter of all federal, state, and local laws and regulations that apply to Kids Central and its business operations. If an employee believes that any employee of Kids Central may be acting in violation of any such law or regulation -- or in violation of a Kids Central policy -- the employee has a duty to report the perceived violation, preferably in writing, to the Executive Director within 24 hours of the observation of such conduct. All inquiries pertaining to perceived violations will be handled in the strictest confidence possible.

**Examples** of perceived violations of law include violations of child labor laws, wage-hour regulations, and unlawful discrimination or harassment. **Examples** of violations of Kids Central policy include employee theft, discrimination, and harassing conduct.

Compliance with this policy is a term and condition of continued employment with Kids Central. If employees have any questions with regard to this duty to report perceived violations, they may contact their direct supervisor or Executive Director.

## **Press Releases/Media**

Because of the nature of our business, at times we receive requests from print or broadcast media regarding the Agency. All employees should refer any requests for information from print or broadcast media regarding the Agency or its operations to the Executive Director.

## **Leaving Early And Taking Time Off From Your Job**

You may request permission from your supervisor to leave your job in the event of an emergency, or other personal business that cannot be attended to outside your normal working hours. Your supervisor will consider the urgency of your request and the time when you can best be spared. You must record your time when leaving the premises on personal matters and when you return. If at all possible, please schedule your doctor and dentist appointments during non-working hours. However, in emergency situations where this is not possible, you may request the necessary time off through your supervisor.

## **Holding Other Jobs**

We at Kids Central appreciate the ability, energies, and loyalty you bring to your job. In fairness to fellow workers and to us, employees are not permitted to hold employment with another organization, or have an interest in any business which may, in any way, result in a conflict of interest, or which would adversely affect their employment here. However, should employees wish to involve themselves with work which cannot be described by the above stipulation, they are free to do so, provided it is not done on Agency time, will not interfere with their performance as an employee at Kids Central, and they have the approval their appropriate supervisor and the Executive Director. Employees on an approved leave of absence from Kids Central are not allowed to work another job.

## **Attendance (Updated by Board of Directors 08/20/2013)**

It is vital to Kids Central for all employees to have good attendance. Absenteeism and tardiness negatively impact our ability to effectively provide services to the families we serve. The purpose

of this policy is to establish the requirements for reporting absences, to provide guidelines for the handling of tardiness, early departures, and unscheduled absences and to outline employees' need to adhere to established work schedules to maintain efficient, effective operations.

### Policy

Employees must arrive and be prepared to start work at their scheduled start time. Employees are responsible for notifying their supervisor of any absence, late arrival, or early departure. Absences and late arrivals must be reported to the supervisor as early as possible, but no later than one (1) hour prior to scheduled start time. Unscheduled absences, tardiness and unscheduled early departures (whether excused or unexcused), failure to provide appropriate notification or abuse of sick leave or other paid time off may result in corrective action up to and including termination of employment. Absences, tardiness, and early departures due to approved FMLA leave, short-term disability leave, military leave, jury duty, workers' compensation, other approved leave, or reasonable accommodation as required by law will not be counted as occurrences.

### Definitions

1. No call/no show: An unscheduled absence without proper notification to the Supervisor.
2. Pattern absences: Unscheduled absences the day before or after a scheduled holiday or vacation, on a desirable day off, a specific day of the week or a weekend, a specific or unique work day, or as sick leave or vacation time is accrued.
3. Scheduled absence: A scheduled absence occurs when an employee requests in advance and is approved to take time off. Examples of scheduled absences include approved vacation, holidays, jury duty, military related, bereavement, FMLA leave, and short-term disability.
4. Tardy: Failure to report to an employee's assigned work area and be prepared to start work at his or her scheduled start time, including returning from breaks and lunch.
5. Unscheduled absence: Failure to report to work on a scheduled workday or working less than half of a scheduled workday due to tardiness or leaving early without prior approval. Absences on consecutive workdays for the same reason will count as one unscheduled absence under this policy. Some examples of unscheduled absences include having car trouble on the way to work, caring for a sick family member or a home emergency.
6. Unscheduled Early Departure: Failure to work a complete workday due to an early departure without prior approval.

### Procedures

Supervisors should address the importance of regular attendance to new employees and give them the name(s) and telephone number(s) of those to call if they are going to be absent or tardy.

Notification of any unscheduled absence, tardiness, or unscheduled early departure must be made as far in advance as possible. An employee who will be unable to report to work as scheduled must contact their supervisor as early as possible but no later than one (1) hour prior to their start time. Notification of tardiness, unscheduled early departure, or unscheduled absence will not excuse it.

Supervisors should follow the disciplinary action policy to address proper actions regarding the employee's attendance.

Supervisors should follow the guidelines below to address unscheduled absences, tardiness, and unscheduled early departures. Upon four (4) occurrences, each occurrence thereafter will advance the disciplinary action process, up to and including termination of employment. However, depending on the situation, correct action may be accelerated, repeated, or taken out of sequence, and Kids Central reserves the right to effect immediate termination should it be warranted.

Verbal warning – after two (2) occurrences

Written warning – after the third occurrence

Final warning – after the fourth occurrence

Termination of employment – after the fifth occurrence

Employees will be subject to immediate corrective action for no call/no show. Three (3) or more consecutive workdays of no call/no show will be considered job abandonment and will result in immediate termination of employment.

Supervisors should carefully observe pattern absences. Employees will be subject to immediate disciplinary action for pattern unscheduled absences. The employee should receive a written notice documenting the pattern of unscheduled absences from the Supervisor.

Typically, employees who work for six (6) months without an unscheduled absence since the prior occurrence resulting in disciplinary action will not advance to the next level. For example, if an employee receives a written warning due to the fourth occurrence on October 1<sup>st</sup>, and receives two (2) additional occurrences in the following June, the employee should receive another verbal warning.

Employees will not be compensated for time lost due to tardiness. An employee may not extend the normal workday or work beyond his/her scheduled shift to make up for being tardy without the prior approval of the employee's supervisor.

An unscheduled absence typically is unpaid unless an employee's supervisor approves the use of accrued vacation or sick leave in accordance with Kids Central's policies and procedures. Employees will not be compensated for unscheduled absences that extend beyond their accrued vacation or sick leave balance.

Requests for scheduled absences must be submitted as far in advance as possible. It is the employee's responsibility to request leave or excused time off and to submit appropriate documentation.

