



STAFF HANDBOOK



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WELCOME ABOARD



WELCOME ABOARD...WE ARE GLAD YOU ARE HERE!

This manual was developed to introduce you to our Policies and Procedures. So that we can prepare you for your employment with us, we ask that you review this packet prior to Orientation Training. Should you have any questions, please feel free to bring them along with you.

We are truly excited about your employment with ABC Care.

ABC Care, Inc. provides equal employment and volunteer opportunities to staff and applicants without regard to race, color, religion, national origin, gender, gender expression, age, disability or veteran status – except in limited instances when age or gender considerations are bona fide occupational requirements.

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HOW IT ALL BEGAN...



The State of Maryland passed legislation in 1989, stating that every county had to have a plan of care for its school age children. The Carroll County Board of Education decided to lease space to private, non-profit organizations in its elementary schools.

In September 1989, the school age component of New Horizons Child Care operated by Robin M. Pierson, Executive Director of ABC Care, relocated to the cafeteria in Mechanicsville Elementary School, as the first ABC Care program. On January 2, 1990, the Eldersburg and Westminster Elementary Schools ABC Care centers were established. Currently we provide Before-and-After-Care to approximately 700 families at the following schools:

- Ebb Valley Elementary (Manchester)
- Eldersburg Elementary (Eldersburg)
- Elmer Wolfe Elementary (Union Bridge)
- Friendship Valley Elementary (Westminster)
- Hampstead Elementary (Hampstead)
- Manchester Elementary (Manchester)
- Mechanicsville Elementary (Gamber)
- Mt. Airy Elementary (Mt. Airy)
- North Carroll Community School (Westminster)
- Parr's Ridge Elementary (Mt. Airy)
- Piney Ridge Elementary (Eldersburg)
- Sacred Heart School of Glyndon (Glyndon)
- St. John's School (Westminster) (Also serving West Middle and William Winchester Elementary)
- Westminster Elementary (Westminster)
- Winfield Elementary (Westminster)

We also provide a Summer Camp program at the following locations:

- Deer Park Adventure Camp at Deer Park United Methodist Church
- Eldersburg Adventure Camp at Piney Run Park

We also provide all day childcare on school closings/inclement weather days at the following location:

- Deer Park United Methodist Church (Westminster)

OUR MISSION STATEMENT

ABC Care, a nonprofit corporation, provides high quality school age childcare centers that are safe, secure, fun, recreational and educational. We believe in providing an exceptional childcare program for children of varying school ages, Kindergarten through eighth grade.

We always keep in mind that children are unique and develop at varying intervals. We encourage each child to use his/her potential and we provide new experiences for growth. By providing a variety of activities, our program offers enriching, relaxing, fun-oriented experiences.

It is our purpose to help each child develop to the best of his/her individual ability and to provide an atmosphere in which the child can learn to share and be a supportive member of a team. We also offer multiple opportunities for your child to develop into an effective leader. A leader of him/herself and in the future of others.

OUR COMMITMENT

The mission and core values of ABC Care support our commitment to promoting safe, positive, and inclusive environments for all children, teens, and staff. ABC Care supports and accepts all children, teens and adults of every race, ethnicity, gender, gender expression, sexual orientation, ability, social economic status, and religion that enroll or are employed in our programs.

OUR GOAL


To provide a childcare program that maintains quality standards by providing a variety of activities. Our programs are accessible and affordable to families needing our service. ABC's programs operate during the school year, both before and after school. We provide full day, school age childcare programs on Teacher's Professional Days, Parent/Teacher Conference Days as well as days schools are closed for some state and Federal holidays.

OUR OBJECTIVES

We will seek to provide opportunities for each child to:

EXPRESS	Feelings; learn & practice various social skills including conflict resolution and problem solving skills.
HELP	Make new friends and successfully develop relationships with children and adults.
DISTINGUISH	Between right and wrong through meaningful experiences.
USE	A wide variety of equipment and materials to both enhance known and new hobbies.
DEVELOP	A sense of responsibility, respectfulness and understanding of other's feelings as well as their own.
GROW	In an atmosphere in which children may learn to be both a supportive member of a team and a team leader. Also, to grow in knowledge of new languages and other cultures.

CUSTOMER SERVICE PRIORITY LIST

1st Priority  ABC Care Children
2nd Priority  ABC Care Staff
3rd Priority  Parents of our ABC Care Children

OUR ABC CARE CULTURE

OUR ABC CARE CENTERS ARE

- Welcoming, warm, friendly, and an enriching environment for the children in our care.
- Where children feel safe, nurtured, and know their needs always come first.
- Where a wide variety of developmentally appropriate activities are selected and written on ABC Care Lesson Plans and are implemented every morning and afternoon.
- Teams of educated, trained, and knowledgeable employees providing a supportive atmosphere that includes healthy relationships with children, parents, and each other.

ALL OF OUR ABC CARE CENTERS' STAFF ARE

- Caring, compassionate and respectful with both children and adults.
- People who enjoy interacting and playing games with children.
- Individuals who demonstrate flexibility, responsibility, and a positive attitude on a daily basis.
- Consistently involved and engaged with all the children in our centers.
- Continually learning and training to improve our techniques and skillset

OUR ABC CARE SCHOOL-AGE CHILD CARE TEACHERS ARE

- Proactive in solving problems and teaching conflict resolution to the children in our care.
- Able to provide creative and fun programming activities.
- Excellent in using fun transitions to guide children throughout the day.

OUR ABC CARE SITE DIRECTORS AND ASSISTANT DIRECTORS ARE

- Professional in both attitude and appearance.
- Able to ensure that behavior management plans with both positive rewards and consistent consequences are maintained at their center.
- Individuals who demonstrate strong leadership skills and have high expectations for themselves and their team members.
- Individuals who empower staff to take leadership roles in the center while maintaining their own presence as the leader of the site.

OUR ABC CARE OFFICE STAFF ARE

- Welcoming, warm, and friendly.
- Teams of educated, trained, and knowledgeable employees providing a supportive atmosphere that includes healthy relationships with parents, staff, vendors, and each other.
- Caring, compassionate and respectful with parents, staff, vendors, and each other.
- Individuals who demonstrate flexibility and responsibility with a positive attitude on a daily basis.
- Proactive in solving problems.
- Professional in both attitude and appearance.
- Individuals who demonstrate strong leadership skills and have high expectations for themselves and their team members.

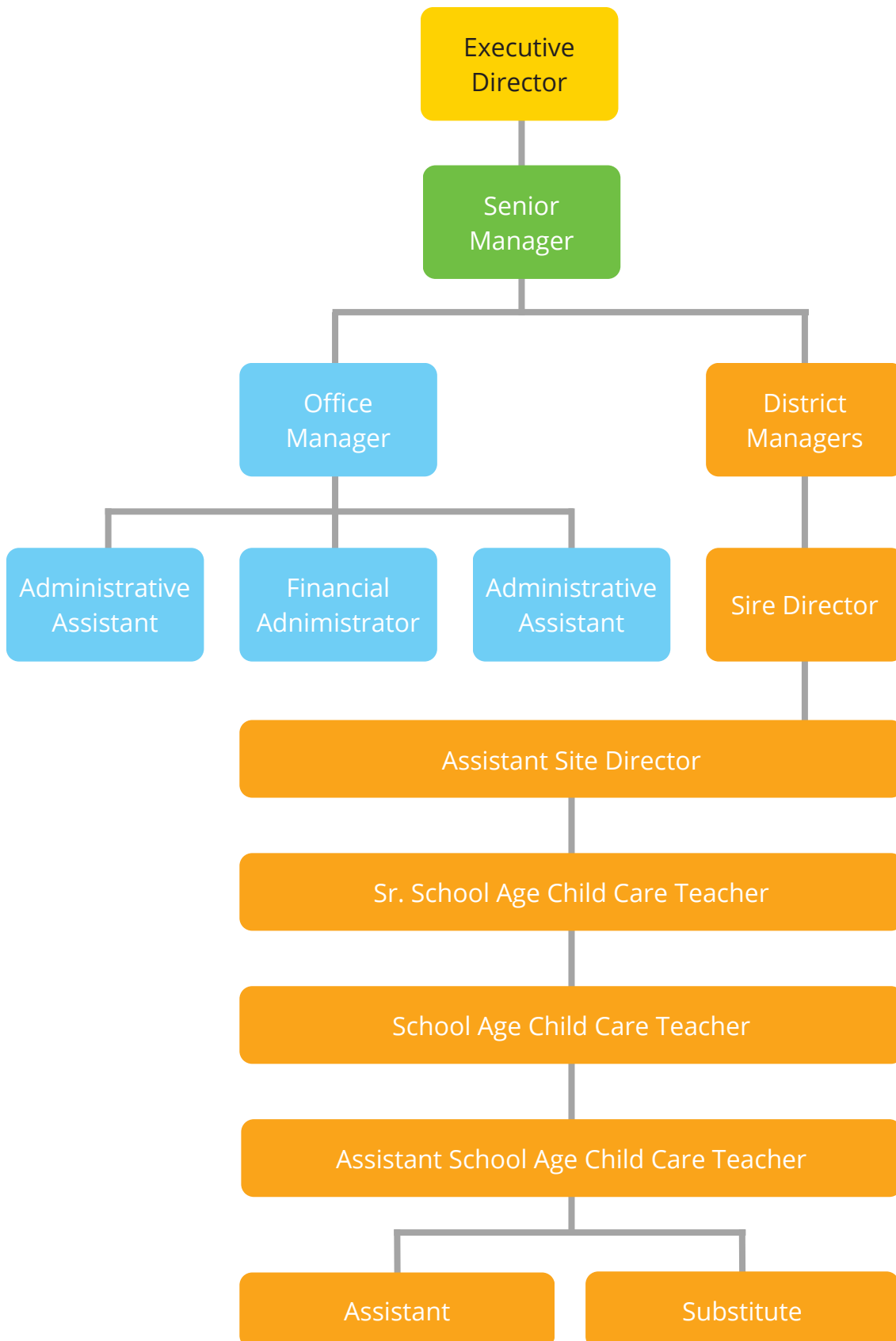
TELEPHONE DIRECTORY

MAIN OFFICE ADDRESS:

2815 PATAPSCO ROAD, FINKSBURG, MD 21048

Main Office	410-751-3700
Main Office Fax	410-751-3702
Website	www.abccareinc.com
Email	abccare@abccareinc.com
DeerPark UMC	410-984-3646
Ebb Valley ABC Center	410-374-5400
Eldersburg ABC Center	410-795-6110
Elmer Wolfe ABC Center	443-202-6158
Friendship Valley ABC Center	410-857-1332
Hampstead ABC Center	443-845-2856
Manchester ABC Center	443-886-3162
Mechanicsville ABC Center	410-549-0742
Mt. Airy ABC Center	301-829-5370
NCCS ABC Center	443-202-6155
Parr's Ridge ABC Center	301-829-3840
Piney Ridge Center	410-795-0731
Sacred Heart ABC Center	410-833-9427
St. Johns ABC Center	410-857-3984
Westminster ABC Center	410-848-8702
Winfield ABC Center	410-635-6985

ABC CARE ORGANIZATIONAL CHART



EMPLOYMENT GUIDELINES

EMPLOYMENT BACKGROUND CHECKS

Employment at ABC Care is contingent upon the results of a criminal history background check and child and adult abuse/neglect clearance. Certain criminal offenses would exclude a person from employment. These offenses are enumerated in State childcare regulations. State regulations also require an employee to notify their supervisor of any pending charges or investigations. This may impact a person's suitability for employment.

All employees must complete State and FBI electronic fingerprinting for ABC Care to obtain your criminal history records check. These fingerprints must be completed before your work start date. Should you not complete 90 days of employment, the cost of the fingerprints will be withheld from your last paycheck.

NONDISCLOSURE OF PROPRIETARY INFORMATION

As a condition of employment, all employees will be required to sign a Nondisclosure of Proprietary Information Agreement. This agreement serves to protect ABC Care's private and proprietary information, trade secrets and know-how of both the company and all customer proprietary information disclosed to the company. This agreement applies to current employees and those who may terminate their employment with ABC Care, Inc.

DRUG FREE WORKPLACE

ABC Care, Inc. is committed to maintaining a drug free environment. Drug use has no place in the workplace and can have a detrimental effect on yourself and others around you. The unlawful manufacture, distribution, dispensing, possession or use of any controlled substance is prohibited. Failure to abide by this policy may result in discharge. In the event an employee is convicted of a criminal drug crime that occurs in the workplace, the employee must notify their director within two calendar days after the conviction. In the event an employee violates a criminal drug law, he/she may be discharged or subject to mandatory drug counseling.

ALCOHOLIC BEVERAGES

Employees are not permitted to bring alcoholic beverages onto company premises or work areas. Unauthorized possession of or consumption of alcoholic beverages on company premises or while conducting company business is prohibited. Being under the influence of alcohol or illegal drugs while conducting company business is strictly prohibited and may lead to discipline, up to and, including discharge.

SMOKING POLICY

Smoking/vaping is not permitted at any time or on any of the school grounds or summer camps.

DRESS CODE

MAIN OFFICE

Please use the following guidelines for acceptable dress while working in the ABC Care Main Office. Our office is used as a meeting place for interviews, training, and outside visitors. Therefore, acceptable dress is required. Acceptable professional dress must reflect the ABC culture and standards. Noncompliance with dress code will result in disciplinary action. Office Staff will wear ABC Care logo shirts any time there may be a meeting, or they attend a meeting (i.e. All Staff Meeting).

ACCEPTABLE DRESS	UNACCEPTABLE DRESS
<ul style="list-style-type: none">• ABC Care logo shirt or sweater (management approval required)• Heels, flats, dress boots, dress sandals, slides, tennis shoes• Dresses, skirts, blouses, sweaters• Dress pants /Dress shorts• Colored jeans, jeans, pants or Capris• Leggings worn under a dress or long skirt	<ul style="list-style-type: none">• Any article of clothing that contains holes or tears• Sweatpants• Leggings worn as pants and not under dresses or long skirts.• Inappropriately decorated or decaled T-shirts (bad sayings, alcohol, smoking or sex advertisements)• Low cut blouses, miniskirts, and shorts more than 2 inches above the knee• Flip flops

ABC CARE CENTERS

These guidelines are necessary for ABC Care, Inc. staff to portray a professional image yet maintain the ability to play with the children. Acceptable dress must reflect the ABC culture and standards. Noncompliance with dress code will result in disciplinary action.

NAME TAGS MUST BE WORN AT ALL TIME IN THE CENTERS

STAFF ACCEPTABLE DRESS	STAFF UNACCEPTABLE DRESS
<ul style="list-style-type: none">• ABC Care logo clothing (shirts, sweatshirts, sweaters)• Clean tennis shoes or comfortable closed toe shoes• Colored jeans, jeans or pants• Casual pants/capris• Shorts/Jean Shorts (no cut-offs or fringes)/Skorts (no more than 2 inches above knees)• Khakis• Leggings worn under dresses or long skirts	<ul style="list-style-type: none">• Low cut blouses; short shorts or miniskirts; clothes that are too tight or sheer• Tank tops/spaghetti strap shirts• Any article of clothing that contains holes, tears, or inappropriate advertising• Sweatpants/athletic warm up pants and yoga pants• Leggings worn as pants and not under dresses or long skirts• Low rider jeans / Pajama pants• Shorts more than 2 inches above the knee• Knee length skirts or shorts 2 inches or more above the knee• Sandals/Flip flops/dress boots with heel• Hats

SITE DIRECTOR OR ASSISTANT SITE DIRECTOR ACCEPTABLE DRESS	STAFF UNACCEPTABLE DRESS
<ul style="list-style-type: none">• Business Casual• Khaki or Dress Pants, colored jeans or jeans, or capris• ABC Care Logo Shirt (shirts, sweatshirts, sweaters)• Shorts/Skorts• Dresses or Long Skirts• Leggings worn under dresses or long skirts• Comfortable closed toe shoes to allow active participation	<ul style="list-style-type: none">• Same as Staff Unacceptable Dress

The following will occur if a staff member is found in violation of the dress code policy.

First Time: The individual will be asked to return home to change into appropriate clothes or shoes and a written warning will be given.

Second Time: A step 2 Written Warning will be given, and the employee will be required to attend a mandatory training on professionalism and the employee will be asked to change the item not meeting dress code (see above).

Third Time: An unpaid day off will be given. This day off without pay is given to the employee to consider your commitment level and continued employment with ABC Care, Inc.

Note:

1. A professional look must set the tone for the school year. ABC Care logo shirts, capris, long pants, long skirts or dresses are preferable.
2. From mid-August until Super Bowl, ABC Care staff is allowed to wear purple/Ravens apparel on Fridays or Raven's game day (or any NFL sports team attire).
3. Staff/Directors are encouraged to participate in school/center spirit days while still maintaining ABC dress code as much as possible (ex. Crazy Hat Day, Maryland Pride Day, Pajama Day – bottom PJ pants/top ABC Camp t-shirt)

All Staff should maintain acceptable dress standards when attending any trainings. ABC Care attire is not mandatory; however, dress should be representative of a professional organization.

BODY PIERCING POLICY

Visual Body Piercing is discouraged for all Staff including lip, nose studs or rings, front face and tongue piercing/jewelry.

TATTOO POLICY

Tattoo art should be kept private. Any tattoo art that is inappropriate for the ages we service, must be covered while working.