Supervisors have the discretion to request a medical certificate signed by a health care professional any time an employee is absent. Employees absent two (2) or more consecutive days due to an illness or who are suspected of abuse of sick leave will be required to submit a proof of illness certificate from a health care professional. This certificate must have the date the employee was seen by the health care professional along with the dates of treatment and the date the employee can return to work. Failure to submit such proof upon request shall automatically disqualify the employee for sick leave pay and will result in the absences being counted as unscheduled absences.

## Telephone/Cell Phone

- **Telephone Conduct:**

The telephone is an important public relations tool for Kids Central. Telephone contacts warrant special consideration since the person calling cannot see to whom they are speaking. They can only draw their impression from the employee's voice and manner. Employees should be alert, pleasant, natural, distinct, and expressive.

Employees should answer promptly – at the first ring, if at all possible - with their name and location. Prompt answering helps build a reputation of efficiency. Employees should be friendly and give the caller their undivided attention. If the caller waits on the line, a “thank you for waiting” is a must when the employee returns to the line. Employees should always remember to say, “thank you” and “I’m sorry.” Hang up gently. Employees should use the caller’s name in the conversation and give them individual consideration. Take time to be helpful.

- **Use Of Kids Central Telephones:**

Please keep your personal telephone calls to a minimum by requesting your relatives and friends to call you at home, whenever possible. Our telephone lines are a vital link with those we serve, and we ask your help in keeping them open by exercising discretion in using our telephones.

Should we receive an emergency call for you, you will be notified immediately. Otherwise, we will take the message and deliver it to you, when possible. Telephone calls may be made during breaks.

- **Cell Phone Use** (Updated by Board of Directors 08/20/2013)

Kids Central recognizes that employees are our most valuable asset and that they are the most important contributors to our continued growth and success. Thus, we are firmly committed to employee safety and will do everything possible to prevent workplace accidents. Kids Central also realizes that cell phone use by certain staff members is required to make the urgent notices to supervisors.

Cell phone use in a classroom environment causes distractions not only for the employee on this phone, but other employees as well. Distractions can lead to serious injuries to children and staff. Full attention to the children and the environment should be given at all times; therefore, it is the policy of Kids Central that staff members are not allowed to use cell phones for personal or business use while attending to children during working hours. If an employee makes an urgent call or message to a supervisor, the employee is required to have an alternate staff member replace his or her position in the classroom so that this message can be made with the least possible disruption.

Crashes attributed to driver distractions are quickly on the rise, in large part because of widespread use of cell phones and other portable electronic devices behind the wheel. In fact, according to the National Highway Traffic Safety Administration, each year, distraction related deaths represented about 16% of total traffic fatalities. Researchers across the country have found that response times and attentiveness while using a mobile device are as low as those of drunk drivers. In fact, because of the dramatically increased risk of injury and death that comes from texting while driving, the Occupational Safety and Health Administration (OSHA) has

stated that companies' legal obligation to create and maintain a safe and healthful workplace includes having a clear, unequivocal and enforced policy against the hazard of texting while driving. To protect employees driving on company business as well as others on the road, Kids Central developed this Cell Phone/Electronic Device Use Policy.

### Scope and Applicability

The Cell Phone Use Policy applies to all employees of Kids Central who fit any or all of the following criteria:

- Driving on Kids Central business in any vehicle, personal or otherwise
- Driving a company car, whether on company business or not
- Bus Drivers whether or not children are on board
- Placing work-related calls, whether driving on company business or not
- Using a company-issued cell phone or other electronic device while driving
- Education staff in a Head Start/Early Head Start Classroom
- Home Visitors during visits with families and while driving to and from the home visits

### Procedures

The following procedures apply to all Kids Central employees falling under the conditions outlined above in Scope and Applicability.

#### State Laws

Kids Central is not responsible for any traffic violations or parking tickets acquired by violation of city ordinance, state or federal laws regarding your driving habits and operations of your motor vehicle. Any ticket issued is the employee's responsibility, even if the ticket is issued while conducting business for Kids Central.

As of July 1, 2013, the Commonwealth of Virginia has implemented a texting and driving law making it a primary offense to text while operating a motor vehicle. Any ticket issued is the employee's responsibility even if the ticket is issued while conducting business for Kids Central in the employee's personal vehicle or Kids Central's vehicle.

#### Commercial Vehicle Drivers (Including School Buses)

Federal legislation prohibits drivers operating Commercial Motor Vehicles from texting and provides sanctions including fines and possible license suspension for drivers convicted of texting while operating commercial vehicles.

### General Procedures

- Kids Central will issue a cell phone to be used for agency business only for those employees whose jobs warrant a need. These phone are not to be used for personal use at any time.
- Personal cell phones are not to be used while on Kids Central time.

- Use of cell phones (talking, text messaging, e-mail, internet use, camera use, etc.) while driving is strictly prohibited while conducting Kids Central business whether in your personal vehicle or in a Kids Central vehicle.
- Use of electronic devices – including laptops, PDAs, cameras, and pagers – while driving is strictly prohibited.
- Voicemail must handle all calls while driving, and calls may only be returned when stopped or pulled off the road.
- While inside the office, classroom, or while on home visits, agency cell phones must be on vibrate and personal cell phones should be turned off.
- Employees may use their personal cell phone during lunch and break times as long as they are not operating a Kids Central fleet vehicle.

## **Computers/Electronic Communications**

Kids Central provides computers, printers, and other electronic devices to many of its employees to perform their job functions. These devices are to be used Kids Central business only. Only computer programs that are authorized by Kids Central are to be used or installed on Kids Central computers. Outside computer services such as the Internet, E-Mail, etc. are to be accessed and used only for Kids Central business.

### **E-Mail:**

**Kids Central has established a policy with regard to access and disclosure of electronic mail messages created, sent, or received by Kids Central’s employees using the Kids Central’s electronic mail system. Kids Central reserves the right to change the policies set forth below at any time, as may be required by the circumstances.**

- ▶ Kids Central maintains an E-Mail system. The system is provided by Kids Central to assist in the conduct of business within Kids Central.
- ▶ The E-Mail system hardware is Kids Central property. Additionally, all messages composed, sent or received on the E-Mail system are and remain the property of Kids Central. They are not the private property of any employee.
- ▶ The use of the E-Mail system is reserved solely for the conduct of business at Kids Central. It may not be used for personal business.
- ▶ The E-Mail system may not be used to solicit for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations.
- ▶ The E-Mail system is not to be used to create any offensive or disruptive messages. Among those which are considered offensive are any messages which contain sexual implications, racial slurs, gender-specific comments or any other comment that offensively addresses someone’s age, sexual orientation, religious or political beliefs, national origin, or disability.
- ▶ The E-Mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization from the Executive Director.