SEXUAL HARASSMENT POLICY

ABC Care, Inc. is committed to maintaining an environment free from all forms of discrimination, from whatever source, including sexual harassment, which is strictly forbidden. Any employee found to be engaged in the conduct of sexual harassment will be subject to immediate discipline up to and including discharge. Sexual harassment refers to unwelcome sexual advance, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

1. Submission to this conduct policy is made either explicitly or implicitly a term or condition of an individual's employment.
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions; or
3. Such conduct has the effect of unreasonably interfering with an individual's work performance or creating an intimidating, offensive, or hostile working environment.
4. All employees should conduct themselves in ways that ensure others are able to work in an atmosphere free from sexual harassment. Employees, who believe they have been victims of sexual harassment, or have knowledge of that kind of behavior, should report such conduct immediately to their supervisors, who will meet with the complainant and will investigate of the complaint. Every effort will be made to maintain confidentiality. If an employee feels that he/she cannot go to their immediate supervisor, the employee may report the conduct to the District Manager/Senior Manager/Executive Director. Employees, who feel that they have been a victim of sexual harassment, or have witnessed such conduct, are encouraged to report it and will not be subjected to any form of retaliation for reporting the incident. ABC Care's procedure for sexual harassment complaints is on file at the main office and can be requested by any employee at any time. Following a prompt and thorough investigation, ABC Care, Inc. will take immediate disciplinary action against any employee or member of management that is engaging or had engaged in sexual harassment. Such action may include suspension or discharge depending upon the circumstances. If the conclusion of the investigation is unsatisfactory to any party, mediation can occur.

PROBATIONARY PERIOD

The purpose of the probationary period is to permit all new employees to demonstrate their capacity for performance. It provides a period during which a mutual agreement between ABC Care and the employee can be reached regarding continuing association.

At the option of ABC Care the following shall prevail:

1. The customary probationary period shall be 14 weeks (98 days).
2. The worker shall be informed in advance of employment as to the length of the probationary period and what is expected of him/her during that time to complete it successfully. Any time an employee begins a new position within ABC Care, Inc.; the employee will begin a new probationary period.
3. During the probationary period, ABC Care has sole discretion to terminate an employee for any reason, or no reason, so long as the reason is not in violation of any state or federal laws.
4. Proper orientation and supervision shall be provided during the probationary period. An evaluation shall be made upon the conclusion of the probationary period.
5. ABC may choose to continue probationary period to allow employee to complete requirements for permanent status.

Within the first six months of employment, an employee will be expected to complete an Employee Professional Growth Plan (Exhibit B) with his/her supervisor. The only exception to this would be for assistants and assistant teachers.

TERMINATION OF EMPLOYMENT

All employees are required to give one-month notice of resignation in writing.

During the resignation period, the employee is expected to work their regular scheduled time and no request for leave, paid or unpaid will be granted. Upon termination, the employee will be paid their accrued PTO time, up to a maximum of accumulated two weeks. The last day an employee works is their day of termination. [Reference: Employee Termination Report (Exhibit H) Upon termination, the employee will return any uniform attire, laptops, spending card, keys, or CCPS badge, etc. provided to the employee from the company.

Any employee may be dismissed for reasons of malfeasance or gross misconduct. Malfeasance or gross misconduct shall be grounds for immediate dismissal without compensation.

Employees may be dismissed for incompetence. Examples are, but not limited to: chronic tardiness, absenteeism, failure to perform, disruptive behavior, failure to follow company guidelines or Maryland State Department of Education (MSDE) requirements, etc. This will be determined on a non-subjective basis. The following steps shall be taken:

Employee will receive written documentation regarding the offense. Dependent upon the severity of the offense, employees will receive either

A written Employee Discussion Report (EDR) (Exhibit F). If improvement is not immediately seen, the employee will be placed on an Employee Improvement Plan (Exhibit A).

OR

A written Employee Counseling Report (ECR) (Exhibit G) and an Employee Improvement Plan. If proper improvement has not occurred in the timeframe allowed, employment can be terminated.

If an employee received an EDR in professional development areas, the employee will be placed on an Employee Improvement Plan immediately.

CONFLICT OF INTEREST POLICY

Conflict of interest can be real, potential, or perceived. It exists when an employee has a personal interest that may interfere with the performance of their job-related duties. All ABC Care, Inc. officers, trustees, directors, as well as key employees, are to disclose annually any interests that could give rise to potential conflicts.

The following are examples of conflict of interest and need to be reviewed on an individual basis with either the Director, District/Senior Manager, and/or Executive Director.

These examples are to be discouraged and/or not allowed for continued employment:

- Siblings and family members working at the same site if one or the other performs a supervisory function of the other.
- Staff dating another staff person or parents of a child(ren) enrolled in the staff member's center.
- Interviewing persons for employment where there may be a personal relationship.
- Employment with another school age only childcare center operator while employed with ABC; and
- Other secondary employment that would interfere with the employee's scheduled ABC hours.
- "Babysitting" OR "Nannying" enrolled children of ABC Care is not permitted. Providing care for ABC Care enrolled children outside of ABC Care is grounds for termination or no rehire of the employee by ABC Care.
- Members of the Board of Directors of ABC Care, Inc. will disclose to the Board any financial interest they may have in a company that is doing business with ABC Care, Inc. The Board member must excuse themselves from any discussion or vote regarding the interest.
- Staff and Board Members may not accept gifts from entities doing business with ABC Care, Inc. in return for favoritism directed to that entity that results in financial interest.

WHISTLEBLOWER POLICY

If any employee reasonably believes that some policy, practice, or activity of ABC Care, Inc. is in violation of law, a written complaint may be filed by that employee with the Executive Director.

It is the intent of ABC Care, Inc. to adhere to all laws and regulations that apply to the organization, and the purpose of this Policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of ABC Care, Inc. and provides ABC Care, Inc. with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement.

ABC Care, Inc. will not retaliate against an employee who, in good faith, has made a protest or raised a complaint against some practice of ABC Care, Inc., or of another individual or entity with whom ABC Care, Inc. had a business relationship, based on a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

ABC Care, Inc. will not retaliate against an employee who discloses or threatens to disclose to a supervisor or a public body any activity, policy, or practice of ABC Care, Inc. that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.

NEPOTISM POLICY

It is a principle of ABC Care, Inc. to hire employees who are well qualified for the position based on education, ability and experience. Most open positions are posted on-line at abccareinc.com and job posting sites, as well as through ABC Care employees.

ABC Care does not condone the use of favoritism being granted to family members or friends in the hiring, promotion, evaluation, or termination processes. This policy is intended to ensure effective supervision and promote a positive morale by avoiding the perception of favoritism, conflicts of interest, divided loyalties, or other appearances of impropriety.

Should there be concerns, the Senior Manager/District Managers will address the issue and, if necessary, the final decision shall be made by the Executive Director to resolve the concern.

VISITORS/VOLUNTEERS

Visitors and volunteers are welcome at ABC Care centers. Participation in programming activities by visitors/volunteers is encouraged and supported. However, visitation by friends or family of the staff apart from center activities is discouraged. Supervision and programming are not to be diminished by the casual visitation of friends or family of staff.

EMPLOYEE GRIEVANCE PROCEDURE

ABC Care, Inc. recognizes that legitimate problems, differences of opinion, complaints and grievances will exist in the daily relationship between the Administration and its staff. It is strongly recommended that any concerns that the employee may have during his/her employment shall be handled according to the supervisory chain within the company. This is defined as talking with the Site Director first, then the District Manager, then the Senior Manager and then the Executive Director. It is the responsibility of the Executive Director to establish and maintain a work climate within which an employee problem or complaint may be promptly identified, presented, discussed and given fair, and timely consideration. This Employee Grievance Procedure may be used after the employee has been terminated from the company. The right of an employee to representation if he/she so desires, at any stage in the consideration of his/her complaint or appeal, is hereby confirmed. Every permanent employee shall have the right to present his/her grievance through established steps and procedures free from interference, coercion, restraint, discrimination or reprisal.

EMPLOYEE GRIEVANCE PROCEDURE (CONT.)

In accordance with these principles, a procedure for the resolution of grievances for all employees is hereby established.

INITIATION

Grievances must be initiated within 20 working days (working days shall be defined as weekdays) of the action involved, or within 20 days of the employee having reasonable knowledge of the act. Appeals shall be timed from receipt of the written opinion of management, or from when such an opinion is due, whichever comes first.

RESOLUTION

Every effort shall be made by both parties to resolve the grievance at the lowest possible level.

GRIEVANCE STEPS

Step #1 - The aggrieved employee and/or his/her designated representative at this step may present his/her grievance within five days, in writing to a District Manager of the District in which the employee did NOT work. Within five days after receipt of the written grievance, the District Manager or his/her designated representative shall hold a conference with the aggrieved or his/her designated representative and shall render a written decision within ten days after the conclusion of the conference. In the event the aggrieved is not satisfied with the decision; he/she may appeal in writing to the next step within five days.

Step #2 – The grievance shall be presented in writing to a Registered Mediator selected by the Executive Director who shall process the appeal from the next lower level. Within twenty days after the receipt of the written grievance appeal the Mediator shall hold a conference with the aggrieved and/or his/her representative and shall render a decision within twenty days after the conclusion of the conference of the aggrieved. ABC Care, Inc. will compensate the Registered Mediator for up to five hours of the contractual time. The Mediator shall make the final decision, which shall be binding, upon all parties.

SUSPECTED CASES OF ABUSE AND/OR NEGLECT

Any employee of ABC Care, Inc. may not subject any child to abuse, neglect, or injurious treatment. This would be grounds for immediate dismissal.

Verbal abuse includes the following: yelling, shouting, swearing at, and/or in any way degrading the child verbally.

Physical abuse includes the following: willfully harming or attempting to harm a child. (Such as kicking, hitting, slapping, pinching, etc.) This also includes the threat of physical abuse of the child.

Neglect is defined as leaving a child unattended or otherwise failure to give proper care and attention to a child by the child's parent, guardian, or custodian under circumstances that indicate that the child's health or welfare is significantly harmed or placed at risk of significant harm. Neglect does not include, for that reason alone, providing a child with non-medical remedial care and treatment recognized by State Law in place of medical treatment for a child's injuries or illnesses.

If an ABC Care staff member is alleged to have participated in child abuse or neglect, employment may be terminated on the suspicion of abuse; it is not dependent on criminal charges being filed.

SUSPECTED CASES OF ABUSE AND/OR NEGLECT (CONT.)

REPORTING CHILD ABUSE

Each staff member will monitor children for signs and symptoms of child abuse, neglect, and mental injury. Staff are mandatory reporters, and it is a responsibility to report suspicion of/known situations of abuse or neglect. If staff suspects a child has been the victim of abuse or neglect, they will follow the following steps.

1. Remain calm, remember to respond rather than react.
2. Remember it is your responsibility to report your suspicion/witness of abuse or neglect. It is Child Protective Services (CPS) responsibility to investigate. Staff should refrain from digging deeper into the situation.
3. Document in writing what was said by the child.
4. Have the child's name, address, parent contact information, name of suspected individual (if known)
5. Call Child Protective Services and provide the requested information. Maintain confidentiality of the details told to CPS.
6. Inform your manager of the call to CPS. Details of the situation are to be kept confidential. The manager will work with the Director to determine if outreach, counseling or follow up is necessary for the staff (dependent on the level/severity of the issue)
7. Follow up with any written documentation (DHR/SSA 180) requested by Child Protective Services. Documentation should be stored in the child's file.

Child Protective Services conducts investigations based on their own criteria and standards. The investigation may include talking with all individuals involved to confirm the times, dates and events that were said to have occurred. ABC Care does not permit staff to continue investigation on their own.

GENERAL ADMINISTRATION

HANDLING EMERGENCIES AND SICK CHILDREN SITUATIONS

All employees will know the location of the First Aid Box located in each Center. Any item that was used out of the kit should be replaced within 48 hours. The First Aid Kit should be located in every room. This kit should also accompany the staff on all field trips and whenever you leave the building. All emergency information on any child can be found on their Emergency Information Card. These need to be updated annually.

Each Center is equipped with a master file box. In this box the following information will be found:

- Emergency Phone Numbers
- Emergency Evacuation Plan
- Identification of Employees with CPR and First Aid Training
- On call statement
- Signs and Symptoms of Child Abuse
- Content of Current Child Care Regulations

If you see something dangerous going on, do something about it immediately! Do not wait for someone else to take care of it. This includes dangerous things in the environment as well as dangerous behaviors. If you are present when an accident occurs, stay with the injured child. Send someone else for help. The employee should then fill out an Accident Report Form for the parents the same day that the accident occurred. All employees are encouraged to review the emergency procedure of the Center once a week for the first month of the job.

If a child is not feeling well, or if a child does not look well, have him/her sit down in the sick child area of the center and take their temperature. Check on the child every five minutes, ask child "where do they feel bad in their body", and attempt to identify the illness. If a child is vomiting, has diarrhea, or a fever, the employee should call their parents to come and pick up the child immediately. Have the child rest in a quiet area until the parents arrive.

INFECTIOUS DISEASES

Each employee should follow the basics about health and safety issues. Prevention is the best cure. All employees and children are encouraged to use effective hand washing procedures. Hand washing is the most effective way to protect you against infectious diseases. If a child or employee has been infected with a reportable communicable disease, or has been exposed to a reportable communicable disease, the Director must report the individual to the local health department officer. The child or employee may not be allowed back unless the individual is undergoing treatment and a licensed health practitioner has approved, in writing, their readmission.

EMPLOYMENT PRACTICES

PROFESSIONALISM

We expect that all our employees look professional and function as a professional childcare specialist. Each employee is to provide an exceptional childcare experience for the children. We encourage each staff member to develop professional relationships with the children's parents. Each employee is to work with other employees in a cooperative manner. ABC Care, Inc. would prefer that any socialization take place after hours. We expect all ABC Care employees to practice a high level of confidentiality regarding ANY aspect of ABC Care.

ABC Care, Inc. does not tolerate or condone gossip, as well as the creation and passing along of rumors. We consider this practice to be unprofessional and unethical. This practice does not reflect the vision of ABC Care, Inc. **If it is not your story, then you are not to tell it!**

The following will occur if you are found in violation of this policy:

First Time: A written warning will be given and An Employee Improvement Plan will be written, and you will be required to attend a mandatory training on professionalism.

Second Time: A step 2 Written Warning will be given. If there is not satisfactory progress in the area(s) of growth or if certain inappropriate behavior warrants, consequences will be taken as designated by the Supervisor/Manager, which may include suspension or termination of employment.

PERFORMANCE APPRAISAL

Each employee will receive an evaluation of their work performance upon successful completion of their probationary period. A formal evaluation will be completed on the one-year mark. In subsequent years the employee will have opportunities for informal evaluations of their strengths, growth areas and accomplishments. In addition, informal feedback will be shared through center observations and one on one meetings. A full copy of all Job Descriptions, Evaluations, and Guidelines can be found in the Operations Manual at the Main Office.

PAY/TIME SHEETS

Pay periods run from Sunday to Saturday. Pay day is the following Friday after the two weeks pay period. Pay day is bi-weekly.

It is the employee's responsibility to complete the time sheet each week online at My Kelly Time. Managers will approve the time sheet and submit them to the main office for processing. Any PTO time or Sick/Safe Leave must be noted on the time sheet.

It is recommended that all employees use direct deposit, however, if an employee does not use direct deposit, their live check will be sent to the center they will be working at during the morning shift on pay day. If they do not work mornings, the live check will be sent to the afternoon center. Any requests for other arrangements must be made via email to the main office.

If time sheets are not completed as required, the individual may receive an inaccurate paycheck based on what was submitted.

LUNCHES

On All Day Care days/snow days or at summer camp, all site based, or center employees are expected to eat lunch with the children, unless they are on a scheduled break. Please remember to bring your lunch with you on an all day care event. Staff must model healthy eating for the children. Soda should not be part of staff lunches.

SOCIAL MEDIA POLICY

Social Media Policy applies to all forms of social media including, but not limited to blogs, Facebook, Instagram, Wikipedia or other wikis, Twitter, and LinkedIn. There is no clear line between your work life and your personal life. Always be honest and respectful in both capacities. Always maintain confidentiality.

You may not share information that is confidential and proprietary about the company and our customers. This includes information about trademarks, finances, number of accounts, number of employees, company strategy, and any other information that has not been publicly released by the company.

The company logo and trademarks may not be used without explicit permission in writing from the company. This is to prevent the appearance that you speak for or represent the company officially.

Speak respectfully about the company and our current and potential employees, customers, partners, and competitors. Do not engage in name calling or behavior that will reflect negatively on the company's reputation. The use of copyrighted materials, unfounded or derogatory statements, or misrepresentation is not viewed favorably by the company, can result in disciplinary action up to and including termination.

If any of the confidentiality policies are broken, immediate termination may occur.

CELL PHONE POLICY

Only Senior Managers and District Managers are allowed to use their cell phones for work related issues. Cell phones are not to be used during program hours for any reason. If an employee utilizes his/her cell phone during work hours, there will be a verbal warning given for the first offense by the direct supervisor. The only exception to this policy is when children are on the playground. Directors may have their cell phones available for emergency use only.

PARENT VISITATION POLICY

All of our children's parents/guardians are welcome at any time throughout the day. **Staff is to greet all parents every day.** If a staff member is unfamiliar with an adult who claims he or she is a parent/guardian of a child, you must ask for the individual's identification card. Check the parent/guardian's identification card to the child's emergency card. The emergency card specifies the child's parent/guardian's name and address and lists the individuals who are authorized to remove the child from the center. **If you are found in violation of this policy; you may be immediately terminated from employment.**

INCLEMENT WEATHER POLICIES

Other information can be found on our website and on the office by 6:15 a.m. ABC Care's main office, 410-751-3700. If you are a member of the Snow Squad, you must report to work at your scheduled location. In the case of a "re-evaluation" by the school system, all staff should remain alert and informed.

DELAYS

When Carroll County Schools delay opening for 2 hours, ABC Care will open on site 2 hours delayed following the school system's lead. The One Call Now system will be utilized to inform all staff about the delayed opening. All staff should contact their director once the information is received to let them know how long they can stay at the center.

NOTE: Sacred Heart follows Baltimore County Hereford zone and may or may not be the same as CCPS.