- ▶ Kids Central reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received, or sent over Kids Central's E-Mail system for any purpose. The contents of E-Mail properly obtained for legitimate business purposes may be disclosed within Kids Central without the permission of the employee.
- ▶ The confidentiality of any message should not be assumed. Even when a message is erased, it does not guarantee confidentiality. Further, the use of passwords for security does not guarantee confidentiality. All passwords must be disclosed to Kids Central or they are invalid and cannot be used.
- ▶ Notwithstanding Kids Central's right to retrieve and read any E-Mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any E-Mail messages that are not sent to them. Any exception to this policy must receive prior approval by the Executive Director.
- ▶ Employees shall not use a code, access a file, or retrieve any stored information, unless authorized to do so. Employees should not attempt to gain access to another employee's messages without the latter's permission. All computer pass codes must be provided your supervisor. No pass code may be used that is unknown to Kids Central.

Any employee who violates this Policy or uses the E-Mail system for improper purposes shall be subject to discipline, up to and including termination of employment.

#### Computers:

- ▶ The computers at Kids Central are for Kids Central business only. At no time may any computer be used for other business or personal use.
- ▶ The software on Kids Central computers is the property of Kids Central; no unauthorized copies will be made or distributed. No additional software will be installed on Kids Central computers without specific written authorization. Software from home is not permitted to be installed onto Kids Central computers at any time.
- ▶ All data contained within Kids Central computers belongs to Kids Central and cannot be altered without specific written authorization.
- ▶ No data stored on Kids Central computers is to be released to any person or outside organization without specific written authorization. This includes release through data transfer, in magnetic form, on printed reports or any other media or electronic transmission as well as databases without specific written authorization from the MIS Services Coordinator or the Executive Director.
- ▶ The computer passwords and security codes assigned to employees are not to be communicated to any other employee, unless specifically authorized. No passwords, security codes, or computer access telephone numbers are to be communicated to any persons or outside organizations without specific written authorization from the Executive Director.

- ▶ The system technologies employed by Kids Central give it a unique competitive edge. No person is to disclose the names of software, databases, or the system used by Kids Central to persons outside Kids Central.

## Personal Electronic Devices

Kids Central must ensure protection against potential risks associated with employee use of personal electronic devices for work-related activities. Therefore, before employees utilize personal electronic devices for work-related tasks, they must gain the authorization from their supervisors before implementation. If an employee secures approval and connects his or her personal device to the Kids Central network, employees are forbidden to use activities or websites that are prohibited on Kids Central electronic devices. Workplace standards and requirements with respect to harassment, discrimination, work conduct, safety, employee language, privacy, passwords, and firewalls, for example, for the use of employee-owned devices in the workplace or for work-related purposes are the same as those on Kids Central devices. Employees have an obligation to immediately notify Kids Central if a personal device utilized for work-related activities is lost or stolen.

## Business Reimbursements

Approved expenditures for Kids Central business will be reimbursed upon presenting a bona fide receipt. Do not, under any circumstances, make personal purchases and charge them to the Agency. Purchases of Agency supplies and materials must be authorized by a purchase order issued by our purchasing agent.

## Personal Appearance

Each Kids Central employee has an obligation to observe and follow Kids Central's policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with Kids Central's orderly and efficient operations, the employee may be subjected to discipline, up to and including termination of employment.

The reputation of Kids Central has been built on excellent children services and high quality education services, and a dedication to high standards of conduct. To maintain this reputation requires the vigilance and active participation of every employee. The opinions and attitudes that people have toward Kids Central may be influenced for a long period of time by the behavior and actions of one employee.

At all times, each Kids Central employee must be sensitive to the importance of providing fair and courteous treatment in all working relationships, projecting a professional image, and maintaining the standards of conduct expected of all Kids Central employees.

### **Dress and Appearance:** (Updated by Board of Directors 08/20/2013)

All employees of Kids Central are required to present a positive image to the public and clients. Accordingly, each employee is required to wear appropriate attire while conducting business. Appropriate dress is defined below, although job and work locations should be taken into account as well.

## Procedure

1. Appearance shall be neat and professional at all times. Individuals with community and client contact will be expected to wear appropriate attire.
2. Supervisors are responsible for monitoring the dress policy for their employees.
3. Items that are not acceptable to wear include:
  - a. Form fitting stretch clothing (spandex, lycra, etc.)
  - b. Tank tops, halter tops, low-cut tops, strapless tops, or shirts that expose the midriff area.
  - c. Shorts shorter than two inches above the knee
  - d. T-shirts or sweatshirts with graphics or advertising other than the Kids Central logo
  - e. Sweatbands and bandannas
  - f. Hats and caps with advertising other than the Kids Central logo
  - g. Flip flops, open toe/open heel sandals, and house shoes
  - h. High heeled shoes
4. All education staff (center and Home Base) must wear closed toe/closed heel shoes. Athletic type shoes (tennis shoes) are preferred.
5. Visible body piercings or tattoos are not acceptable. Tattoos should be covered so they are not exposed. Employees working with children should not wear long, dangling earrings or heavy, bulky jewelry.

Kids Central reserves the right in all situations to decide whether any employee is in violation of this policy. Employees reporting to work improperly dressed may be sent home by their supervisor to change and any time missed will be considered an unexcused absence.

## Use Of Kids Central Vehicles

You may be required to use Kids Central vehicles to carry out some of your duties. All personal use of Kids Central vehicles is prohibited without the knowledge of management. If you operate an Agency vehicle, you must follow these rules:

- ▶ You must possess a valid operator's license and a clean driving record.
- ▶ You are responsible for the safe and legal operation of the vehicle and the proper securing of all children and cargo.
- ▶ You are not to use a cell phone for talking or texting while driving any agency vehicle. If you must make or take a phone call, pull over at the first safe area.
- ▶ You are responsible for checking the vehicle at the beginning of each trip for safety and maintenance features, and for reporting needed maintenance or other vehicle problems to their supervisor. A designated employee will be responsible for insuring that needed services are completed on the vehicles.

- ▶ All doors on the vehicle should be locked after use at the end of the day and all items (trash, etc.) removed.
- ▶ Drivers and passengers must wear seatbelts at all times.
- ▶ All accidents must be reported promptly and failure to do so can result in discharge.
- ▶ There is to be no smoking in Kids Central vehicles.
- ▶ Employees are not permitted, under any circumstances, to operate an Agency vehicle or personal vehicle for Agency business when any physical or mental impairment causes the employee to operate a vehicle safely or legally because of illness, medication, or intoxication.
- ▶ You are responsible for keeping the vehicle clean inside and out at all times.