CLOSINGS

If the conditions are not extreme and the Carroll County Central Offices are open, but Carroll County Public Schools are closed for the day due to snow, we will open our center at

Deer Park United Methodist Church
(Route 32, at intersection of Route 32 & Deer Park Road)
2205 Sykesville Road, Westminster, MD 21157

If conditions worsen, it is possible we will close early. It will then be necessary to phone parents to have them pick up their children. Employees will utilize the Emergency Call List for documentation purposes when calling parents.

**IF CARROLL COUNTY PUBLIC SCHOOLS AND CARROLL COUNTY PUBLIC SCHOOLS
CENTRAL OFFICES ARE CLOSED, ABC CARE WILL ALSO BE CLOSED**

EARLY DISMISSAL

If the school system dismisses school early due to weather conditions, we are notified and will be in the cafeteria when the children are dismissed. The school system requires ABC Care to close early the same proportionate number of hours to allow building staff to get home safely as well. The One Call Now system will be utilized to inform all staff about the early dismissal. All staff should contact their director once the information is received to let them know when they can arrive at the center.

In the extreme cases, such as 4 inches or more of snow, or ice-covered roads:
WE WILL BE CLOSED

ALL DAY CARE STAFFING/SNOW SQUAD STAFFING

Every effort will be made to use School Age Teachers, Assistant Teachers and Assistants on the schedules at All Day Care. Directors and Assistant Directors will work out of the main office on All Day Care days. A rotation schedule made up of Directors, Assistant Directors, School Age Teachers and Assistant Teachers will be distributed in December/January for Snow Squad days.

EMPLOYEE INCENTIVES

CONTINUING EDUCATION TRAINING

Employees who meet the requirements for Credentialing (see p. 25) at a Level 2 or higher, should utilize the MSDE reimbursement program for continuing education courses. ABC Care will pay for all continued training for Senior Managers & District Managers.

Whenever an employee attends a continuing education training which has been approved by their Director/Manager, the time spent at the training is paid time. This must be added to the time sheet after the training is completed.

Any college class hours (credit or non-credit) taking for fulfillment of the job position and/or for Maryland State Department of Education's Child Care regulations will not be paid time.

CPR AND FIRST AID

All ABC Care center employees are required to complete CPR/First Aid certification. ABC Care will provide notice of trainings and notify employee of the training by email. It is the responsibility of the employee to respond by the date indicated on the email. If an employee commits to training and does not attend, then the full cost of the training will be the responsibility of the employee and deducted from their paycheck. If employee is off probation, then ABC will cover half the cost of the training. If not off probation, the employee pays the full cost of the training and can request to be reimbursed for half the cost of the training after successfully completing their probation period.

If an employee chooses not to attend an announced training, it will then be the responsibility of the employee to obtain their CPR/First Aid certification and cover all cost related to the training.

If an employee leaves employment during their probationary period and ABC Care has provided and paid for CPR/First Aid training, the entire cost of training will be the responsibility of the employee and deducted from their paycheck.

If an employee does not successfully complete CPR/First Aid training as a required condition of employment, the employee will receive a Written Employee Counseling Report and possible termination.

TRAINING AGREEMENT

ABC Care recognizes that trainings can be costly. To make trainings more accessible to all staff, employees may choose to sign a training agreement with ABC Care for trainings to be paid up front by the company. Employees who are requesting company help with training expenses must complete a Training Assistance Form signed by their manager. Employees at the School Age Child Care Teacher level and higher must utilize the Credentialing program of MSDE. (See Credentialing) Exceptions are only made for new staff who have not gotten their credentialing certificate.

If an employee utilizes the Training Agreement, they must complete their probationary period. If they do not maintain employment with ABC Care for the probationary period, the cost of trainings paid on their behalf by ABC Care will be deducted from their last paycheck.

CREDENTIALING

Every site-based employee is required to become credentialed through the Maryland State Department of Education's (MSDE) credentialing program and renew credential level annually. Employees at a Level 2 Credential or higher should utilize the MSDE reimbursement program for continuing education courses as well. Please note, if reimbursement for continuing education is sought from MSDE, it should not be requested from ABC Care. Employees found to be in violation of this policy will be made to return reimbursement from ABC Care and risk termination. Please note: Depending upon available funding, childcare providers participating in the Credential Program at level two or higher are eligible for training vouchers or reimbursement for approved training. During each 12 months of participation, up to \$400 is available to program participant to pay for the cost of additional training needed to complete the training plan. Vouchers may only be issued for conferences and college coursework.

CHILD CARE CAREER AND PROFESSIONAL DEVELOPMENT FUND

The State of Maryland has funds available to pay for continuing studies. Those who qualify:

1. Must have 1 year experience working in a licensed/registered childcare facility in Maryland.
2. Must be participating in the Maryland Child Care Credentialing Program.
3. Must hold a high school diploma or equivalent.
4. Must be accepted in an accredited college/university in Maryland for enrollment in one or more college courses for credit toward a degree in early childhood education or a related field.
5. Must maintain a grade point average of 2.75 or higher.
6. Must be committed to remain employed in the childcare field *AFTER THE COMPLETION OF THE COURSE STUDY* one month for every credit earned; 2 years for an AA and 4 years for a bachelor's degree.

ABC CARE COLLEGE COURSE FINANCIAL ASSISTANCE

ABC Care, Inc. offers financial assistance to employees who are interested in taking the following College courses: School Age Child Care Training Class, Child Development Class or the Child Care Management Course for the sole purpose of becoming an ABC Care School Age Child Care Teacher or an ABC Care Site Director. Any employee who is interested in taking an approved training course from Carroll Community College or other licensed training service should contact their Site Director who in turn will bring it to the attention of the Senior or District Managers.

ABC Care is willing to pay for approved college courses needed for the School Age Child Care position or Site Director position:

- One class at 50% with 6-month employment commitment
- Two classes at 50% with a 1-school year employment commitment
- One entire class with a 1- school year employment commitment
- Two entire classes with a 2- school year employment commitment

The employee must receive a 'C' grade or better on the class.

INTERNAL JOB POSTINGS AND APPLICATION PROCESS

All ABC Care employees are encouraged to apply for any open positions within the company for which an employee feels they are qualified. Current openings will be posted on the ABC Care Facebook page and announcements will be made internally as appropriate. It is the desire of ABC Care to always promote from within when feasible prior to accepting applications externally.

As with all candidates, employees will be required to follow an application process. A current resume should be submitted to the Senior Manager with the Internal Job Application (Exhibit C). All resumes will be reviewed, and a formal interview will be scheduled with each candidate to discuss the job duties and qualifications required to fill the open position.

OUTSTANDING EMPLOYEE AWARD PROGRAM

Our goal is to recognize those employees who are committed to their work, consistently focus on customer happiness and possess the ability to work well with others while maintaining a positive attitude.

PROGRAM DETAILS

Effective date:

- January 1, 2011

Recipient eligibility:

- Has successfully completed one month of summer camp or half of their probationary period for current position

Criteria/Characteristics:

- Shows an exceptionally high level of commitment to ABC Care and works to make ABC Care a better place
- Consistently displays a strong work ethic and possesses significant attributes which support the ABC culture (such as Dependability, Safety, Creativity, Initiative, Team Player and Focus on Customer Service)

Award Earned:

- Gift card
- A Day Off with Pay (For Directors 8 PTO hours; For hourly staff equal to an average day's hours)
- Recognition throughout the company (posted at each center, newsletters, website, newspaper/press release)

Nominations:

- Can be submitted at any time by completing the Nomination for Outstanding Employee Award (Exhibit E) form
- Submit to Sr. Manager/District Manager/Director
- Must identify the attributes observed in as much detail as possible

SUMMER SUPER STARS AWARD

Our goal is to recognize those summer employees who are committed to their work, are consistently focused on and engaged with the children, are great team players and who maintain a positive attitude in all they do while working summer camp. A Summer Super Star will shine with the children, parents and fellow staff members.

PROGRAM DETAILS

Recipient eligibility:

- Has successfully complete 2 weeks of summer camp for current position

Criteria/Characteristics:

- Shows an exceptionally high level of commitment to ABC Care and works to make ABC Care a better place
- Consistently displays a Positive Attitude, Enthusiasm, Energy, Creative Thinking, Problem Solving Skills and awareness of Safety Measures at all times

Award Earned:

- Recognition Certificate
- Gift Card
- Recognition throughout the company (posted at each camp, website, emailed to all company employees and summer camp families, newspaper/press release)

Nominations:

- Can be submitted at any time by completing the Nomination for Summer Super Stars form (Exhibit F)
- Submit to Sr. Manager/District Manager/Director
- Must identify the attributes observed in as much detail as possible

EMPLOYEE RECOMMENDATION CASH BONUS PROGRAM

ABC Care continually seeks qualified staff

WE WELCOME YOUR RECOMMENDATIONS

Recommend someone who you feel would be the ideal candidate for any of these positions and you will be eligible to receive a \$100.00 cash bonus. Any employee ABC hires via your recommendation must complete 3 months of employment before the cash payment is dispersed.

Please check with your family, friends, neighbors, and classmates – the ideal ABC Care candidate could be someone you know!

EMPLOYEE RECOMMENDATION FOR HIRE SUBMITTAL

ABC Care Employee

Submittal Date

Candidate for Recommendation

Additional Information (optional):

Please complete and return this form to the Sr. Manager. Additionally, please have the potential candidate submit an application and resume (with transcripts) to the Sr. Manager for review.

SUMMER CAMP GUIDELINES AND POLICIES

SUMMER EMPLOYMENT

In February of each year, all current staff will be asked to complete the Summer Employee Intent form. Staff should check all positions for which they meet qualifications and wish to apply for. This form also requires a director recommendation and signature. The form also indicates whether a present staff member wishes to take the summer off but return in the fall for the school year. All have a due date of late February/middle of March.

By May of each year, all staff who are being hired for summer camp will receive a letter of offer that requires a signature and has a due date. If staff do not return the signed letter of offer by the due date the position offered may not be available.

Any staff member who takes the summer off and does not work summer camp but wishes to resume employment in the fall is asked to set aside time to work summer camp the week prior to school starting. The expectation is during the week prior to school start. Any new staff hired prior to August 15th is required to also follow the same expectation of being available to work the week prior to school starting at one of ABC Care's summer camp locations. Any number of hours is appreciated.

This work time required of returning or new staff is important to the stability of the last week of summer camp staffing and allows Directors to attend their Open Houses/Kindergarten Orientations and prepare for the new school year.

GUIDELINES AND POLICIES

1. Completion of required paperwork prior to first day of camp – (failure to do so will result in suspension or termination)
2. Attendance at trainings and staff meetings are mandatory
3. Photos of children/social media posts regarding children at camp and/or usage of your cell phone for personal use during a shift are unacceptable. Failure to follow will result in suspension or termination.
4. Request for Leave: must be 14 workdays (3 weeks) ahead
5. Summer camp only employees must provide a last day to work prior to July 15.
6. Employees must be available to work more than half of the summer camp days. Lack of availability may preclude employee from being offered a summer camp position.
7. Staff who work year-round (both school year and summer) are expected to work their school year availability when their college semester begins even if the official school year hasn't started, and summer camp is still in session.
8. Callouts must give no less than 5-hour notice and require Doctor note (failure to do so may result in suspension or termination). If you do not get a response/confirmation from Camp Director or Manager, then they do not know your status.
9. All changes or adjustments to schedules must be approved by camp Director, Manager or Senior Manager.
10. Timesheets are submitted weekly each Friday via My Kelly Time.
11. Paychecks are distributed every other Friday. If you are not on the camp schedule for Friday, your paycheck will be US mailed unless you contact the office to make other arrangements.
12. Summer Camp Dress Code **(you will be sent home to change if you don't meet dress code):**
 - a. ABC Care Camp T-Shirt (may not be altered)
 - b. Clean shorts, skorts, Bermudas or capris – may be khaki, athletic mesh or jeans (no cutoffs, leggings, yoga pants or sweatpants. Shorts/skorts must be at least mid-thigh length/ends of fingertips)
 - c. Lanyard with Badge
 - d. Closed toe shoes (except @ pool)
 - e. Swimsuit (Ladies) full coverage / modest bathing suit; swim shorts (no mid-drift; no swimsuits with ties); water shoes or flip flops
 - f. Swimsuit (Men) swim trunks; water shoes or flip flops
 - g. Visual body piercing is unacceptable for all staff including lip, nose studs or rings, front face and tongue piercing must be removed while working.
 - h. Tattoo art should be kept private and covered. Tattoo art that is inappropriate for the ages of children we service must be covered while working.

RESPONSIBILITIES AND ROLES

1. Always engaged with campers.
2. Observation of campers always (scan, move, listen).
3. Awareness of campers always (head counts, greet/say farewell).
4. Follow & enforce rules, expectations, behavior management techniques.
5. Communicate with co-staff and Camp Director/Camp Manager of behavior issues (immediately), parent concerns (immediately), minor accidents (by end of shift), serious accidents (immediately).
6. Execution of lesson plans, activities, transitions, scheduled rotations every day.
7. Cleanliness of Camp Area (grounds, pavilion, bathrooms, trip locations, trailer (Eldersburg), Fellowship Hall (Deer Park) (leave it better than we found it).
8. Take care of yourself: Pack an appropriate lunch (healthy and nutritious choices), stay hydrated with water and sunscreen use.

When you sign your letter of acceptance, you immediately made the decision to have fun, challenge yourself and change lives. I have read the above guidelines and policies and understand my responsibilities and roles.

Employee Signature

Date

Employee Printed Name

BENEFITS

REQUEST FOR LEAVE

All requests should be submitted to the office at least three weeks prior to the date(s) requested. Request for leave forms can be submitted through My Kelly Time (time sheet website) Requests are to be submitted online and then approved by your supervisor. Approval and denials can be seen on the employee's Kelly Home Page. If there are several requests for the same day, the Sr. Managers will make decisions based on seniority. If the request was denied and the employee does not report to work, he/she will receive a Written Employee Counseling Report and Employee Improvement Plan or be terminated from employment.

Due to the nature of the business, servicing school age children, ABC Care, Inc. does not allow request for leave or paid leave (Paid Time Off) beginning two weeks prior to the start of any school center year through the third full week in each year. All staff are not to take off the entire week prior to the start of school and the entire last week of school.

Staff are not to take more than 3 weeks – 15 school days, consecutively or non-consecutively, unpaid off during the school year. (This does not include ADC days, school holidays, and/or holiday weeks like Winter and Spring Break or request for a morning or an afternoon.)

Directors are not to take more than 2 weeks - 10 School days, consecutively or non-consecutively, paid or unpaid off during the school year. (This does not include ADC days, school holidays, and/or holiday weeks like Winter and Spring Break or request for a morning or an afternoon.)

AVAILABILITY TO WORK

Work availability forms are sent out prior to fall semester, prior to spring semester and prior to summer camp. For availability changes there must be a 15 workday written notice given before work schedule is altered. The exception is for serious emergencies. Staff must work scheduled hours thru the 15-workday notice.

UNABLE TO WORK

If a staff member is unable to report to work for the scheduled hours, he/she is asked to call/text their Center's Director at least 3 hours before their shift or the night before (AM Shift), when possible or by 5:00AM. If an employee is unable to work due to an illness/injury, they must provide a doctor's note to be able to return to work. If an employee is seen by a doctor who recommends the employee not work, they must provide a written "excuse from work" notice.

BEREAVEMENT

All full-time employees who have successfully completed their probationary period are entitled to bereavement leave in the following increments. Bereavement leave will be allowed 5 days paid leave due to miscarriage or stillborn birth, or the death of a spouse, child, stepchild, son/daughter-in-law, parent, stepparent, father/mother-in-law, sister, or brother. Bereavement leave will be allowed for 3 days in the case of grandparents or grandchild. One day of paid leave is available to attend the funeral of an aunt, uncle, niece, nephew, cousin, or brother/sister-in-law. If additional time is needed, it will be at the discretion of the Senior Manager.

JURY DUTY AND COURT WITNESS

When you are called to serve jury duty or subpoenaed as a court witness, you must notify your supervisor immediately and provide a copy of the notice or subpoena. Your pay will not be reduced by the amount of jury duty or court witness pay that you receive. Full-time salaried employees do not need to use PTO or unpaid time when serving for jury duty or court witness.

PAID TIME OFF (PTO)

The purpose of Paid Time Off (PTO) is to provide employees with flexible paid time off from work that can be used for such needs as vacation, personal or family illness, doctor appointments and other time of the employee's choice. Time that is not covered by the PTO policy include company paid holidays, bereavement time, required jury duty and military service leave.

All eligible employees will accrue PTO bi-weekly in increments based on position and length of service (see chart). PTO is added to the employee's PTO bank when the bi-weekly paycheck is issued. PTO taken will be subtracted from the employee's accrued time bank in increments. PTO can only be taken after it is earned. PTO accruals are based on employee's probationary period and hire date.

PAID TIME OFF (PTO) BENEFIT PLAN SCHEDULE

Position	Hire Date through First Full Year of Service (including probationary period)	Year Two of Service	Year Three of Service	Year Four of Service
Sr. Manager	23 days	25 days	27 days	30 days
Mgrs./Financial Administrator	18 days	20 days	23 days	25 days
FT Director/ FT Office Staff	10 days	13 days	15 days	17 days
FT Assistant Director	5 days	6 days	8 days	10 days

PAID TIME OFF (PTO) (CONT.)

After completion of two years of service, Managers will be allowed to carry over up to fifteen (15) PTO days. All other eligible full-time employees will be allowed to carry over up to five (5) PTO days. Once an eligible full-time employee reaches the maximum accumulation of PTO hours, they will not accrue additional PTO hours until hours are taken and the PTO balance falls below the maximum allowed. No retroactive credit will be granted for PTO time not accumulated as a result of reaching the vacation maximum.