**Remember – the vehicle is completely under your responsibility when in use!**

### **Kids Central, Inc. Use of Vehicles and Equipment for Personal Use (approved by Board of Directors August 6, 2013)**

Kids Central, Inc. is a not for profit corporation doing business in Virginia for the stated purpose of administering grants for the provision of Head Start and Early Head Start programs to Wise and Dickenson Counties and the City of Norton. The budget for Kids Central, Inc. is provided by the Department of Health and Human Services, Office of Head Start. The following paragraphs will describe and set forth policy for the use of vehicles and equipment owned by Kids Central, Inc.

It shall be the policy of Kids Central, Inc. that no vehicles or equipment owned, rented or leased by Kids Central, Inc. can be used by employees, former employees, their families or outside groups and organizations.

No agency vehicles may be driven to an employee's residence and garaged therein without the written permission of the Executive Director. There are certain times when staff need to have an agency vehicle at their residence, such as:

1. Bus driver being able to take their route bus home for safe garaging.
2. Staff member preparing for a trip to a training session that would be in the best interest of the company and the staff member if they began their journey from home instead of driving to our central office and checking out a vehicle.
3. Maintenance supervisor or worker who might have reason to stop at a center prior to coming to the central office for emergency repairs or inspection of a facility.
4. Mechanic will have use of the emergency equipment and towing truck for use on call.
5. Fleet cars assigned to remote centers and used by KCI staff on daily basis, i.e. home visitors in Haysi will be allowed to garage the vehicle at their home and drive it to and from work.
6. Other situations that might arise must be documented and approved by the Executive Director.

Kids Central, Inc. facilities will be available for use by staff or outside groups when the following criteria are met:

1. The individual or group provides a certificate of liability insurance naming Kids Central, Inc. as a co-insured party on the insurance policy.
2. The individual or group agrees not to hold any event where alcohol is served.
3. The individual or group will provide maintenance services to return the facility to the state in which they found it in, including removal of decorations, trash, food and other related items not a part of Kids Central, Inc.'s décor.

Outside agencies, which in the past have had access to Kids Central, Inc. buses for the transport of children to events, summer camps, special outings and other occasions will not be able to borrow buses from the fleet of Kids Central, Inc. The liability and risk is too great for Kids Central, Inc. to bear.

### **Kids Central, Inc. Use of Agency and Personal Vehicles for Agency Business** (approved by Board of Directors August 6, 2013)

Kids Central, Inc. provides vehicles for business use. Kids Central understands that there is not enough agency vehicles for all employees, and employees will, from time to time, have to use their personal vehicle during agency business.

#### Procedure

1. Employees may not drive agency vehicles without first giving a current driving record and copy of a valid driver's license to the Human Resources Specialist. Only employees who are currently approved by the insurance carrier under contract with Kids Central will be able to operate agency vehicles.
2. Employees must be able to meet the driver approval standards at all times. The employee must report to the Human Resources Specialist any changes in their driving status. Included in this notification is, tickets, arrests, accidents, revocations, expirations or other reasons for a change in driving status.
3. Employees may use their own vehicles for business purposes, but only with the prior approval of their supervisor. The employee must provide proof of insurance. Employees are encouraged to not transport children or adults in their personal vehicles for agency business.
4. Employees who drive a vehicle on agency business must, in addition to meeting the approval requirements above, exercise due diligence to drive safely and to maintain the security of the vehicle and its contents. Drivers also must make sure that the vehicle meets any agency or legal standards for insurance, maintenance and safety. Employees are responsible for any driving infraction or fines that result from their driving and must report them to their supervisor immediately.
5. Employees are to use seat belts at all times while in agency vehicles or while use their personal vehicle to conduct agency business.
6. Employees are not permitted, under any circumstances, to operate an agency vehicle or a personal vehicle for agency business when any physical or mental impairment causes the employee to be unable to drive safely. This prohibition includes the use of a cell phone and circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of illness, medication, or intoxication.
7. Employees are not allowed to use agency vehicles for non-business or personal business at any time.

8. Employees who use their personal vehicle for approved business purposes will be reimbursed for use of their vehicle at the mileage reimbursement rate to be set by Kids Central annually during budget preparation. Request for reimbursement of mileage must be turned in to the employee's supervisor on the last workday of each month.
9. Employees must immediately report any accident, theft, damage, breakdown or mechanical problem involving an agency vehicle to the Executive Director regardless of the extent of damage or lack of injuries. These reports must be made as soon as possible but no later than forty-eight (48) hours after the incident. Employees are expected to cooperate fully with authorities in the event of an accident. However, they should not make any statements other than in reply to questions of investigating officers.

## Good Housekeeping

The condition of our facilities and workstations reflects an image to those who visit Kids Central. Poor and cluttered conditions send the wrong message as well as create a safety hazard. All employees play a part in keeping our facility in good order. Return all materials, tools, equipment, and devices to their proper place immediately after use.

## Personal Visitors

Visits to Kids Central offices by friends and relatives should be discouraged during working hours. However, the Agency does recognize this will occasionally occur. Please remind your visitor that you are working and, therefore, must make the visit as short as possible. We do not allow outsiders to sell their merchandise in the office. Agency employees selling items to other Agency personnel; i.e., Christmas Cards, school fund raisers, etc., should restrict this to break periods.

All adult visitors and guests must enter through the building's main entrance and sign in with the receptionist. They are to be escorted by an employee at all times. Employees shall be responsible for the conduct of their guests and visitors and their compliance with the Agency's rules and regulations. The employee shall be held accountable for any violation of the rules by the guest.

Minor children should not be brought into any Agency workplace except in extraordinary circumstances. Such visits must be for a limited time (a few hours up to but not exceeding one work shift) and with supervisor's approval. Employees with childcare emergencies are encouraged to take vacation time. Children too sick for school or public daycare should not be brought to work.

## Solicitation And Distribution

While the Agency actively encourages the participation of its employees in many community activities and organizations outside of work, the time spent at work is more productive and pleasant when not interrupted by active solicitations and distribution of materials by employees.

Therefore, during working time, no employee shall solicit or distribute literature or other material to another employee for any purpose. "Working time" is defined as that portion of any business day in which the employee is supposed to be performing actual job duties. It does not include such times as breaks or times prior to the start or after the completion of the regular workday. Conversely, no employee who is on "non-working time" (such as breaks, etc.) shall solicit or distribute literature or material to an employee who is on "working time."

No employee shall solicit, or distribute literature or materials to, any visitors at any time for any purpose.

## **Smoking**

Because we are expected to maintain the highest possible safety conditions and as we are concerned for our employees' health you are encouraged not to smoke. No one may smoke or use tobacco products anywhere on Kids Central property or in agency vehicles at any time. Employees who want to smoke or use tobacco products during work hours must leave the premises during designated breaks.

## **Search, Theft and Audit**

In order to ensure its ability to conduct business efficiently and effectively and to protect itself against the unauthorized use and removal of Kids Central property, Kids Central will from time to time conduct internal investigations including inspections, searches, and audits on Kids Central premises.

Kids Central reserves the right to conduct a routine inspection, search, or audit at any time for Kids Central property or Kids Central-related information. Kids Central reserves the right to inspect the following, including but not limited to: personal property brought onto or taken from the premises; any work, rest or storage areas; all Kids Central vehicles, desks, cabinets, lockers, computers, satchels, etc., that are within the employee's possession or control.

A routine search or inspection may result in the discovery of personal possessions or those of others. Employees are discouraged from bringing into the workplace items of personal property they do not want revealed to Kids Central management. Under certain circumstances, Kids Central will generally attempt to obtain employee consent before conducting a search or inspection, but may not always be able to do so.

If an employee becomes aware of any theft, misuse, or unauthorized removal of Kids Central property, they are directed to notify their supervisor immediately. The theft, misuse, or unauthorized removal of Kids Central property is cause for immediate discipline, up to and including termination from employment.

## **Substance Abuse**

The purpose of this policy is to enable your Agency to continue to fulfill its responsibility to provide reliable and safe service to the children we serve and a safe working environment for our employees. In order to be physically and mentally fit to perform our duties in a safe and efficient manner, no employees shall work, or report to work, while under the influence of alcohol or illegal drugs. No employees shall consume, display, or have in their possession alcoholic beverages or illegal drugs while on Kids Central property, or while performing work for Kids Central off our property. Furthermore, it is the policy of the Agency that employees shall not be involved with the unlawful use, possession, sale, or transfer of drugs or narcotics, in or out of the workplace, in any manner that may impair their ability to perform assigned duties, or otherwise adversely impact the Agency's business. To do so is a prime cause for disciplinary action, up to and including dismissal. All

employees are subject to a pre-employment drug test and a random drug test any time during the year.

Employees required to take prescription or non-prescription medication, which may potentially affect job performance, are required to report this to their supervisor. The supervisor will determine if it is necessary to temporarily place them on another assignment to ensure the safety of our employees and the public, or to remove them from the workplace.

Intoxication at work is grounds for disciplinary action, including immediate termination. As used in this policy, intoxication means both being under the influence of drugs or alcohol, or physical evidence that indicates that drugs or alcohol have been consumed. If an employee's job-related behavior and/or performance create reasonable suspicion of being intoxicated at work, they will be subject to reasonable suspicion drug testing. During this time, the Agency may discuss the employee's behavior with their co-workers and supervisors. To protect the best interests of employees and the public, management at Kids Central will take whatever measures are necessary to determine if illegal drugs are being used, or alcohol or illegal drugs are located on, or are being used on the job. Measures that may be used will include, but will not be limited to, searches of people and of personal property located on Agency premises.

When a urinalysis and/or breath test is requested, samples will be taken under the supervision of an appropriate health care professional. The above-mentioned searches and drug tests will not be conducted if an individual refuses to submit; however, refusal to submit will result in immediate suspension and will be grounds for termination. Results of drug and alcohol tests may be shared with an employee's supervisor or others in management who have a legitimate need to know.

Employees experiencing problems with alcohol or other drugs are urged to voluntarily seek assistance to resolve such problems before they become serious enough to require management referral or disciplinary action. Successful treatment will be viewed positively; however, it will not prevent disciplinary action.

## **Workplace Violence**

Kids Central is concerned about the increased violence in society that has also filtered into many workplaces throughout the United States, and has taken steps to help prevent incidents of violence from occurring at the Agency. In this connection, it is the policy of Kids Central to expressly prohibit any acts or threats of violence by any employee, or former employee, against any other employee in or about the Agency, or elsewhere, at any time. The Agency also will not condone any acts or threats of violence against our employees, the children we serve, or visitors on our premises at any time or while they are engaged in business with, or on behalf of, the Agency, on or off Agency premises.

In keeping with the spirit and intent of this policy, and to ensure that the Agency's objectives in this regard are attained, it is the commitment of Kids Central:

- ▶ To provide a safe and healthful work environment, in accordance with our safety and health policy.

- ▶ To take prompt remedial action up to, and including, immediate termination, against any employee who engages in any threatening behavior or acts of violence, or who uses any obscene, abusive, or threatening language or gestures.
- ▶ To take appropriate action when dealing with children and/or families, former employees, or visitors to our Agency who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.
- ▶ To prohibit employees, former employees, children and/or families, and visitors from bringing unauthorized firearms or other weapons onto our premises.
- ▶ To establish viable security measures to ensure that our Agency is safe and secure to the maximum extent possible, and to properly handle access to Agency facilities by the public, off-duty employees, and former employees.

All employees are entitled to perform their work free from violence, regardless of location, whether on the employer's premises or elsewhere.

In furtherance of this policy, employees have a duty to warn management or personnel representatives of any suspicious workplace activity, situations, or incidents that they observe, or that they are aware of, that involve other employees, former employees, the children and families we serve, or visitors and that appear problematic. This includes, for example, threats or acts of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, and the like. Employee reports made pursuant to this policy will be held in confidence to the maximum extent possible. The Agency will not condone any form of retaliation against any employee for making a report under this policy.

## Your Guide To Personal Conduct

Kids Central wants to provide a good work environment for all employees. This desire is expressed in many forms: safe working conditions, maintenance of facilities and equipment, equitable wage structures, and progressive benefit programs. In turn, it is reasonable to expect a productive effort and acceptance of responsibility on the part of employees.

Each of us has the responsibility to our fellow workers to conduct ourselves according to certain rules of good behavior and conduct. In any business, some rules are needed to help everyone work together by letting them know what they can and cannot do. We expect our employees to follow our Agency rules and show good behavior and efficiency. For these reasons, we have included in our handbook a number of work rules. You are expected to read, understand, and follow these rules in your day-to-day work.

Disciplinary action, whether verbal or written, is given only for the purpose of correction. Having to dismiss an employee is distasteful for everyone, and we try to work with our employees to avoid such action. However, failure to follow our work rules is against the best interests of your fellow employees and the Agency and may lead to dismissal. In cases where disciplinary action is being considered, you will be given an opportunity to explain your side of the story. Should you have questions concerning any work rule listed, please see your supervisor.

While the following list is not all-inclusive, some of the violations that can result in disciplinary action, including discharge, are:

1. Behavior resulting in Kids Central parent, vendor, or employee complaints
2. Immoral or indecent conduct; soliciting persons for immoral purposes.
3. Insubordination, including but not limited to, refusing to obey an order or directive of a supervisor or Kids Central official.
4. Disruptive conduct including gambling; fighting; horseplay; coercion; intimidation or threats against Kids Central employees; vulgarity; abusive treatment to the public or fellow employees.
5. Making or publishing false, vicious or malicious statements concerning an employee, supervisor, or other Kids Central official, or its services. Head Start regulations require that we design systems that help to build relationships among staff members. Kids Central does not mean to limit an employee's right to talk about wages, hours, or working conditions. But, gossip that undermines the authority, credibility, and professional ability of a coworker and threatens this employee's safety, or borders harassment issues, Kids Central considers these actions to be those of a bully and is considered unprofessional conduct by an employee.
6. Destruction or misuse of property.
7. Misrepresentation or omission of facts in seeking employment.
8. Falsification of time records.
9. Making or permitting a false record relating to any material or work.
10. Defacing, damaging, or destroying property of the Agency or of another employee.
11. Possession or consumption on Agency premises, or reporting to work under the influence of, intoxicants or illegal drugs.
12. Theft, pilferage, or unauthorized removal of property of the Agency, employees, or others.
13. Abusing Agency equipment or property, or using any piece of equipment or property without being authorized to do so.
14. Bringing in, possessing, or using weapons or explosives on Agency premises without prior management approval.
15. Assisting any person to gain unauthorized entrance to any portion of Agency premises.
16. Repeated absence or tardiness; failure to report to work without satisfactory reason.
17. Failure to report absence or lateness within one hour of normal starting time.
18. Interfering with, obstruction of, or otherwise hindering the production or work performance of another employee.

19. Leaving work area without permission, wasting time, loitering, or sleeping during working hours.
20. Using any piece of equipment or property without being authorized to do so.
21. Inefficiency, or lack of application or effort on the job.
22. Harassment, in any form, of or by employees or non-employees.
23. Contributing to unsanitary conditions.
24. Intimidating, threatening, or assaulting other employees or non-employees.
25. Violations of Agency policy on fair treatment, equal opportunity, and non-discrimination.
26. Any other conduct, which violates any Kids Central policy or which, is not in the best interests of the organization.

Violations of Agency policies outlined above or within other sections of this handbook, or habitual offenders of any Agency rules, may be handled in accordance with the progressive counseling policy. However, as described in the policy on progressive counseling, circumstances may warrant deviation from normal progressive counseling procedures and may include any level of discipline including immediate discharge.

Should your performance or behavior warrant disciplinary action, you may be assured that your case will be fully investigated and reviewed before final action is taken. In certain serious cases, a supervisor may suspend an employee from work, pending management review.

We believe that a person's mistakes with the Agency should not haunt them for years afterwards unless there is a consistent pattern of similar or related problems. Therefore, if you have made a "mistake," we will "wipe the slate clean" if no more rule infractions occur within 12 months from the date of the last rule violation.

### Progressive Counseling

When it becomes necessary to change an employee's performance or behavior from unacceptable to acceptable, our Progressive Counseling Policy enables us to do so in a fair and consistent way. When management determines disciplinary action is appropriate, actions will be taken according to Kids Central's Progressive Counseling Policy.

Normal steps in the disciplinary process are outlined below. However, based on the seriousness of the offense, management may enter into any level of disciplinary action or termination.

#### **1. Verbal Correction:**

The supervisor will provide a verbal correction to the employee. A written record of this correction will be placed in the employee's personnel file.

## 2. **Written Correction:**

If the employee does not correct their behavior, the supervisor will consult with their manager and prepare a written correction. The employee will be asked to sign, indicating receipt of a copy of the written correction, and a copy will be placed in the employee's personnel file.

## 3. **Termination Warning:**

If the written correction does not correct the problem, the employee will meet with their supervisor and the Executive Director and will receive a written termination warning.

## 4. **Termination:**

When all other means of discipline have been used, or when the offense justifies such action, the employee may be terminated. The supervisor may recommend termination of employees. Recommendations will be reviewed by the Executive Director, who will determine the action to be taken.

If the employee feels the termination is unfair, they may fully utilize the employee grievance policy.

**The Progressive Counseling Policy in no way guarantees that all steps will necessarily be followed. Depending upon the circumstances, and factors such as the employee's past work record and seriousness of the offense, management reserves the right to enter into any level of disciplinary action, or termination, it deems appropriate. The use of progressive counseling does not alter the employment-at-will status of our employees.**

## **Employee Grievance**

Kids Central strives to maintain fair and consistent policies towards its employees. If an employee believes that established human resource policies and procedures are not being properly interpreted or applied to the employee's situation, the employee would follow the respective grievance procedure. The grievance procedure is intended to be utilized for specific violations of policy as opposed to concerns related to general complaints, job analysis, or compensation.

**STEP 1:** An employee who has a grievance shall present a Grievance Form to their immediate supervisor within five (5) working days of first receiving knowledge of the alleged incident underlying grievance. The supervisor shall respond in writing to the employee with a reasonable time, generally not to exceed three (3) working days from receipt of the Grievance Form. At that time the employee and supervisor should meet to discuss and attempt to resolve the grievance.

**STEP 2:** Within two (2) working days of receipt of the supervisor's response, the employee may seek review of the supervisor's response by submitting a statement in writing to the Senior Staff member in charge of the employee's department. The Senior Staff member will reasonably inquire into the nature of the grievance and shall meet with the employee to discuss and attempt to resolve the grievance. The Senior Staff member shall respond to the employee in writing within a reasonable time, generally not to exceed five (5) working days from receipt of the Grievance Form.

**STEP 3:** Within two (2) working days of receipt of the Senior Staff member's response, the employee may seek review of the Senior Staff member's response by submitting a statement in writing to the Executive Director. The Executive Director will reasonably inquire into the nature of the matter, and shall respond to the employee and the employee's department Senior Staff member in writing within a reasonable amount of time, generally not to exceed 20 working days from receipt of the Grievance Form.

**STEP 4:** Within a reasonable time, generally not to exceed three (3) working days of the receipt of the Executive Director's response, the employee may appeal the response to the Staff Grievance and Termination Review Board.

▪ **The Staff Grievance And Termination Review Board:**

1. The Board is a standing committee made up of members of the Senior Staff, the Executive Committee of the Board of Directors, and the Executive Committee of the Parent Policy Council.

▪ **Procedure For Grievance Hearings:**

1. The Board shall convene and conduct the hearing(s) as soon as practicable.

2. The hearings shall be conducted in private; however, the Board may, at its discretion permit one advisor to accompany each party(ies). The advisor may not participate in the hearing.

3. The grievant and the party(ies) in the grievance will be allowed to present evidence and make statements before the Board.

4. The Board may consider any and all facts, which it deems relevant and proper.

5. All parties are expected to attend all meetings in which they are scheduled to participate and if they are not able to do so, they must promptly notify the Chairperson prior to the scheduled meeting time. Failure of the grievant to respond promptly to the Chairperson's requests or to participate will be reported to the supervisor(s) and noted in the documentation presented to the Executive Director.

6. The Board shall make a written recommendation regarding the grievance, reached by the majority of the Board, to the Executive Director or their designee within a reasonable time, generally not to exceed 30 working days.

If the Executive Director is an interested party to the grievance, another disinterested Kids Central officer (member of the Board of Directors) shall be authorized by the Chairperson to consider the matter. The decision of the Executive Director, or their designee, or another disinterested Kids Central officer authorized by the Chairperson to act in place of the Executive Director, shall be final and binding on all parties.

There may be special instances when it would be appropriate to bypass one or more steps of the grievance procedure. Whether to bypass one or more steps will be determined by the Executive Director following a request of any party to the grievance.

## **Open Lines of Communication**

Employees are encouraged to bring their comments, questions, or complaints to their supervisor's attention as soon as practicable. If the employee's supervisor does not resolve issues, the employee may request a meeting with their supervisor's supervisor.

Kids Central wants to assure its employees that their ideas, suggestions, and complaints will be heard. It is also Kids Central's policy to attempt to resolve disputes that may arise between or among fellow employees or between employees and their supervisors.

Open communication between employees and immediate supervisors is encouraged. Employees should feel free to voice ideas, suggestions, or complaints without fear of reprisal or retribution. If an employee wishes to remain completely anonymous, they can write the idea, suggestion, or complaint down on paper and drop it off at the Human Resource Manager's mail box. Otherwise, if employees have ideas, suggestions, or complaints to share, they are directed to follow these simple steps:

- STEP 1:** Employees are directed to discuss complaints with their immediate supervisor within three working days of the matter causing the complaint. Employees should provide detail and offer possible solutions. Most matters can be resolved at Step 1. If the complaint concerns the supervisor, the employee may skip Step 1 and go to Step 2.
- STEP 2:** If the employee is not satisfied with the results of a discussion with their immediate supervisor, the employee is directed to take the matter to the next higher supervisor (in other words, their immediate supervisor's supervisor) within three working days after meeting with the immediate supervisor.
- STEP 3:** If the employee believes that the matter remains unresolved, they are directed to present the matter in writing to the Executive Director within three working days. The Executive Director shall consider all matters brought to their attention pursuant to this procedure and all decisions made by the Executive Director shall be final.

In the event of a complaint involving the Executive Director, another Kids Central official will fulfill the investigation and decision making role in this process.

## **Separation Of Employment**

- Resignation:

Although we hope you remain with us for a long time, sometimes circumstances create a need for an individual to change jobs. In such cases, we request that you give your supervisor adequate notice, preferably two weeks' written notice, should you decide to resign. This advance notice will allow your supervisor time to adjust working schedules and attempt to secure a replacement.

Should a resignation occur, you must return all Agency-owned property, including badge, keys, equipment, and manuals. You will be provided your final paycheck for wages earned no later than the next regularly-scheduled payday on which those wages are due.

- Termination of Employment:

Discharges are always unpleasant and costly, so you can be sure that they won't be considered lightly. If, however, discharge becomes necessary, advance notice may or may not be given, depending on the circumstances surrounding the termination. If you believe you have been treated unfairly with regard to your termination, please utilize your grievance procedure.

Should a termination of employment occur, you must return all Agency-owned property, including badge, keys, equipment, and manuals. You will be provided your final paycheck for wages earned, no later than the next regularly scheduled payday on which those wages are due.

- Our Exit Interview:

Whenever possible, an exit interview will be conducted for anyone who leaves our Agency. The importance of this interview is to find out what each employee thinks about our Agency policies and practices, what is liked or disliked, under what conditions they might have continued working here, and what can be done to make the Agency an even better place to work for everyone. This interview will also provide the Agency with an opportunity to explain or to deliver any notices or materials related to the Agency's benefit plans or to perform any other required actions.

- Reemployment Policy

The decision to voluntarily leave the Agency is a serious matter and one that should not be taken lightly. Any decision to rehire previous employees must have the approval of the Executive Director. Only those employees who leave the Agency in good standing will be given consideration for rehire and then only in positions for which they are suitable and possess appropriate skills and experience. Former employees interested in job openings must apply through the normal application process and will be given consideration along with other qualified applicants. Such individuals will be considered as new employees, and no continuation of any previous Agency benefits or seniority will apply to the new hire. Benefit eligibility requirements will be provided as with any other new employee.

- Employment References:

Kids Central will cooperate with former employees by answering appropriate inquiries from prospective employers relative to your employment with us. However, we must first obtain your written consent to release information, or only verification and dates of employment will be released.

## **Kids Central Property Issued to Employees**

It may be necessary to issue employees equipment such as tools, cell phones, keys, cameras, etc. to be used in their job functions. Employees receiving such equipment will be required to sign a receipt for the equipment; keep equipment clean and protected from damage and theft; be

responsible for the value of the equipment if lost or stolen (if stolen, employee must notify their Supervisor immediately); and if the employee terminates his/her position voluntarily or involuntarily, all equipment issued must be returned to the Supervisor or the Human Resource Manager. Failure to do so will result in the value of the item(s) being deducted from the employee's last paycheck.

## **Employee Requests**

Kids Central understands that sometimes employees need copies of documents from their personnel file, verification of employment/pay, or a replacement items such as an identification badge. While Kids Central will honor requests as soon as possible, employees must realize we must have adequate time to complete the request and that it costs the agency to make copies of documents and replace issued materials.

Employees requesting copies of documents they have been issued, such as W-2, check stubs, transcripts, etc. will be charged \$.50 per page. All requests will be completed within three (3) business days.

Employee requests for completion of a form for proof of wages or employment will be completed within three (3) business days. Employees are asked to give a contact name and fax number so we may send the form directly.

Identification badges are issued at the time of hire. Free updated badges are available once per year during August orientation. A \$5.00 charge will be issued for a lost or misplaced replacement badge.

## **Advanced Funds**

There are times when funds must be advanced to employees for such things as field trips and training events. Employees are personally responsible for advanced funds as well as receipts and documentation pertaining to such.

Advanced funds for travel and conference expenses must be requested on Form A-108 (Travel Advance Requests and Expense Invoice). Funds for a field trip or other purchases must be requested on Form A-107 (Purchase Requisition).

The request must be approved by a Supervisor and submitted to the Comptroller for administrative approval. No purchases or advances will be made without prior approval by the Comptroller.

Employees shall obtain receipts for all expenditures except per diem. Receipts should show the date of the expenditure, the place where expenditure was made and the amount.

All receipts and unused funds are to be sent to the Comptroller. Employees will not be issued new funds until outstanding advanced funds are accounted for.

If receipts and/or funds are not turned in within 30 days of issue, the total amount will be added to the employee's W-2, or in the case of the employee's termination, the amount will be deducted from their final paycheck.

## **Donations**

As a member of the greater Southwest Virginia community, Kids Central recognizes the importance of outside contributions. Employees are discouraged from soliciting donations for Kids Central on their own without prior approval. Kids Central does not ask parents to solicit anyone or any company for the benefit of the program. Kids Central must have control of all requests being made to vendors, churches, fraternal organizations, civic clubs, businesses or individuals so that multiple requests are not made of the same sources.

Under no circumstances are employees, parents or volunteers to solicit donations without prior approval.

Employees, parents and volunteers wishing to solicit donations for the program must submit a request in writing to the Executive Director explaining the need for the donation, who will be solicited, and for who and what center or program the donation will be used to support.

Upon review, the Executive Director will issue a written approval or disapproval to the requestor. If approved, a letter to the party being solicited will be prepared. The letter from the Executive Director will contain the reason for the solicitation, the name of the person recommending the solicitation be made, and the general facts of our agency.

All donations must clearly state the specific intended use, must be made to Kids Central, and must be submitted to the Administration Office, not to an individual or classroom.

Employees will request donation funds by completing a purchasing requisition. Funds must be used for the purpose intended by the donor.

Any funds not used, must be returned in accordance with Policy 418 - Advanced Funds.

## **Excellence in Leadership**

Kids Central expects all employees in a supervisory capacity to exemplify appreciative leadership in their associations with employees, clients, and the public. Further, Kids Central expects all supervisors to be mutually supportive and to integrate their areas of responsibility, and policies and procedures with others throughout our Kids Central community. Key elements of Kids Central leadership are communications, teamwork, role modeling and accomplishments. Leadership responsibilities include:

### **Communications**

- Communicating focus, goals, and services that will achieve Kids Central's mission
- Interacting with other members of Kids Central's community in a highly creditable manner
- Providing timely and constructive feedback on performance

- Communicating appreciation for acceptable performance
- Committing to addressing performance that fails to serve the success of the individual, team or Kids Central
- Recommending changes to policy through consultation with appropriate Kids Central personnel
- Regularly attending leadership development programs with supervisory briefings and training programs relating to employment issues

### **Teamwork**

- Promoting agency-wide cooperation among employees
- Mentoring newer members to Kids Central
- Respecting and cooperating with policies of closely related entities that work with Kids Central

### **Role Modeling**

- Understanding, sponsoring, and implementing the evolving changes necessary to continued success in service delivery to children
- Supporting and implementing, in a proactive and constructive manner, all Kids Central policies
- Seeking professional development in both technical and managerial skills
- Focusing on program, and business issues rather than on personal interests
- Learning and practicing appreciative leadership as a management development process

### **Accomplishments**

- Recognizing effort as well as results
- Overcoming barriers by challenging oneself and others with new ideas
- Assessing results critically and periodically
- Linking goals and objectives of each individual to overall goals and objectives

# **How We Keep In Touch**

## Your Confidential Records

When you became an employee, you completed a form supplying us with the information we must know about you. This information was transferred to confidential files (personnel file and medical file) that are the Agency's factual pictures of you as an individual. Keeping these records correct and up-to-date is important to you because it enables the Agency to reach you in an emergency, forward your mail, properly maintain your insurance and other benefits, and compute your payroll deductions, etc.

You are expected to help keep this record correct by notifying the Human Resource Manager promptly of changes in:

- Address and telephone number.

- ▶ Marital status.
- ▶ Name.
- ▶ Beneficiary or dependents listed in your insurance policies and profit-sharing/retirement plan.
- ▶ Number of dependents for Withholding Tax purposes.
- ▶ Person to notify in case of accidents or illness.
- ▶ Driver's License Number or driving restrictions (if driving Agency vehicles).
- ▶ Military status.

In addition, you should give notification about the completion of training or education courses so that you may receive proper consideration as better job opportunities arise throughout the Agency. Your files are held in strict confidence, and only those with a need-to-know will have access to your files.

### *Other Booklets and Letters*

In addition to this employee handbook, you may receive other informative booklets from the Agency. You should take these booklets home with you so that your family may know more about your job and your benefits. In addition, you may receive letters at your home, or with your regular paycheck. There is no regular schedule for distributing this information -- the function of each letter or publication is to provide you and your family with interesting news and helpful information, which will keep you up-to-date on the happenings here.

### *Summary And Closing Word*

The material presented in this handbook in regard to policies, benefits, and relationships here at Kids Central is, of course, in a condensed form. We reserve the right to make any revisions from time to time that in our judgment are necessary or advisable. You may be assured that no such changes will be made except after due consideration of the mutual advantages, benefits, and responsibilities to the Agency and its staff. This handbook is intended as a guide for personnel policies, benefits, and general information. These statements should not be construed as an employment contract. If there is any conflict between the statements offered in this manual and the original source document, the original will prevail.

At times, and in some cases, application of these principles, rules, and policies may be affected by government regulations, as well as thoughts and suggestions from you -- our most important asset!

The reputation that Kids Central now enjoys was only obtained through dedicated service on the part of our staff. The only way that this reputation can be maintained is through the day-to-day efforts of each employee working as a team. **We must remember always that we are dependent upon the children and families we serve; they are not dependent upon us.** On behalf of Kids Central, our sincere appreciation is extended to you for your continued efforts and contributions.