The number of hours that an employee accrues and gets paid for a day of leave is determined by the designation that employee is in, as follows:

- A 30 hour per week employee will accrue 6 hours of PTO as a day of accrual and will receive 6 hours of pay for a paid holiday.
- A 35 hour per week employee will accrue 7 hours of PTO as a day of accrual and will receive 7 hours of pay for a paid holiday.
- A 40 hour per week employee will accrue 8 hours of PTO as a day of accrual and will receive 8 hours of pay for a paid holiday.

Employees may request PTO time in increments. Employees may not request PTO time in a manner that will raise their paid hours in a week beyond the number of hours they normally work as defined above (as 30 hours, 35 hours or 40 hours).

Bereavement leave will be paid using the same formula described above.

Example:

A full time Director working 30 hours per week, who started on August 15, 2019, and finished their probation period on December 15, 2019, would start accruing PTO at the rate of 3.34 hours per pay period for a total of 10 days (60 hours) between December 16, 2019 and August 14, 2020. Starting on August 15, 2020, through August 14, 2021 they would accrue at the rate of 3 hours per pay period for a total of 13 days (78 hours).

HOLIDAYS

After successfully completing the probationary period and working 30 hours or more a week over the entire year, Assistant Site Directors, Site Directors, Senior and District Managers, Office Manager, Financial Administrator, and Administrative Assistants will receive the following paid holidays only if the employee would normally work on the day of the week the holiday falls on:

New Year's Eve (December)	Labor Day (September)
New Years' Day (January)	Thanksgiving Day (November)
Good Friday (March or April)	Friday after Thanksgiving (November)
Memorial Day (May)	Christmas Eve (December)
Independence Day (July)	Christmas Day (December)

Part time ABC Care employees that have successfully completed one full year of employment, work more than 25 hours per week will receive the following six paid holidays.

Good Friday (March or April)	Labor Day (September)
Memorial Day (May)	Thanksgiving (November)
New Year's Day (January)	Christmas Day (December)

Part time ABC Care employees that have successfully completed one full year of employment and work more that 15 hours per week will receive the following four paid holidays:

Memorial Day (May)	Thanksgiving (November)
Labor Day (September)	Christmas Day (December)

If a holiday falls on a day when our company doesn't operate (ex. Sunday), we will observe that holiday on the closest business day before or after.

SICK AND SAFE LEAVE (REVISED 8/2022)

Pursuant to Maryland law, employees not eligible for Paid Time Off (PTO) per their hire letter are entitled to earn sick and safe leave at the rate of 1 hour for every 30 hours that an employee works up to a maximum of 40 hours per year. The year commences on August 1 and ends on July 31. An employee accrues earned sick and safe leave at a rate of at least one hour for every 30 hours the employee works, however, an employee is not entitled to earn more than 40 hours of sick and safe leave in a year.

An employee is not entitled to earn sick and safe leave during:

1. A two week pay period in which the employee worked fewer than 24 hours total.
 2. A one week pay period if the employee worked fewer than a combined total of 24 hours in the current and preceding pay period; of
 3. A pay period in which the employee is paid twice per month and the employee worked fewer than 26 hours in the pay period.
- An employee who is exempt from the overtime provisions of the Fair Labor Standards Act is assumed to work 40 hours per week.
 - An employee may carry over any earned but unused sick and safe leave up to 40 hours, but an employee may not accrue more than 64 hours of sick and safe leave at any time.

Employees will not be paid for any unused sick and safe leave upon termination of employment. If an employee leaves employment and is rehired within 37 weeks of leaving, any earned and unused sick leave that the employee had at the time of separation will be reinstated.

LEAVE USAGE

Employees are not permitted to use leave during the first 90 calendar days of their employment.

An employee is allowed to use earned sick and safe leave under the following conditions:

- To care for or treat the employee's mental or physical illness, injury, or condition.
- To obtain preventative medical care for the employee or the employee's family member.
- To care for a family member with a mental or physical illness, injury, or condition.
- For maternity or paternity leave; or
- The absence from work is necessary due to domestic violence, sexual assault or stalking committed against the employee or the employee's family member and the leave is being used; (1) to obtain medical or mental health attention; (2) to obtain services from a victim services organization; (3) for legal services or proceedings; or (4) because the employee has temporarily relocated as a result of the domestic violence, sexual assault or stalking.

A family member includes a spouse, child, parent, grandparent, grandchild, sibling, or legal guardian. For a complete list of family members included under the law, please see 3-1301(G) of the Labor and Employment Article of the Maryland Annotated Code.

Employees are permitted to use the leave in increments of not less than 2 hours.

An employee may use earned sick and safe leave before the leave has accrued up to a maximum of 20 hours. If an employee wishes to use leave before it has accrued, the employee must sign an acknowledgement that any amount of earned sick and safe leave that is paid before it has accrued will be deducted from wages paid to the employee if the employee leaves employment prior to accrual.

If the need to use sick and safe leave is foreseeable (for example a doctor's appointment) the employee must provide notice 15 days (3 weeks) prior to leave use. Notice must be given using the Request Time Off on My Kelly Time. If the need to use time is not foreseeable, the employee must request time off on MyKellyTime prior to the end of the current pay period.

A request to use earned sick and safe leave may be denied if the employee fails to provide the required notice as written in the Staff Manual and the employee's absence will cause a disruption to the running to the childcare center to which they are assigned. Employees using earned sick and safe leave for unauthorized purposes or who demonstrate a pattern of abuse of the sick and safe leave may be denied the right to use in the future.

If an employee uses sick and safe leave for more than two consecutive scheduled shifts, the employee must provide verification that the leave use was appropriate. To use sick and safe leave between 90-104 days of employment, the employee must provide verification that the leave use was appropriate as agreed upon at time of hire and spelled out for Request Off/Calling Out in the Staff Manual. Signature on the Acknowledgement Form for Staff Manual will indicate acceptance of this policy.

PAY RATES

Each ABC Care site based, or center employee may have two different pay rates. The first rate, or base rate, will be the employee's school year rate. Rate 2 is the employee's summer camp rate. School year and summer camp have different qualifications for lead staff.

MATERNITY/PATERNITY PAID LEAVE POLICY

Maternity/paternity leave under this policy is a paid leave associated with the birth of an employee's own child or the placement of a child with the employee in connection with adoption or foster care. Maternity/paternity leave is not charged against the employee's accrued PTO (Paid Time Off). During leave under this policy the employee will continue to accrue PTO (Paid Time Off). This paid leave is compensated as follows:

All full-time* employees with a minimum of 18 months of service will be eligible for 4 weeks of pay.

The Family Medical Leave Act (FMLA) allows eligible employees up to 12 work weeks of unpaid leave annually (see your Senior Manager for eligibility requirements). Paid maternity/paternity leave under this policy shall run concurrently with FMLA leave. The balance of FMLA leave beyond the 4-week paid maternity/paternity leave is unpaid unless the employee chooses to use PTO (Paid Time Off) earned.

If both parents are employees, only one may access the paid benefits of this policy. Both, however, continue to be entitled to Family Medical Leave, if eligible.

When the need for leave is foreseeable, the employee must provide the request for leave at least 30 days prior and complete the necessary forms to be filed with the Senior Managers.

*An employee is full-time if that employee consistently works 30 or more hours per week throughout the year.

INSURANCE INFORMATION

HEALTH INSURANCE

As a company with fewer than 50 full-time equivalent employees, ABC Care, Inc. is exempt from having to provide health insurance to its employees under the “Patient Protection and Affordable Care Act”.

Employees interested in pursuing their own health insurance may contact the following websites for further information.

Individuals can go to: www.healthcare.gov where you choose your state.

If you choose Maryland, it will take you to www.marylandhealthconnection.gov

If you choose Pennsylvania, you will stay in the www.healthcare.gov website.

Add Ally Health information for salaried employees.

Add Life Insurance information for salaried employees

DEFERRED COMPENSATION PROGRAM

Simple IRA: Employees who earned at least \$5,000.00 per year during any two preceding years with ABC Care Inc., and who are expected to earn at least \$5,000 in the current year are eligible to participate in the plan.

Participants may contribute up to \$12,000 in 2015 as indexed for inflation for future years. Those 50 and older may contribute an additional \$2,500. The IRS does not tax these contributions or any earnings until they are withdrawn. All accounts are immediately vested.

- a. \$10.00 set up fee
- b. Dollar for dollar match made for each eligible employee who is contributing to the plan (limited to up to 3% of the eligible employee's compensation)

ACKNOWLEDGEMENT FORM FOR STAFF MANUAL SIGN OFF

This handbook does not constitute an expressed or implied contract.

All managerial and administrative functions, responsibilities and prerogatives entrusted to and preferred upon employers, inherently and by law, are retained and vested exclusively with ABC Care, Inc. included, but not limited to, the right to exercise our judgment to establish administrative policy, practices and procedures and change them to direct and discipline our work force, and increase its efficiency, and to take whatever action is necessary, in our judgment, to operate.

I have read, understand, and will abide by the Personnel Practices of ABC Care, Inc.

Signature

Printed Name

Date

EXHIBITS

EXHIBIT A

EMPLOYEE IMPROVEMENT PLAN

Name _____

Center _____

Position _____

Date _____

This form is required to be completed on employees who have a 'not accomplished' rating on their Supervisor's Assessment of Professional Goals. This plan may also be used when an employee has scored a 2.5 or less on an indicator from the position evaluation – either probationary or annual. Additionally, this plan may be used when an employee has exhibited below average performance on expected standards. This form is a tool to provide immediate resolution to the incidence and the area can then be added as a professional growth goal once the improvement plan has been completed.

- Immediate Improvement is necessary in the following area(s) and progress will be monitored closely. Periodic conferences and observations will be held to check progress.

A. Area/areas of Growth Needed: State Goal(s)

1. _____

2. _____

3. _____

B. Action Plan

Target Completion Date Time Frame

1.	
2.	
3.	
4.	

C. Progress Meetings

Date: _____ Initials: _____

Date: _____ Initials: _____

Date: _____ Initials: _____

If there is not satisfactory progress in the area(s) of growth or if certain behavior warrants, the following consequences will be taken:

Please Note:

Employees making satisfactory progress may be removed from the plan.

A. Signatures:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

District or Senior Manager: _____ Date: _____

SUPERVISOR'S PROGRESS CHECKLIST OF EMPLOYEE IMPROVEMENT PLAN

Evaluation

_____ Satisfactory Progress – Employee Improvement Plan discontinued

_____ Insufficient Progress – Recommendation:

_____ New Improvement Plan to be Developed

_____ Termination

_____ Other

If there is not satisfactory progress in the area(s) of growth or if certain behavior warrants, the following consequences will be taken:

Signatures:

Employee: _____

Date: _____

Supervisor: _____

Date: _____

District or Senior Manager: _____

Date: _____

The employee signature on this form indicates that the employee has seen the completed form and does NOT necessarily mean that the employee agrees with its content.

EXHIBIT B

EMPLOYEE PROFESSIONAL GROWTH GOAL FORM

Name _____
Center _____
Position _____
Date _____

Please list your goals (measurable, with a timeline) and specific action plans that will support your personal professional growth this year. As the year progresses, document your progress on a monthly basis at the end of the month and complete the self-assessment part of the form to share with your supervisor at the end of each month. This employee professional growth goal form will be completed and reviewed as part of your total evaluation process.

Area of Focus

Goal 1: _____

Complete Target Date: _____

Action Plan (List at least 3 actions):	Time Required	Target Date
1.		
2.		
3.		
4.		
5.		

Supervisor's Initials for Approval

Date

Employees not making satisfactory progress on Goal (1) may be asked to complete a professional improvement plan

Employee Professional Growth Goal Form (continued)

Self-Assessment of Progress toward Goal (1) and Evidence of Performance:

[illegible]

Employee Professional Growth Goal Form (continued)

Name _____

Date _____

Area of Focus

Goal 2: _____

Complete Target Date: _____

Action Plan (List at least 3 actions):

Time Required

Target Date

1.		
2.		
3.		
4.		
5.		

Supervisor's Initials for Approval

Date

Employees not making satisfactory progress on Goal (1) may be asked to complete a professional improvement plan

Employee Professional Growth Goal Form (continued)

Self-Assessment of Progress toward Goal (2) and Evidence of Performance:

(to be completed monthly)

[illegible]

SUPERVISOR'S ASSESSMENT OF PROFESSIONAL GOALS

By _____

For _____

Date

Goal 1:

____ Accomplished ____ Not Accomplished ____ On Target

Goal 2:

____ Accomplished ____ Not Accomplished ____ NA ____ On Target

Goal 3:

____ Accomplished ____ Not Accomplished ____ NA ____ On Target

Signatures:

Employee: _____

Date: _____

Supervisor: _____

Date: _____

District or Senior Manager: _____

Date: _____

PROFESSIONAL GOAL SETTING EXAMPLES

Area – Professional Development

- Goal 1** Enroll in a childcare class at an accredited college or university in the fall.
- Action Plan 1. Review and evaluate personal Professional Development Plan.
2. Set approval for the class then enroll and take the class.
3. Submit the appropriate paperwork when class has been successfully completed.

Area – Transition Times with Children

- Goal 2** Utilize a variety of techniques by September in order to have children transition smoothly from one activity to another.
- Action Plan 1. Review transition type and ideas presented in initial ABC Care training.
2. Use 2 different transition ideas weekly to see which is the most effective with the group.
3. Speak to the assistant director or director if transitions are not going as smoothly as possible

Area – Supervision

- Goal 2** Monitor and evaluate staff performance monthly beginning in September.
- Action Plan 1. In the initial staff meeting, discuss what my expectations are for each staff member after they have been given a written copy.
2. Initiate a discussion with an employee if an expectation is not being met.
3. Record that discussion in my notebook.
4. Write and give the Manager a copy of the monthly summary form.
5. Seek advice from Manager for any help I may need.

EXHIBIT C

INTERNAL JOB APPLICATION

Employee (Applicant): _____

Date: _____

Position Applying for: _____

Please indicate skills/attributes/qualifications you would bring to this position:

Please complete this form and attach your updated resume. Send to Sr. Manager, ABC Care, Inc. main office location.

Your resume will be reviewed, and a formal interview may be scheduled pending review of qualifications.

EXHIBIT D

NOMINATION FOR OUTSTANDING EMPLOYEE AWARD

Date: _____

Name of Nominee: _____

Position Held: _____

Nominated By: _____

Please briefly describe the nominees’ fulfillment of the following criteria:

Dependability	
Creativity	
Safety	
Initiative	
Ability to work with others	
Customer service	
Other outstanding attributes	

EXHIBIT E

NOMINATION FOR SUMMER SUPER STARS AWARD

Date: _____

Name of Nominee: _____

Position Held: _____

Nominated By: _____

Please briefly describe the nominees’ fulfillment of the following criteria:

Positive Attitude	
Enthusiasm/Energy	
Creative Thinking	
Safety	
Problem Solving Skills	
Other outstanding attributes	

EXHIBIT F

WRITTEN EMPLOYEE DISCUSSION REPORT – STEP 1

Employee Name: _____ Date: _____

Center: _____ Supervisor: _____

This section of the EDR is for the Supervisor to write the date(s), time(s), location(s) and details of the issue(s) involving employee job performance:

This portion of the EDR is for both employee and supervisor to write an agreed upon solution to the issue, please specify all expectations:

I realize that if I do not follow the proposed solution, the next step will be a Written Employee Counseling Report – Step 2

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Employee Comments: _____

EXHIBIT G

WRITTEN EMPLOYEE COUNSELING REPORT – STEP 2

Employee Name: _____ Date: _____

Center: _____ Supervisor: _____

Date of Written EDR: _____

This section of the ECR is for the supervisor to write the date(s), time(s), location and the detail of the issue involving an employee job performance:

I acknowledge that I have received the above information and my signature does not imply my agreement or disagreement.

I also realize that if I do not follow the expectations written above, the next step is dismissal.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

This area is for the employee to make comments regarding the information on this ECR:

District Manager/Senior Manager/Executive Director Signature

Date

EXHIBIT H

EMPLOYEE TERMINATION REPORT

(use for termination, resignation or job abandonment)

Manager ☐

District Manager ☐

Bookkeeper ☐

EMPLOYEE PROFILE

Employee Name		Social Security #:	
Supervisors Name:		Time Effective:	
Date:		Date Effective:	
Center:		Job Title:	

EMPLOYMENT CHANGES

<input type="checkbox"/> Temporary Layoff/Temporary Reduction in hours (10 weeks or less)	<input type="checkbox"/> Quit	<input type="checkbox"/> On Suspension: ___ With Pay ___ Without Pay
<input type="checkbox"/> Lack of Work/Layoff (more than 10 weeks)/Reduction in Workforce/Job Abolished	<input type="checkbox"/> Fired/Discharged/Gross Misconduct/Malfeasance	<input type="checkbox"/> Leave of Absence (Medical/Personal)
<input type="checkbox"/> Vacation/Holiday shut down	<input type="checkbox"/> Discharged-Not qualified for job but worked to best of ability	<input type="checkbox"/> Labor Dispute/Strike/Lockout
<input type="checkbox"/> Hired Part time, continues to be part time	<input type="checkbox"/> On Suspension	<input type="checkbox"/> Never Employed Here

ADDITIONAL INFORMATION, INCLUDE DATE, TIME, LOCATION AND DETAILS ABOUT INCIDENT

AUTHORIZATION BY EXECUTIVE DIRECTOR, SENIOR MANAGER, OR DISTRICT MANAGER ONLY

Authorized Signature:	Date:
Print Name:	Time:

EMPLOYEE ACKNOWLEDGEMENT

<input type="checkbox"/> I wish to voluntarily terminate my employment, effective	
Employee Signature:	Date:
The employee signature on this form indicates that the employee has seen the completed form and does NOT necessarily mean that the employee agrees with the content	Date:
<input type="checkbox"/> I acknowledge termination of employment.	Date:
Employee Signature:	Date:
<input type="checkbox"/> Employee refused to sign.	Date: