



*Employee Handbook  
of  
Policies & Procedures*

Updated October 2017

**Dear New Employee:**

We are very happy to welcome you to A Gift from Heaven Academy, Inc. Thank you for joining us. We want you to feel that your association with A Gift from Heaven Academy will be a mutually beneficial and pleasant one.

You have joined a team that is developing an outstanding reputation for quality services. Credit for this goes to every one on staff at A Gift from Heaven Academy, LLC! We hope you, too, will find satisfaction and take pride in your work here.

This employee handbook provides answers to most of your questions about our operations, policies and procedures, including our responsibilities to you and your responsibilities to the Center. You are responsible for reading and understanding this handbook, and your performance evaluations will reflect adherence to our policies. In addition to clarifying responsibilities, we hope this handbook gives you an interest in the welfare of each individual working here.

Compensation and personal satisfaction from a job well done are only some of the reasons most people work with young children. Most likely, many other factors count among your reasons for working with young children — a love and desire to nurture and develop young individuals, pleasant relationships, working conditions, career development, opportunities for advancement, and vacation benefits are just a few. A Gift from Heaven Academy, Inc is committed to doing its part to assure you a satisfying work experience and environment.

We extend to you our personal best wishes for your success and happiness at A Gift From Heaven Academy.

*Sincerely,*

Ms. S. Ward, Owner/Director

## ***YOU ARE PART OF OUR TEAM...***

As a member of A Gift from Heaven Academy's team, you will be expected to contribute your talents and energies to improve the environment and services of the Center. In return, you will be given opportunities to grow and advance in your career.

A Gift from Heaven Academy is dedicated to two standards:

1. Providing our parents with the best quality services at competitive rates.
2. Providing our employees with wages comparable to others doing similar work in the same region, you want methods and materials that work. That's what you'll find with *A Beka Book*—comprehensive, quality curriculum and materials written from a Christian perspective. Now more than ever, each child needs a strong foundation in both academics and character; we're here to help homeschooling families and Christian schools of all sizes give their students the while offering ongoing training and guidance.

At A Gift from Heaven Academy, we always put safety first. We believe it is our duty to provide you with a safe workplace. We also have a substance abuse policy, because you have a right to know that you can count on your co-workers and the customers can count on you.

It's very important that we operate in a top notched and professional manner at all times. The Center is under surveillance by cameras throughout the building both internally and externally. Parents have the ability to remotely login into the Center's camera system in viewing their child throughout the day.

Requirements for continued employment, compensation, and advancement are (1) performance and (2) having a positive team attitude; however, employment is "at will". No one will be denied opportunities for advancement or benefits on the basis of age, sex, color, race, creed, national origin, religion, martial status, political beliefs, or disability that does not prohibit performance of essential job functions; nor will anyone receive special treatment for those reasons.

**The Following documents should be located in your new hire package:**

***Return the following:***

- Employee Handbook –read and initial each page***
- Fully Completed Employment Application (please provide)***
- Employee Agreement with A Gift from Heaven Academy (read and sign)***
- Consent of Substance Abuse Screening (read and sign)***
- Post Hiring Medical Questionnaire (please complete)***
- Federal W-4 (2 pages)***
- Employment Eligibility Verification (3 pages)***
- State of Georgia G-4 (2 pages)***
- Criminal Record Check (please provide)***
- Copy of Driver's License and Social Security Card (please provide)***
- Motor Vehicle Report (if you are a van driver)***

***For your file:***

- Go to BFTS website- [dec.al.ga.gov](http://dec.al.ga.gov) to read Child Care Learning Centers Rules & Regulations***
- Teacher's Checklist (your copy)***
- Employee Handbook (your copy)***
- Parent Handbook (your copy)***

*This employee handbook is intended for the internal use of A Gift from Heaven Academy employees, and it should not be released to anyone outside the center without permission of the Director.*

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## **1. PURPOSE OF THIS DOCUMENT**

The purpose of this document is to establish and describe policies and procedures that will be administered impartially to all personnel of A Gift from Heaven Academy. Since the overarching purpose of A Gift from Heaven Academy is to provide quality care and education to children, the Center must be of service to the children, their parents/guardians and the community.

Each new employee will receive an orientation and training of A Gift from Heaven Academy's policies, procedures and operations. Furthermore, it is the responsibility of each individual employee to become thoroughly familiar with all pertinent policies and procedures of the Center. The employee is responsible for adhering to all policies and procedures as a condition of employment. Violations of work rules will result in disciplinary action or termination.

Under no circumstances do the policies and procedures contained herein imply a contract for employment; it is to be used as a guideline. A Gift from Heaven Academy reserves the right to make changes to, increase, reduce, or abolish pay or benefits at any time. Continued employment with the Center is at the sole discretion of the management team.

*Employment is at will; an employee may be terminated for any reason beneficial to the Center and its customers.*

## **2. GENERAL EMPLOYEE POLICIES, GUIDELINES AND EXPECTATIONS**

### **2.1 General Policies**

- 2.1.1 The three top priorities (in order) of A Gift from Heaven Academy are: (1<sup>st</sup>) health and safety of the students, (2<sup>nd</sup>) nurturing the students and (3<sup>rd</sup>) educating the students.
- 2.1.2 A Gift from Heaven Academy will recruit and employ individuals without regard to race, creed, sex, age, national origin or disability.
- 2.1.3 A Gift from Heaven Academy will abide by appropriate regulations specified by the State and Federal governments regarding employment practices and licensure of child day care centers.
- 2.1.4 Candidates are screened for potential capabilities, previous job-related experiences, educational background and availability for work based upon a written application, personal interview and reference verification.
- 2.1.5 A satisfactory preliminary local records check and a satisfactory fingerprint record check is required for each employee at A Gift from Heaven Academy, Inc BEFORE the teacher enters the classroom.
- 2.1.6 The Center reserves the right to amend or revise any or all of the personnel policies and procedures at their discretion.
- 2.1.7 The personnel records of each employee are the property of A Gift from Heaven Academy. Information contained within these records is confidential between management and the employee. Information will only be released with the written permission of the employee. The exception to this will be agencies with legal access to these files.
- 2.1.8 All employees should report changes in status as soon as possible to management. Changes in status would include changes in name, address, telephone number, number of exemptions for tax purposes, etc. These changes must be submitted in writing with a signature and date.
- 2.1.9 Any information learned, in the course of employment, relating to the children, parents, staff, or Center's operations are STRICTLY CONFIDENTIAL. Violation of confidentiality is grounds for immediate dismissal.
- 2.1.10 In keeping our children and employees safe, all employees will be subjected to random drug tests. Employees will be expected and required to participate in such testing events. Employees not willing to participate in drug testing will be terminated. Employees found to be under the influence of drugs or alcohol will be terminated.
- 2.1.11 A top priority of the center and the staff is the health, safety and welfare of the students enrolled. This includes, but is not limited to, maintaining a healthy and safe environment; providing the children with good role models in nutrition, language and behavior; and promoting positive habits for life. In addition to this, the teacher should strive to provide each child with developmentally appropriate activities to enhance the child's overall cognitive, social, intellectual and emotional growth.
- 2.1.12 Staff with diaper changing responsibilities should not leave a child on the changing table unattended. Staff with diaper changing responsibilities shall not be simultaneously assigned to kitchen food preparation
- 2.1.13 Children should be constantly watched and supervised at all times, especially during outdoor playtime. Absolutely, no sitting down, casual chatting with another adult while watching the students. **Accidents do happen fast.**
- 2.1.14 Any discrepancies on your initial application will be grounds for termination.
- 2.1.15 If you are terminated for any reason, you will not be allowed on A Gift from Heaven Academy's premises. If you do, it is considered an act of trespassing and violation of the company's policy; therefore the police will be called to escort you and anyone who may be accompanying you, off the premises. If needed, charges will be made.
- 2.1.16 Teachers dealing with very young children (1-year-olds and 2-year-olds) are responsible for the children's belongings.
- 2.1.17 Teachers dealing with the older children (3-year-olds and up) are NOT responsible for the children's belongings.

- 2.1.18 All employees using the break room are responsible for cleaning up behind themselves. Break room should be clean at all times.
- 2.1.19 All employees are responsible for familiarizing themselves with and understanding the Manager's responsibilities. See the Manager section of the employee handbook.
- 2.1.20 All employees are responsible for familiarizing themselves with and understanding the Assistant Manager's responsibilities. See the Assistant Manager section of the employee handbook.
- 2.1.21 All non-salaried employees can receive a referral fee for recommending new customers. The following criteria must be satisfied for the employee to receive a referral fee: (1) the employee must make management aware they referred the new customer and the new customer must verify such **BEFORE** enrollment occurs (it is the employee's responsibility to make management aware prior to the new student enrolling), (2) the new customer must be a paying customer for a minimum of 4 weeks before the center pays the referral fee to the employee.
- 2.1.22 Employees opening and/or closing the center are expected to follow directions (and directives) issued by the Director, Manager and Assistant Manager helping the center open and close smoothly and efficiently.
- 2.1.23 Employees are never permitted to take students off the center's property unless for center sponsored field trips in company vehicles. Staff cannot transport students in their personal vehicles.
- 2.1.24 All employees must read and understand the Parents' Handbook too.
- 2.1.25 It is very important for ALL employees to read and understand the manager and assistant manager sections of the employee handbook in fully understanding what the manager's and assistant manager's expectations and responsibilities are – this will help minimize any confusion between management and employees.
- 2.1.26 Management asks that employees do not bring to work personal items for their students unless the employee is willing to allow the personal items to become property of A Gift from Heaven Academy. Due to the vast amount of supplies, materials and toys owned by and donated to A Gift from Heaven Academy, distinguishing a teacher's personal items would be a challenge.
- 2.1.27 If an employee resigns, he or she must submit a letter-of-resignation prior to resigning so management will have enough time in making sure the students will not be abandoned. The employee must submit a letter-of-resignation prior to resigning in receiving his or her remaining pay. If the employee abandons his or her students, the employee's remaining pay could be used to fund coverage of the abandoned students (i.e. temporary employee, overtime for existing employees, employing a bus service, etc.)
- 2.1.28 Provided the employee submits a letter of resignation, management will not disburse the employee's last paycheck until the employee's classroom is checked for all materials, supplies and toys. If any materials, supplies or toys are missing, the cost in covering the missing items will be deducted from the employee's last check. This is another reason employees should submit letters of resignation upfront and make sure management is aware no items are missing from the classroom.
- 2.1.29 Only Children Music is allowed to be played in the classroom. Sleep, Classical and Jazz music may be played during rest/nap time (no R&B, Rap or Hip-Hop music)



## **2.2 Operating Schedule and Holidays**

- 2.2.1** Our Center operates twelve (12) hours a day, Monday through Friday.
- 2.2.2** In the event of hazardous driving conditions (i.e. snow or ice-covered roads), the Center will operate on the Fulton County school schedule. In the event of a declared emergency or disaster, the Center reserves the right to modify the operating schedule as necessary.
- 2.2.3** A Gift from Heaven Academy closes for the following Holidays:  
2017-Labor Day  
2017-Closed Thanksgiving Eve  
2017-Thanksgiving Day and the day after Thanksgiving  
2017-Closed on Christmas Day  
2017-Closed Day After Christmas  
2017-Closed New Years Eve at 4pm  
2018-Closed New Years Day  
2018-Closed on Dr. M.L.King Day  
2018-Close Early on Good Friday at 3pm  
2018-Closed on Memorial Day  
2018-Closed for Independence Day
- 2.2.4** The employee is paid for the holiday based on their regularly scheduled work times. In the event a holiday falls on a Saturday, the scheduled day off would be the preceding Friday. If the holiday falls on a Sunday, the scheduled day off would be the following Monday. GA Pre-K holiday schedule is different (refer to section 6.0 of the handbook). GA Pre-K Holiday schedule follows the Fulton County Holiday schedule.
- 2.2.5** For employees who require additional time off to observe other holidays, a written request for an unpaid day off must be submitted to the Manager at least **two weeks** prior to the day and must be approved by the Manager.
- 2.2.6** The Center isn't able to efficiently operate with more than one employee out at a time; therefore time-off requests will be honored on a first-come-first-serve basis. Employees will not be paid for holidays provided the employee misses work or come in late the day before (or after) the holiday.
- 2.2.7** The employee must work their full 8-hour day before or after the holiday period in order to receive pay for the holiday. Also, employees are not permitted to take vacation days before or after a holiday period.

## **2.3 Employee Health and Hygiene Habits**

### **2.3.1 General Issues**

- 2.3.1.1 Smoking is not allowed in a child's view. *NO SMOKING IS ALLOWED IN ANY LOCATION INSIDE OF THE CENTER'S BUILDING OR OUTSIDE ON THE CENTER'S GROUND.*
- 2.3.1.2 All staff members are required to model good health habits at all times, including personal neatness and cleanliness as well as demonstrating solid nutritional habits. Hands are to be washed before handling food, after using the toilet or assisting a child with the same, wiping noses, blowing one's own nose, changing diapers, etc.
- 2.3.1.3 All staff members are to diligently follow the guidelines set forth by the Board of Health/Licensing Agency regarding hand washing and the maintenance of sanitary conditions within the Center. Fingernails are to be clean and trimmed to help avoid the spread of bacteria and/or injuries.
- 2.3.1.4 Nails should also be kept at a short length in reducing the chances of (1) spreading bacteria and germs, (2) sticking a student or (3) scratching a student.
- 2.3.1.5 No staff member or others will be allowed in the center with symptoms or evidence of a contagious disease. In the event of staff absences, we will provide a substitute for your group of children.

### **2.3.2 Security Checks**

- 2.3.2.1 A Gift from Heaven Academy reserves the right to inspect all packages and parcels, purses and cars entering or leaving our premises.
- 2.3.2.2 In keeping our children and employees safe, all employees will be subjected to random drug tests.
- 2.3.2.3 Employees will be expected to participate in random drug testing events. Employees not willing to participate in drug testing will be terminated. Employees found to be under the influence of drugs or alcohol will be terminated.
- 2.3.2.4 Teacher purses are to be put away in a locked cabinet or on a high shelf out of reach of children.

### **2.3.3 Prohibited Substances**

- 2.3.3.1 No staff or chaperon shall be under the influence of/or consumed alcohol, marijuana, or other control substance on the center premises during the hours of operation or any other time/place where there are children present for whom the Center staff member is responsible for.

## **2.4 Employee Work Habits**

### **2.4.1 Clocking In and Out**

- 2.4.1.1 All employees shall be provided with a time card to keep record of time worked. The employee is responsible for clocking in and out at the appropriate times in accordance with his/her work schedule. Employees are required to clock in and out for the lunch hour.
- 2.4.1.2 Only recorded and approved hours will be paid.
- 2.4.1.3 Any time clock malfunctions or discrepancies should be reported to the Director immediately.
- 2.4.1.4 All over-time must be authorized by the Manager (or Director) and their signature must be on the time sheet.
- 2.4.1.5 EMPLOYEES MUST NOT WORK OVERTIME UNLESS SPECIFICALLY SCHEDULED TO DO SO.
- 2.4.1.6 Any time worked by an hourly employee in excess of 40 hours in one week may qualify for overtime pay (the employee's regular pay rate plus 50%).
- 2.4.1.7 Also, the employee should clock in no later than 5 minutes before her scheduled shift starts in not being tardy. The employee should clock out no earlier than 1 minute after her shift ends.
- 2.4.1.8 For example (regarding item 2.4.1.7), if the employee's scheduled work time was 8am –5pm, the employee should be clocking in @ 7:55am and in her classroom by 8:00am. If the employee is not in her classroom by 8am, she would be considered late – for this example, clocking in at 8am will be considered late. In finishing her workday, she should be swiping your card no earlier than 5:01pm – the employee would be expected to be in her classroom (or performing her duties) up until the end of her work time (in this example, the work time ended at 5pm).
- 2.4.1.9 Clocking in and out is a very important issue in the daycare business due to the fact we deal with very young children and the State and Federal governments require certain teacher-to-child ratios at all times.

### **2.4.2 Switching Work Schedules**

- 2.4.2.1 Each employee's schedule will generally remain the same from week to week. If one does need to switch hours with someone, it must be requested in writing, signed by both employees and approved by the Manager at least 24 hours in advance of the switch.
- 2.4.2.2 The work schedule switch must NOT result in overtime for either employee, unless approved by management.

### **2.4.3 Attendance**

- 2.4.3.1 Adhering to Georgia's licensing teacher-to-child ratio requirements, employees are required to have excellent attendance records, arriving ready to work in their designated area when scheduled.
- 2.4.3.2 Excessive absenteeism will result in disciplinary action or termination.
- 2.4.3.3 Excessive absenteeism is considered to be any two (2) separate absences in a thirty (30) day period (consecutive) or ongoing identifiable patterns of absenteeism.

### **2.4.4 Tardiness**

- 2.4.4.1 Reporting to work on time is extremely important and is each employee's responsibility.
- 2.4.4.2 Arriving to work one minute late is considered tardy.
- 2.4.4.3 Excessive tardiness will result in disciplinary action or termination.
- 2.4.4.4 Excessive tardiness is considered to be any two (2) separate incidents of tardiness in a consecutive five (5) day period or an ongoing identifiable patterns of tardiness.
- 2.4.4.5 If tardiness should exceed one (1) hour after the appointed work time, it will be considered an incident of absenteeism\abandonment and grounds for termination.
- 2.4.4.6 Attendance and tardiness records are kept on each employee.
- 2.4.4.7 Swiping the time card for another employee is grounds for dismissal.

## **2.4.5 Absences**

- 2.4.5.1 Should an employee be faced with an emergency or become ill and unable to report for work, the employee must call the Center and speak to the person in-charge.
- 2.4.5.2 If the Center is closed, please leave a message. Should it be necessary to be absent from work for any reason, the Manager must be notified at least two (2) hours prior to YOUR scheduled shift in order for your shift to be adequately covered.
- 2.4.5.3 One (1) failure to notify the Center of the inability to work will result in immediate termination, unless proven medical/family emergency.
- 2.4.5.4 If an employee is absent for more than **two (2)** working days due to illness, a Physician release must be presented upon returning to work.

## **2.4.6 Lunch Times**

- 2.4.6.1 Lunch times will be scheduled by the Manager (or Director) and will always be scheduled to keep proper staff/child ratios.
- 2.4.6.2 Your lunch breaks will meet the requirements of the Federal & State labor laws.
- 2.4.6.3 You are required to clock in and out for all lunch breaks.
- 2.4.6.4 When the Center closes early for holidays, teachers should NOT take a lunch due to the fact the teacher would have worked less than an 8-hour day.
- 2.4.6.5 If a teacher attends a field trip, which included a lunch with the children of the field trip, management does not expect that teacher to take a lunch when she or he returns to the Center that day.

## **2.4.7 Dress Code**

- 2.4.7.1 A Gift from Heaven Academy requires their employees to dress in a TLT uniform shirt or TLT smock.
- 2.4.7.2 Employees are permitted to wear khaki and jean pants. Dresses are permitted as long as they are 2 inches or less above the knee.
- 2.4.7.3 Long fingernails are not permitted; fingernails should be kept short, clean and trimmed.
- 2.4.7.4 NO tight fitting sweats, mini-skirts or shorts are permitted.
- 2.4.7.5 If open-toe shoes, thong sandals or flip-flops are worn, A Gift from Heaven Academy will not be held liable.
- 2.4.7.6 Visible body piercings are not permitted (excluding ear lobes).
- 2.4.7.7 Visible tattoos should be covered as much as possible. Derogatory tattoos are not permitted to be visible.

## **2.4.8 Personal Visitors**

- 2.4.8.1 Personal visitors will be asked to wait in the lobby.
- 2.4.8.2 When an employee is being picked up or dropped off by a friend or relative, the person will be asked to wait in the lobby.

## **2.4.9 Handling Money**

- 2.4.9.1 All staff members (except management) are exempt from the responsibility of collecting, handling or disbursing any fees, money or petty cash.
- 2.4.9.2 All collection of fees will be handled by management.
- 2.4.9.3 If a parent attempts to give an employee their weekly tuition payment, the employee should refer the parent to the tuition drop box located outside of the Director's office.

## **2.4.10 Being Professional**

### **2.4.10.1 General Guidelines and Expectations**

*A Gift from Heaven Academy, Inc* (Employee Initials \_\_\_\_\_)

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- 2.4.10.1.1 PROFESSIONAL CONDUCT IS **REQUIRED** OF ALL EMPLOYEES AT ALL TIMES.
- 2.4.10.1.2 All staff members are required to be respectful and friendly to all co-workers, children, parents, visitors and anyone whose in the center.
- 2.4.10.1.3 How does A Gift from Heaven Academy define “**Professionalism or Professional Conduct**”? Professionalism at A Gift from Heaven Academy is:
- 2.4.10.1.3.1 *giving direct eye contact,*
- 2.4.10.1.3.2 *speaking every day to every customer you serve (i.e. “Hello, how are you doing today”),*
- 2.4.10.1.3.3 *being friendly with parents and students everyday during pick-up (i.e. “Little Johnny had a good day today. Have a good evening Mrs. Little-Johnny-Mom”),*
- 2.4.10.1.3.4 *on a daily basis, being respectful towards your co-workers,*
- 2.4.10.1.3.5 *no gossiping (gossiping only leads to problems and issues in the short- and long-term),*
- 2.4.10.1.3.6 *no fraternizing or socializing with parents during or after work (keeping the relationship with parents strictly professional and respectful),*
- 2.4.10.1.3.7 *dressing appropriately every day,*
- 2.4.10.1.3.8 *practicing proper personal hygiene and grooming daily,*
- 2.4.10.1.3.9 *keeping your classroom clean throughout the day,*
- 2.4.10.1.3.10 *the ability NOT to bring personal problems and issues to work (co-workers, the students and parents will greatly appreciate this)*
- 2.4.10.1.4 Employee must keep the relationship with the customer professional and business-like at all times (no personal relationships).
- 2.4.10.1.5 No swapping of personal phone numbers or addresses with customers.
- 2.4.10.1.6 If an employee violate company policy and allow a personal relationship to develop with a customer, if a conflict later occurs between the employee and the customer, the employee will be held liable for any effect the conflict may have on the business (possible grounds for termination).
- 2.4.10.1.7 Dating and/or sexual relationships between staff members, or staff members with customers, are *not permitted*. In addition, management or supervisory personnel are prohibited from engaging in these types of relationships with *any* employee or customer, as this would cause a conflict of interest or favoritism. In any circumstances, inappropriate sexual behavior or any type of discriminatory behavior is against the Center’s policy and could be a basis for termination.
- 2.4.10.1.8 **NO GOSSIPING!** Gossiping is defined as a person who chatters or repeats idle talk and rumors, esp. about the private affairs of others.
- 2.4.10.1.9 Profanity or foul language will not be tolerated by staff or management!
- 2.4.10.1.10 **NO CELL PHONES SHOULD BE USED WHILE YOU ARE IN THE CLASSROOM OR BUILDING.**
- 2.4.10.1.11 Management considers an employee visiting with other employees during their break time as un-professional. Visiting with other employees could distract the employee from doing her job and disturb the children (especially during nap time).

#### 2.4.10.1 Parent/Staff Relationship

- 2.4.10.1.1 Any parent-and-teacher concern should be dealt with INTERNALLY, with the Manager, Assistant Manager or Director in person.
- 2.4.10.1.2 If a parent asks an employee to call him\her, the employee should tell the parent that contacting them outside the Center is a violation of the Center’s policy and that they (the employee) would be putting their job at risk.
- 2.4.10.1.3 When a parent voices concern about any Center matters, please direct the parent to management.
- 2.4.10.1.4 When a parent discusses unrelated personal issues with an employee, the employee should try to divert the conversation back to the child.

- 2.4.10.1.5 An employee should never discuss their personal issues with a parent.
- 2.4.10.1.6 An employee should never tell the parent about the rough day the employee may have had or any personal problems the employee may be having or etc.
- 2.4.10.1.7 Employees are not allowed to baby sit customers' children after hours or on the weekends – this could become a conflict-of-interest for the business – this will lead to the employee being terminated.
- 2.4.10.1.8 The employee should always be professional when dealing with parents, yet warm.
- 2.4.10.1.9 The employee should always be mindful of the amount of time they (employee) spend engaging in conversation with parents, remember children accidents (and incidents) happen very quickly. As a rule-of-thumb, do not hold conversation more than 5-minutes.
- 2.4.10.1.10 Teachers should not call parents using their personal cell phones – all phone calls made to parents should be made through management in minimizing mis-communication and problems.

#### 2.4.10.2 Use of Office Equipment/Phone

- 2.4.10.2.1 All staff members shall be trained to use equipment pertinent to their position.
- 2.4.10.2.2 All staff members shall receive emergency phone calls immediately.
- 2.4.10.2.3 *Employees are not allowed to use the Center's phones for personal conversations.*
- 2.4.10.2.4 Employees cannot be called away from their duties to receive personal messages.
- 2.4.10.2.5 For emergency outgoing calls, please see Management.
- 2.4.10.2.6 Office equipment such as fax machines, copiers, etc. are for management use only.
- 2.4.10.2.7 Employees are not allowed to use the Center's computers for personal use or taking courses online

#### 2.4.11 Outside Employment

- 2.4.11.1 What an employee does on their free time is their own business. However, if an employee is employed by A Gift from Heaven Academy in a full-time position, management will expect that the employee's position at A Gift from Heaven Academy will be the employee's primary employment.
- 2.4.11.2 As a result, any outside activity must not interfere with the employee's ability to properly perform their job duties at A Gift from Heaven Academy, and the employee must be available to A Gift from Heaven Academy during their operating hours.

#### 2.4.12 Staff Meetings

- 2.4.12.1 Attending staff meetings are mandatory!
- 2.4.12.2 Staff meetings are scheduled as needed and children **are not** allowed.
- 2.4.12.3 Please make prior plans for babysitting. Your child could be a distraction during the 1 to 1.5 hour meeting.
- 2.4.12.4 These meetings occur once a month and the information given, as well as discussed, is crucial information.

#### 2.4.13 Cleaning Responsibilities

- 2.4.13.1 A Gift from Heaven Academy doesn't employ a daily maintenance crew. All teachers and teacher assistants are expected to clean their classrooms on a daily basis.
- 2.4.13.2 Mop classrooms daily with the correct solution.
- 2.4.13.3 Sanitize toilet after each child use (to avoid spreading germs and bacteria)
- 2.4.13.4 Wipe down classroom weekly
- 2.4.13.5 Sanitize toys daily (1 and 2 year old classes)
- 2.4.13.6 Sanitize toys daily (3-year-old classes and up)

- 2.4.13.7** Teachers should wash the sheets for their classroom using the following “wash day” schedule:
- 2.4.13.7.1** Mondays (1-year-old classroom),
  - 2.4.13.7.2** Tuesdays (2-year-old classroom),
  - 2.4.13.7.3** Wednesday (3-year-old classroom),
  - 2.4.13.7.4** Thursdays (Private Pre-K),
  - 2.4.13.7.5** Fridays (GA-Pre-K)
- 2.4.13.8** Never leave food and drink sitting out in the classroom – this could attract bugs, ants and etc.

## **2.5. Compensation, Salary Grade and Benefits**

### **2.5.1 General Guidelines**

- 2.5.1.1 A Gift from Heaven Academy is dependent upon enrollment to maintain jobs for its employees. Reduced hours or temporary layoffs may occur if a reduction in enrollment is experienced.
- 2.5.1.2 No hourly employee is guaranteed any number of hours per week, working schedule or classroom.
- 2.5.1.3 Decisions regarding hours, layoffs, working schedules or classroom and etc. are at the sole discretion of management.
- 2.5.1.4 Pay periods are weekly; *paychecks will be issued every Monday morning for the week prior to the previous week.* There is a 7-day period (1 full week) from the end of a pay period until the check is issued. This period is not a “hold back” of any monies due to the employee, but rather a turnaround time from the end of the pay period to report hours to the business manager and to allow time to calculate total hours, taxes and process paychecks.
- 2.5.1.5 If there are questions regarding paychecks, consult the **Business Manager**.
- 2.5.1.6 Paychecks may not be issued in advance of the regularly scheduled time.
- 2.5.1.7 **If anyone resigns employment and submit a resignation letter prior to resigning, all monies owed will be calculated and issued on the next regular pay check disbursement day and mailed out to the former employee (minus any money owed for missing items).**
- 2.5.1.8 Rates of pay and other benefits are STRICTLY CONFIDENTIAL. Discussion of pay rates or other such issues with co-workers or customers will be in violation of the Center’s policy and grounds for immediate dismissal.
- 2.5.1.9 In regards to jury duty, a full-time employee will be paid for 1/3 of the time the employee actually served jury duty – the employee will not be compensated for early release time. To receive compensation, the fulltime employee must present official and credible documentation he or she served the actual jury duty. To be compensated, the employee must also make management aware he or she was chosen for jury duty at least 2 weeks prior to serving. Part-time employees will not be compensated for jury duty.
- 2.5.1.10 Employees will not be compensated for missed time due to a bereavement event; however the employee must bring a copy of an obituary for excused absence from work. The employee must make management aware he or she will be out attending a funeral at least 2 days prior to the event.
- 2.5.1.11 An employee’s check cannot be picked up by a fellow employee or non-employee without the employee getting approval from management prior to the fellow employee or non-employee picking up the check – the reason being, management is liable in making sure employees receive their checks.

### **2.5.2 Compensation & Salary Grade**

- 2.5.2.1 A Gift from Heaven Academy has two types of salary grades: (1) hourly and (2) salaried.
- 2.5.2.2 Hourly employees are paid by the hour and can accrue overtime and overtime pay.
- 2.5.2.3 Salaried employees are paid a flat weekly salary.
- 2.5.2.4 Salaried employees must work a minimum of 40 hours per week and cannot accrue overtime pay.
- 2.5.2.5 All employee wages are based on job descriptions and job performance.
- 2.5.2.6 Pay adjustments shall be based on cost-of-living increases, performance evaluations and the business’ financial status.
- 2.5.2.7 Pay adjustment could be done once a year (during the employee’s anniversary date) depending on the overall business performance.
- 2.5.2.8 Wages paid vary from person to person, based on center enrollment and profitability, length of service, evaluations, and job responsibilities.
- 2.5.2.9 Employees are not allowed to discuss pay rates with each other. *This is cause for immediate dismissal.*
- 2.5.2.10 For questions about your pay rate, please see the Director or Business Manager.

### **2.5.3 Staff Meals**



- 2.5.3.1 All staff members are offered well-balanced and nutritional meals by the Center at no cost to the employee.
- 2.5.3.2 Employees are required to sit down and eat with their students unless another staff person has been designated as a “relief” person.
- 2.5.3.3 Employees are not permitted to eat between meal times unless for medical reasons or for a special occasion in which the students receive food as well.
- 2.5.3.4 Food service personnel are there to assist with snack/meals – NOT to take responsibility for the children.
- 2.5.3.5 Employees are to model good eating habits and manners when eating with the children.
- 2.5.3.6 Employees should never possess hot beverages in the classrooms due to safety reasons.
- 2.5.3.7 Staff members are required to clean the classroom after lunch and snack, which consist of disinfecting tables, vacuuming and/or mopping floors and cleaning the restroom.

#### 2.5.4 **Vacation**

- 2.5.4.1 Vacations are scheduled in accordance with the workload and will only be scheduled by the Manager and Director.
- 2.5.4.2 Vacation hours equal regularly scheduled hours in a typical work week and will not exceed 40 hours.
- 2.5.4.3 Vacation must be requested in writing at least four (4) weeks in advance, specifying the exact times requested off. **Paid vacations can only be taken during the summer months of June and July.**
- 2.5.4.4 The scheduling of each employee’s vacation is dependent upon the needs of the children and the Center. Therefore, management reserves the right to determine the actual dates of the vacation to be taken. This is necessary to maintain the efficient operation of the Center. In the event of duplicate requests for vacation that cannot be reconciled, seniority will be a consideration. The vacation policy of A Gift from Heaven Academy has been established as follows (and see attached statement of vacation earned):
- 2.5.4.5 A full-time employee is entitled to vacation after one full year of uninterrupted service.
- 2.5.4.6 The vacation time may be taken any time after it is earned during June and July.
- 2.5.4.7 Part-time employees, working less than 40 hours, are not eligible for paid vacation.
- 2.5.4.8 Vacation time earned must be taken prior to the next anniversary date. Vacation time is not rolled over from one year to the next.
- 2.5.4.9 Vacation pay will not be paid prior to the week the vacation is taken.
- 2.5.4.10 Employees do have the option of receiving their pay as additional wages without taking time off.
- 2.5.4.11 Upon resignation from A Gift from Heaven Academy, an employee who is eligible for paid vacation time must provide a minimum of two weeks notice to receive their vacation pay. If notice is not given, the employee is not entitled to the vacation pay.
- 2.5.4.12 In the event an employee is terminated by A Gift from Heaven Academy, the employee will not receive vacation pay.
- 2.5.4.13 A full-time employee accrues 1-week of paid vacation, each time the employee accrues 12 consecutive months of work; the 5 paid vacation days may be taken consecutively and NOT broken up into individual days.

#### 2.5.5 **Holidays**

- 2.5.5.1 Upon completion of the 90-day probation period, all full-time employees will receive holiday pay.
- 2.5.5.2 A Gift from Heaven Academy closes on the following holidays: *refer to section 2.2.3*. The employee is paid for the holiday based on their regularly scheduled hours/days (and not based on overtime).
- 2.5.5.3 **To receive paid holidays, employees must work their usual full 8-hour day before and after the holiday period.**
- 2.5.5.4 **Missing work the day before or after the holiday will forfeit the employee from receiving holiday pay.**
- 2.5.5.5 The employee can miss work the day before or after the holiday and receive holiday pay if the desired day to miss is approved by management PRIOR to it being taken.

#### 2.5.6 **Sick Time/Days**

*A Gift from Heaven Academy, Inc* (Employee Initials \_\_\_\_\_)

**2.5.6.1** A Gift from Heaven Academy does not yet offer sick days to hourly employees.

**2.5.6.2** Salaried employees will receive sick days as specified in their annual contract.

**2.5.7 Employee Childcare**

**2.5.7.1** Employees will receive a discount on weekly tuition rates for their children only (that attend the center).

**2.5.7.2** The amount of the tuition discount will vary and depend on the employee's particular case.

## **2.6 New Employee**

### **2.6.1 Orientation**

- 2.6.1.1 Before an individual is allowed in the classroom, he or she must go through a thorough 4-hour orientation some time before or on the first day of employment.
- 2.6.1.2 During the first day of employment all employees are trained in the proper health, safety, nutrition and sanitation procedures.

### **2.6.2 Probation**

- 2.6.2.1 Each new employee must go through a 3-month probationary period.
- 2.6.2.2 A new employee should view the probation period as an opportunity to learn the specific processes and expectations. After the probation period is over, management will expect the new employee to know the processes and expectations.
- 2.6.2.3 During this period, management will provide the new employee with advice and feedback regarding their performance.
- 2.6.2.4 During this period, management will evaluate the employee's abilities, skills and qualifications. Every week, some one in management will sit down with the new employee and discuss the employee's previous work week (discuss the pros and cons).
- 2.6.2.5 During the probation period, the new employee must possess a positive and open attitude in learning the way things are done at A Gift from Heaven Academy.
- 2.6.2.6 During the probation period, the new employee must possess a positive and open attitude in minimizing any problems or issues with management. The new employee should view advice, feedback and criticism from management from a positive and win-win perspective.
- 2.6.2.7 Although a new employee could experience at some other daycare center(s), every center could have different processes and expectations – the probation period should be viewed as an opportunity to learn the specific processes and expectations.
- 2.6.2.8 Upon completion of the probationary period, the employee's overall performance will be evaluated and discussed with the employee. If the evaluation is deemed satisfactory, the probationary period will be concluded. If the evaluation is not deemed satisfactory, the employee will be terminated. Employees are not eligible for full-time benefits during the probationary period. This evaluation is to welcome, congratulate and raise the hourly wage to the agreed-to hourly wage during the hiring process.

## **2.7 Training Expectations**

- 2.7.1** The employee is responsible for taking a Fire Safety training class starting after the employee's probationary period.
- 2.7.2** All staff members are required by the licensing regulations for the State of Georgia and A Gift from Heaven Academy to complete 10 hours of training annually.
- 2.7.3** Of the 14 hours, 4 hours of training must be focused in on the employee's classroom age group.
- 2.7.4** CPR and First Aid Training will be required and A Gift from Heaven Academy will always have someone on the premises with CPR/First Aid Training.
- 2.7.5** The employee is required to obtain 14 hours of training per year in maintaining his or her job with A Gift from Heaven Academy.
- 2.7.6** The employee is responsible for paying for his/her training.
- 2.7.7** Staff members are encouraged to attend regularly scheduled staff meetings, parent meetings and Center training courses.
- 2.7.8** Management employees will require some additional hours in management as well (see the appropriate section of the handbook for more details).
- 2.7.9** Training helps teachers become more effective; a more effective teacher is a happier teacher.

## **2.8 Accommodations for Individuals with Disabilities**

- 2.8.1** Federal and Georgia laws require employers to make accommodations to disabled applicants and employees where the accommodation does not impose an undue hardship on the Employer.
- 2.8.2** Disabled employees and applicants may request an accommodation of their disability.
- 2.8.3** Under Georgia law, an employee must notify the Employer in writing of the need for accommodation within 182 days of the date the handicapper knows or should know that an accommodation is needed.
- 2.8.4** Failure to properly notify the Employer will preclude any claim that the Employer failed to accommodate the disability.
- 2.8.5** The Employer has no duty to accommodate an employee's disability if the disability precludes the employee from performing functions, which are essential as a matter of business necessity of the job description.

## **2.9 Staff Grievances**

- 2.9.1** In the event a staff member feels he or she has been treated unfairly or unprofessionally by another member of the staff, the staff member should speak with Management.
- 2.9.2** If the staff member feels he or she has been treated unfairly or unprofessionally by the Assistant Manager, they should speak with the Manager.
- 2.9.3** If the staff member feels they have been treated unfairly by the Manager, the staff member should contact the Director.
- 2.9.4** If an employee take steps in resolving a grievance not consistent or in order with items 2.9.1, 2.9.2 and 2.9.3, management could considered or perceived the employee's action as insubordination.
- 2.9.5** Management expects employees to be professional when resolving grievances.

## **2.10 Solicitation**

- 2.10.1** Persons not employed by A Gift from Heaven Academy may not solicit or distribute literature on the Center's property at any time.
- 2.10.2** Employees also may not solicit or distribute literature on the Center's property for any purpose other than A Gift from Heaven Academy, Inc.
- 2.10.3** Information is not be given to the media.
- 2.10.4** The employee should inform the media representative that a corporate representative (i.e. President or Vice President) of the Center will return the call. The employee should immediately advise the Manager or Director that the media did contact them.
- 2.10.5** No member of the press should be allowed in the Center without the verbal approval of a corporate representative of the Center.

### **3. Manager Policies, Guidelines and Expectations**

#### **3.1 Manager Traits**

##### **3.1.1 Desired and Required Manager Traits**

- 3.1.1.1 Serve as a strong role model to all employees at all times (this is an extremely important trait for a manager)
- 3.1.1.2 Possess Leadership Skills
- 3.1.1.3 Takes Initiative in getting things done
- 3.1.1.4 Punctual
- 3.1.1.5 Quick thinker
- 3.1.1.6 Able to multi-task
- 3.1.1.7 Greets everyone with a friendly and warm smile consistently
- 3.1.1.8 Practices good verbal communication skills with parents, potential customers and co-workers
- 3.1.1.9 Practices good written communication skills with parents, potential customers and co-workers
- 3.1.1.10 Dresses appropriately at all times
- 3.1.1.11 Energetic and Motivated
- 3.1.1.12 Organized

##### **3.1.2 Other Miscellaneous Traits**

- 3.1.2.1 Only escalate issues to Director when absolutely necessary
- 3.1.2.2 Tries to minimize phone calls to Director
- 3.1.2.3 Do not carry personal cell phone on self (leaves personal cell phone in the office)
- 3.1.2.4 Can carry Center cell phone and cordless phone on self

##### **3.1.3 Education and Experience Qualifications**

- 3.1.3.1 Manager should have a minimum of an Associates degree preferably in education or business (other fields are acceptable). Bachelor's degree preferred but not required.
- 3.1.3.2 Manager should have a minimum of 30 hours of training in management and/or education leadership. A certificate is preferred but not required.
- 3.1.3.3 Manager should have acquired at least 1 year of un-interrupted supervisory, assistant manager and/or leadership experience.
- 3.1.3.4 Manager should have a minimum of 5 years of teaching experience at the pre-school or elementary level.



## **3.2 Manager Responsibilities**

### **3.2.1 Responsibilities toward Job Seekers**

- 3.2.1.1 Give them an employment application
- 3.2.1.2 Make sure they are aware of the website
- 3.2.1.3 Take their name, telephone number and desired position (at the Manager's discretion)
- 3.2.1.4 Allow them to fill-out the application in the foyer.
- 3.2.1.5 Tell them that you (the manager) and the director will only consider applications that are fully completed.
- 3.2.1.6 Be sure and create a message for the director listing the person's name, desired position, the time they stopped by and any other relevant information. The manager should keep a message as well.

### **3.2.2 Responsibilities toward Potential Customers**

- 3.2.2.1 Be very nice and professional (even if the potential customer isn't professional)
- 3.2.2.2 Write down the Parent's name, telephone number and child's age.
- 3.2.2.3 Ask the parent when they are looking to start their child
- 3.2.2.4 Give them an enrollment application
- 3.2.2.5 Also, market the website to the parent. Make sure they are aware of the website – tell them the website will give them a good idea of what the Center is about.
- 3.2.2.6 If you can find someone to fill in for you, show the parent the classroom their child will be in – be sure and introduce the teacher(s) to the parent
- 3.2.2.7 When the parent leaves, be sure and say, "Thank You for visiting us"

### **3.2.3 Relationship and Responsibilities toward Existing Customers**

- 3.2.3.1 Be very nice and professional with existing customers – even if they are not polite and professional
- 3.2.3.2 Manager has the authority to *request to the Director* that an existing customer be dropped provided the Manager has good valid and documented reasons – Manager does not have the authority to drop an existing customer with out Director's approval
- 3.2.3.3 Try not to let existing customers upset you
- 3.2.3.4 Try to resolve any issues as best can – make a note of the issue to present to the Director later
- 3.2.3.5 If the Manager can't resolve a conflict with an existing customer, the Manager should state to the unsatisfied customer that the issue will be referred to the Director. The manager should then promptly contact the Director.
- 3.2.3.6 **NOTE:** remember that the Center's enrollment controls salaries and profit sharing; therefore it is very pertinent how we interact with our existing customers and students. If there is a conflict with an existing customer, we have to assure the customer we will do everything possible to expedite a favorable solution. Achieving a favorable solution helps management maintain customers and a good reputation.

### **3.2.4 Relationship and Responsibilities toward Co-workers**

*A Gift from Heaven Academy, Inc* (Employee Initials \_\_\_\_\_)

- 3.2.4.1 Manager must lead co-workers by example – can't request anything from co-workers that the manager isn't doing – must "practice what you preach"
- 3.2.4.2 Manager does not conduct employee annual reviews
- 3.2.4.3 Be very nice and professional with co-workers – even if they are not polite and professional
- 3.2.4.4 Manager has the authority to request that an employee be fired by the Director provided the Manager has good valid documented reasons – Manager does not have the authority to fire an employee without Director's approval
- 3.2.4.5 Try not to let co-workers upset you
- 3.2.4.6 Try to resolve any issues as best can – make a note of the issue to present to the Director later
- 3.2.4.7 If a fellow co-worker calls in late or leaves early, find a replacement or be prepared to possibly work overtime without pay.
- 3.2.4.8 Manager has the authority to give overtime to employees if needed
- 3.2.4.9 Manager should be fair to all employees
- 3.2.4.10 Always be mindful of (1) how you say things, and (2) body language, towards co-workers
- 3.2.4.11 *Probationary Co-Workers*: Manager should view probation period as a time dedicated solely for training new employees how things are done at A Gift from Heaven Academy.
- 3.2.4.12 *Probationary Co-Workers*: If the Manager witnesses a probationary co-worker doing ANYTHING incorrectly, it is the Manager's responsibility to address the problem or issue PROMPTLY.

### **3.2.5 Relationship and Responsibilities toward Assistant Manager**

- 3.2.5.1 Assistant Manager **directly reports** to the Manager and not the Director.
- 3.2.5.2 Assistant Manager directly reports to the Director when the Manager is off site
- 3.2.5.3 The Manager does conduct the Assistant Manager's annual review
- 3.2.5.4 Manager has the authority to give overtime to Assistant Manager if needed
- 3.2.5.5 Assistant Manager can be in charge when the Manager is on site if the Manager requests for Assistant Manager to be in charge
- 3.2.5.6 If there is a dispute between the Manager and Assistant Manager, the Manager and/or Assistant Manager should escalate the issue to the Director (and not the owner(s))

### **3.2.6 Relationship and Responsibilities toward Director**

- 3.2.6.1 For revisions of the handbook, the Director is a co-owner
- 3.2.6.2 Reports directly to Director (and not Owners)
- 3.2.6.3 In charge when Director is off site
- 3.2.6.4 Manager and Assistant Manager will be in charge when Director is on site during the hours of **6:30am-6:30pm daily**.
- 3.2.6.5 Manager will be in charge if the Director requests for Manager to be in charge
- 3.2.6.6 Trustworthy towards Director
- 3.2.6.7 Only escalate issues to Director when absolutely necessary
- 3.2.6.8 Tries to minimize phone calls to Director
- 3.2.6.9 Assist Director with administrative responsibilities (see section 3.0)
- 3.2.6.10 Manager does not handle any DFACS cases or any business-related issues on the phone or in person (i.e.. Marketing Signs, DHR/OSR/Bright From The Start, Food Program, etc) – all DFACS and business issues should be directed to the Director
- 3.2.6.11 Manager is responsible for implementing and executing all administrative tasks listed and outlined in Section 3.0 in a prompt fashion.

### **3.2.7 Relationship and Responsibilities toward Business Manager**

- 3.2.7.1 For revisions of the handbook, the Business Manager is a co-owner
- 3.2.7.2 For all issues pertaining to the Manager's compensation (both salary and profit sharing), the Manager should deal directly with Business Manager
- 3.2.7.3 Business Manager will provide Manager a weekly student roster via email

**3.2.8 Relationship and Responsibilities toward Owners**

- 3.2.8.1 While on duty, for messages for owners, accurate relay messages to owners directly
- 3.2.8.2 Using expense account, purchase a birthday card.

### 3.3 Manager Administrative (Paper work) Responsibilities

3.3.1 Like most professional salaried managers, if the manager isn't able to complete any paper work or non-paper-work type responsibilities during their regular workday or workweek due to un-anticipated events or issues, overtime without pay is expected in completing the un-done work.

#### 3.3.2 Annually

3.3.2.1 Log employee anniversary dates in your schedule book

3.3.2.2 Log employee birth dates in your schedule book

3.3.2.3 Log students birth dates in your schedule book

3.3.2.4 Log DFACS students re-certification dates in your schedule book

3.3.2.5 Log holidays (days the center will be closed) in your schedule book

#### 3.3.2 Monthly

3.3.2.1 **Training Reports:** generate and post training reports on a monthly basis. For each employee, the report should show the (1) employee's anniversary date, (2) the courses taken, (3) date course was taken, (4) the amount of credit per course, and (5) the cumulative credits per employee. This report will start over every year. Each employee must accumulate 14 hours of credit per year (by her anniversary date) in keeping her job – this is mandated by the State of Georgia and A Gift from Heaven Academy.

3.3.2.2 **Meeting Minutes:** take minutes during monthly staff meetings – type up minutes and email to Director (and give Director a hard copy for review). After meeting minutes are reviewed, make changes and put a copy of the minutes in each employee's box.

3.3.2.3 **Drill Log:** keep track and document fire and tornado drills – maintain a log sheet; plan and conduct fire and tornado drills.

3.3.2.4 **Parent Contact Update:** update parents' contact information every 30 days – figure out an efficient way of contacting all parents in making sure their contact information is correct (via email, via phone, via face-to-face and/or via drop box on manager door)

3.3.2.5 **Staff Vacation:** maintain the staff vacation schedule – generate a report monthly and give to Director – for each employee, the report should list the employee's vacation eligibility date, the number of vacation days per year, the vacation days the employee has taken thus far. The employee should make you aware of the vacation date well in advance – also, the vacation day must be approved by the Manager or Director (another employee may also desire the same vacation day). These vacation dates should be logged in the manager's schedule book

#### 3.3.3 Weekly

3.3.3.1 **Training Updates:** update teacher training attainment on a weekly basis (generate and post training report on a monthly basis).

3.3.3.2 **Time Cards Signed:** get time cards signed by each employee and returned all of the time cards to Director with penalty checks (see next item regarding penalty checks)

3.3.3.3 **Penalty Check:** check time cards for employees coming to work late and returning from lunch late – highlight each incident per employee (with a highlight pen) – calculate the penalty for each incident per employee and total up the overall penalty – **write this penalty information on the actual time sheet PRIOR to giving the time sheets to the employees for their signature** – the formula is, \$3 for the first minute and 50 cents per minute starting at the second minute (*for example, if Ms Teacher returned from lunch 10 minutes late, the penalty would be  $\$3 + 9 \times 50 \text{ cents} = \$7.50$* )

3.3.3.4 **Student Rosters:** cut out student rosters for each classroom and distribute to each classroom – the student roster will list all students and their associated birth dates.

3.3.3.5 **Date Report:** look in your schedule book at the up-and-coming week (the next week) and for all of the following dates showing up in that up-and-coming week, generate a weekly report listing the dates

for the Director. This one-week-ahead weekly report will serve as a “heads up” report to the Director. The following information and dates should be listed in the report: (1) employee anniversary dates, (2) employee birth dates, (3) student birth dates, (4) student DFACS re-certification dates, (5) dates of employee training (listing the associated employee with the date), A Gift from Heaven Academy’s holidays (days we are closed or close early), employee vacation days (listing the associated employee with the dates) and employee personal days (listing the associated employee with the dates) – the report is due to the Director on Mondays **mornings** for the up-and-coming week. The best time to get started on this report is on Fridays.

### **3.3.4 Daily (or as needed)**

- 3.3.4.1 Student Birth Dates:** list birth dates of new students in your schedule book (remove dismissed students from your schedule book)
- 3.3.4.2 Employee Info:** list birth dates and anniversary dates of new employees in your schedule book (remove dismissed employees from your schedule book)
- 3.3.4.3 Student DFACS dates:** list DFACS re-certification dates of new students in your schedule book (remove dismissed DFACS students from your schedule book)
- 3.3.4.4 Student File:** create file for new students
- 3.3.4.5 Training Certificates:** make a copy of employees’ training certificates and give to Director – also, employees should make the Manager aware of their plans (and dates) for training (the Manager should log these training dates in their schedule book so these dates can be included in the weekly “date report”)
- 3.3.4.6 Employee Mail box:** keep the mail box labels updated – all employees should have a personally labeled mail box (in kitchen) – as employees come and go, the mail box should be updated (old names removed, new names added)
- 3.3.4.7 Forms:** keep the follow forms on file and make sure they are replenished:
  - 3.3.4.7.1 Medication form**
  - 3.3.4.7.2 Sign-In Forms**
  - 3.3.4.7.3 TLT Meeting Form**
  - 3.3.4.7.4 Employee Disciplinary Form**
  - 3.3.4.7.5 Incident Form**
  - 3.3.4.7.6 Vacation Accrual Form**
  - 3.3.4.7.7 Personal Day Form (non-paid off day)**
  - 3.3.4.7.8 New Student Form**
  - 3.3.4.7.9 Withdrawal Form**
  - 3.3.4.7.10 Training Accrual Form**

## **3.4 Miscellaneous**

### **3.4.1 Work Schedule and Office Use**

- 3.4.1.1 Manager's official work hours are 6:30am to 4:00pm with a 1.5 hour lunch break
- 3.4.1.2 Manager does not expect overtime in carrying out managerial responsibilities
- 3.4.1.3 Due to item 4.1.6, the manager has full access to the Center and his or her office 24 hours per day and on the weekends.
- 3.4.1.4 Due to item 4.1.6, the director and/or owners do not expect any notice from the manager to enter the building after-hours or on weekends – the manager is totally free to enter the building at any time.
- 3.4.1.5 Manager's office should be used for business purposes only.
- 3.4.1.6 Manager will receive 7 paid vacation days per year without a one-year wait – vacation days must be taken in days.
- 3.4.1.7 Manager will receive 2 paid sick days per year without a one year wait – sick days must be taken in half-days.
- 3.4.1.8 Manager is a salaried employee and is not paid overtime for any extracurricular activities (i.e.. graduations, holiday programs, special events, etc.) – management should view extracurricular activities as marketing activities that enhances and maintains enrollment.

### **3.4.2 Telephone and Email Etiquette**

- 3.4.2.1 Answer telephone in an articulate & upbeat voice
- 3.4.2.2 Try to answer the phone before the 3<sup>rd</sup> ring
- 3.4.2.3 Always identify the business and yourself when answering the phone: *"Hello, Thank You For Calling A Gift from Heaven Academy, Ms Manager speaking, How Can I Help You"*
- 3.4.2.4 Take accurate messages (name, time and date)
- 3.4.2.5 Thank the individual for inquiring about our program or Thank the individual for calling: *"Thank You For Calling A Gift from Heaven Academy And Have A Nice Day"*
- 3.4.2.6 All emails sent out by the Manager for business purposes should have a professional text signature. The signature should contain: Ms./Mrs., first initial, last name, title, full company address and company phone number.

### **3.4.3 Annual Continuing Education Requirements**

- 3.4.3.1 Manager must acquire a total of 20 DHR hours per year
- 3.4.3.2 Of the 20 required hours, the manager must acquire 6 DHR hours in management and/or educational leadership per year.

### **3.4.4 Expense Account**

- 3.4.4.1 Manager has an expense account for business use only.
- 3.4.4.2 Manager must submit receipt and reimbursement form to Director for **ALL** purchases.
- 3.4.4.3 In having funds reimbursed back to the Manager's expense account, Manager must submit both the receipts and reimbursement form with in 5 days. See section 5 for the reimbursement form.
- 3.4.4.4 Business manager will replenish funds to Manager's expense account upon receipt of a signed reimbursement form. The form must be signed by the Director in getting funds reimbursed to the account.
- 3.4.4.5 Some typical examples of expense account use:
  - 3.4.4.5.1 Director asks Manager to pick up some food items from grocery store
  - 3.4.4.5.2 Director asks Manager to pick up some cleaning supplies from store
  - 3.4.4.5.3 Director asks Manager to pick up some school supplies from store
  - 3.4.4.5.4 While out shopping, Manager runs across some bargains for the Center and calls the Director in getting approval to make purchases

- 3.4.4.5.5 Manager needs more office supplies, cartridges for printer or etc – no approval from Director for such purchases.
- 3.4.4.5.6 Manager needs to purchase a cake for an employee’s birthday AFTER THE EMPLOYEE REACHES 1-YEAR-OF-SERVICE.

**3.4.5 Checklist for opening the Center**

- 3.4.5.1 Items on checklist can be both delegated to employees and done directly by the Manager – however, the Manager is accountable for making sure the items are done.
- 3.4.5.2 Make sure the sign-in and sign-out sheet is correct and ready
- 3.4.5.3 Make sure buildings A and B (portables) are unlocked after sunrise and before the children are transported to the buildings.
- 3.4.5.4 Make sure building A’s and B’s cooling/heating systems are on.
- 3.4.5.5 Make sure all floors are clean – especially the foyer floor
- 3.4.5.6 Make sure that it is a clean smell (Pinesol) in the building
- 3.4.5.7 Cut on lights in all rooms – including buildings A and B
- 3.4.5.8 Make sure all blinds are opened
- 3.4.5.9 Make sure aisle floor is clean and mop
- 3.4.5.10 Make sure either the television or radio are turned on in the morning – TV or Radio must be on an appropriate station (i.e.. kids programming, jazz, classical)

**3.4.6 Cell Phone**

- 3.4.6.1 Sole purpose of center cell phone is to contact the Director when the Director isn’t home. Cell Phone-to-Cell Phone communication will save the center some significant phone expense.
- 3.4.6.2 Manager is responsible for giving the center’s cell phone to the bus driver right before driver starts her route provided the bus driver doesn’t have a personal cell phone – the bus driver can use the cell phone during her route for business purposes only.
- 3.4.6.3 Manager is responsible for giving the center’s cell phone to the Assistant Manager when the Manager leaves the site.
- 3.4.6.4 Manager should activate and setup voice mail on cell phone; cell phone voice mail will be used for business purposes only – Director and Business Manager will be able to leave Manager voice messages.
- 3.4.6.5 Manager should check for voice messages and emails periodically throughout the day.

**3.4.7 Events**

- 3.4.7.1 Manager should manage keeping track of all employee birth dates.
- 3.4.7.2 The Manager can include the information in a weekly report the Manager provides the Director – this very important
- 3.4.7.3 Manager should be responsible for collecting money for employee birthday gifts (ahead of time – should not wait until the last minute to do this – should be discrete in collecting money so birthday-employee is not aware).
- 3.4.7.4 Manager should be responsible for planning seasonal and holiday events.
- 3.4.7.5 Manager is responsible for forming committees is gaining support and help with planning and conducting seasonal events

#### **4. Assistant Manager Policies, Guidelines and Expectations**

##### **4.1 Assistant Manager Traits**

###### **4.1.1 Desired and Required Manager Traits**

- 4.1.1.1 Greets everyone with a friendly and warm smile consistently
- 4.1.1.2 Practices good verbal communication skills with parents, potential customers and co-workers
- 4.1.1.3 Practices good written communication skills with parents, potential customers and co-workers
- 4.1.1.4 Dresses appropriately at all times
- 4.1.1.5 Energetic and Motivated

###### **4.1.2 Other Miscellaneous Traits**

- 4.1.2.1 Only escalate issues to Manager or Director when absolutely necessary
- 4.1.2.2 Tries to minimize phone calls to Manager
- 4.1.2.3 Does not carry personal cell phone on self (leaves personal cell phone in purse on vibrator)

###### **4.1.3 Education and Experience Qualifications**

- 4.1.3.1 Assistant Manager should have a minimum of a Child Development Associate or 2-Year Associate's degree preferred but not required.



## **4.2 Assistant Manager Responsibilities**

**4.2.1** The Assistant Manager position is an hourly position.

### **4.2.2 Responsibilities toward Job Seekers**

4.2.2.1 Give them an employment application

4.2.2.2 Make sure they are aware of the website

4.2.2.3 Tell them that you (the assistant manager) and the Manager will only consider applications that are fully completed.

### **4.2.3 Responsibilities toward Potential Customers**

4.2.3.1 Be very nice and professional (even if the potential customer isn't professional)

4.2.3.2 Write down the Parent's name, telephone number and child's age.

4.2.3.3 Ask the parent when they are looking to start their child

4.2.3.4 Give them an enrollment application

4.2.3.5 Also, market the website to the parent. Make sure they are aware of the website – tell them the website will give them a good idea of what we are about.

4.2.3.6 If you can find someone to fill in for you, show the parent the classroom their child will be in – be sure and introduce the teacher(s) to the parent

4.2.3.7 When the parent leaves, be sure and say, "Thank You for visiting us"

### **4.2.4 Relationship and Responsibilities toward Existing Customers**

4.2.4.1 Be very nice and professional with existing customers – even if they are not polite and professional

4.2.4.2 Assistant Manager has the authority to request to the Manager that an existing customer be dropped – Assistant Manager does not have the authority to drop an existing customer with out Director approval

4.2.4.3 Try not to let existing customers upset you

4.2.4.4 Try to resolve any issues as best can – make a note of the issue to present to the Manager or Director later

4.2.4.5 If the Assistant Manager can't resolve a conflict with an existing customer, the Assistant Manager should state to the unsatisfied customer that the issue will be referred to the Manager. The assistant manager should then promptly contact the Manager.

4.2.4.6 **NOTE:** remember that the Center's enrollment controls salaries and profit sharing; therefore it is very pertinent how we interact with our existing customers and students. If there is a conflict with an existing customer, we have to assure the customer we will do everything possible to expedite a favorable solution. Achieving a favorable solution helps management maintain customers and a good reputation.

### **4.2.5 Relationship and Responsibilities toward Co-workers**

4.2.5.1 Assistant Manager must lead co-workers by example – can't request anything from co-workers that the manager isn't doing – must "practice what you preach"

4.2.5.2 Assistant Manager does not conduct employee annual reviews

4.2.5.3 Be very nice and professional with co-workers – even if they are not polite and professional

4.2.5.4 Assistant Manager has the authority to request that an employee be fired by the Director provided the Assistant Manager has good valid documented reasons – Assistant Manager does not have the authority to fire an employee with out Director approval.

4.2.5.5 Try not to let co-workers upset you

4.2.5.6 Try to resolve any issues as best can – make a note of the issue to present to the Manager or Director later

- 4.2.5.7 If a fellow co-worker calls in late or leaves early, find a replacement or be prepared to possibly work overtime with pay.
- 4.2.5.8 Assistant Manager does not have the authority to give overtime to employees.
- 4.2.5.9 Assistant Manager should be fair to all employees
- 4.2.5.10 Always be mindful of (1) how you say things, and (2) body language, towards co-workers
- 4.2.5.11 *Probationary Co-Workers*: Assistant Manager should view probation period as a time dedicated solely for training new employees how things are done at A Gift from Heaven Academy.
- 4.2.5.12 *Probationary Co-Workers*: If the Assistant Manager witnesses a probationary co-worker doing ANYTHING incorrectly, it is the Manager's responsibility to address the problem or issue PROMPTLY.

#### **4.2.6 Relationship and Responsibilities toward Manager**

- 4.2.6.1 Assistant Manager **directly reports** to the Manager (and not the Director).
- 4.2.6.2 Assistant Manager reports to the Director when the Manager is off site
- 4.2.6.3 The Manager conducts the Assistant Manager's annual review.
- 4.2.6.4 Manager has the authority to give overtime to Assistant Manager if needed
- 4.2.6.5 Assistant Manager can be in charge when the Manager is on site if the Manager requests for Assistant Manager to be in charge
- 4.2.6.6 If there is a dispute between the Manager and Assistant Manager, the Manager and/or Assistant Manager should escalate the issue to the Director (and not the owner(s))

#### **4.2.7 Relationship and Responsibilities toward Director**

- 4.2.7.1 Manager and Assistant Manager will be in charge when Director is on site during the hours of **6:30am-6:30pm daily**.
- 4.2.7.2 For s of the handbook, the Director is a co-owner
- 4.2.7.3 Reports directly to Manager (and not to Owners and Director)
- 4.2.7.4 Trustworthy towards Director
- 4.2.7.5 Only escalate issues to Director when absolutely necessary
- 4.2.7.6 Tries to minimize phone calls to Director

#### **4.2.8 Relationship and Responsibilities toward Business Manager**

- 4.2.8.1 For revisions of the handbook, the Business Manager is a co-owner
- 4.2.8.2 For all issues pertaining to the Assistant Manager's compensation (both salary and annual bonus), the Assistant Manager should deal directly with Business Manager
- 4.2.8.3 Business Manager will provide Assistant Manager a weekly report regarding annual bonus payout.

#### **4.2.9 Relationship and Responsibilities toward Owners**

- 4.2.9.1 While on duty, for messages for owners, accurate relay messages to owners directly

### **4.3 Miscellaneous**

#### **4.3.1 Work Schedule**

- 3.4.7.6 Assistant Manager's official work hours are 9:30am to 6:30pm with a 1.0 hour lunch break
- 3.4.7.7 Assistant Manager does not expect overtime in carrying out managerial responsibilities
- 3.4.7.8 Assistant Manager will receive 5 paid vacation days per year after the first year of service.

#### **3.4.8 Telephone and Email Etiquette**

- 3.4.8.1 Answer telephone in an articulate & upbeat voice
- 3.4.8.2 Try to answer the phone before the 3<sup>rd</sup> ring

- 3.4.8.3 Always identify the business and yourself when answering the phone: *“Hello, Thank You For Calling A Gift from Heaven Academy, Ms Assistant Manager speaking, How Can I Help You”*
- 3.4.8.4 Take accurate messages (name, time and date)
- 3.4.8.5 Thank the individual for inquiring about our program or Thank the individual for calling: *“Thank You For Calling A Gift from Heaven Academy And Have A Nice Day”*
- 3.4.8.6 All emails sent out by the Assistant Manager for business purposes should have a professional text signature. The signature should contain: Ms./Mrs., first initial, last name, title, full company address and company phone number.

### **3.4.9 Annual Continuing Education Requirements**

- 3.4.9.1 Assistant Manager must acquire a total of 19 DHR hours per year
- 3.4.9.2 Of the 19 required hours, the assistant manager must acquire 5 DHR-hours or college-hours in management and/or educational leadership per year. This is mandatory in maintaining the assistant manager position.

### **3.4.10 Checklist for closing the Center**

- 3.4.10.1 Items on checklist can be both delegated to employees and done directly by the Assistant Manager – however, the Assistant Manager is accountable for making sure the items are done.
- 3.4.10.2 Make sure the sign-in and sign-out sheet is correct and ready for the next day
- 3.4.10.3 Make sure buildings A and B (portables) are locked.
- 3.4.10.4 Make sure building A’s and B’s cooling/heating systems are off.
- 3.4.10.5 Make sure all floors are clean – especially the foyer floor
- 3.4.10.6 Cut off all lights in all rooms – including buildings A and B
- 3.4.10.7 Make sure blinds are closed; make sure ceiling fans are off; make sure aisle floor is clean and mop
- 3.4.10.8 Make sure all walkie-talkies are placed in the battery charger.
- 3.4.10.9 Make sure all of the doors on the main building are pulled up and latched – the alarm system will not activate if the doors aren’t fully closed.
- 3.4.10.10 Make sure the old heating/cooling unit near the kitchen (in the hall) is turned off
- 3.4.10.11 Empty all trash cans and put in new trash bags
- 3.4.10.12 Make sure all TVs are off
- 3.4.10.13 Leave Pinesol (or versa buff) and water in the 3-year-old classroom sink every evening before closing

### **3.4.11 Cell Phone**

- 3.4.11.1 Sole purpose of center cell phone is to contact the Director when the Director isn’t home. Cell Phone-to-Cell Phone communication will save the center some significant phone expense.
- 3.4.11.2 Given the Manager is not on site, Assistant Manager is responsible for giving the center’s cell phone to bus driver right before driver starts her route provided the bus driver doesn’t own a personal cell phone – the bus driver can use the cell phone during her route for business purposes only.
- 3.4.11.3 Manager responsible for giving center’s cell phone to Assistant Manager when the Manager leaves the site on a daily basis.
- 3.4.11.4 Assistant Manager is responsible for making sure the cell phone is on charger at the end of the day
- 3.4.11.5 Assistant Manager is responsible for making sure the Manager can find the phone the next morning

## **5. Cook Policies, Guidelines and Expectations**

- 5.1** Finding a replacement or temporary cook isn't easy and timely. Therefore, attendance for the cook is critical. A cook practicing excessive tardiness and absences is grounds for termination.
- 5.2** Cook must wipe down kitchen on a daily basis.
- 5.3** The cook should make sure the microwave is cleaned daily.
- 5.4** The floor should be mopped daily just before leaving – the cook can use a stronger solution than versa-buff in mopping the kitchen floor – can use Pinesol and bleach.
- 5.5** The cook should take 1 (one) food nutrition course per year in maintaining job.
- 5.6** The cook should also make sure that their first aid/CPR training is kept current.
- 5.7** Cook must wipe down cabinets, counter tops, and refrigerators weekly.
- 5.8** The cook should serve light and quick lunches on Fridays in ensuring enough time in doing weekly clean up duties (see item 5.8)
- 5.9** Do weekly order forms and turn the order forms in by Wednesday before 1pm to ensure a Thursday delivery date.
- 5.10** No Catering to customers (see section 2.10 Solicitation for more details)
- 5.11** During breakfast, serve students, wipe tables, sweep floors and dump breakfast trash.
- 5.12** The cook should always speak to parents and students when entering the Center – be cordial to customers and customers' children
- 5.13** The cook should deliver daily snacks to each classroom before leaving for the day unless the snack is to be refrigerated.
- 5.14** If the cook has to be out suddenly, it is the cook's responsibility to make sure food is prepared for the next day.
- 5.15** The cook must understand and prepare all of the correct components daily (as mandated by the State of Georgia)
- 5.16** The cook should keep a list of students with food allergies and serve those students accordingly.
- 5.17** Cook must wash hands before preparing food
- 5.18** Cook must wash hands after food preparation
- 5.19** The cook should wear gloves at all times when serving food and drink.
- 5.20** The cook should keep the kitchen door closed at all times so students can not come in (for safety reasons)
- 5.21** The cook should wear a hair net during the preparation and serving of food and drink
- 5.22** The cook must be well-groomed daily and his/her fingernails must be kept short and trimmed in avoiding the spread of germs and bacteria.
- 5.23** The cook should label refrigerated items properly.
- 5.24** The cook should complete (fill out) the Daily Meal Serving Roster on a daily basis – immediately after each classroom has been served (not at the end of the day).
- 5.24.1** The cook is to stay in the kitchen during their work hours if there is idle time – please make sure the kitchen is cleaned thoroughly (i.e.. cabinets are cleaned and wiped down, refrigerator is cleaned inside and out, oven is clean inside and out). Idle time is not for visiting the classrooms.

## **6. GA Pre-K Policies, Guidelines and Expectations**

- 6.1** Both the Lead Teacher and Teacher Assistant are to abide by all policies, expectations and guidelines describe in this employee handbook EXCEPT for policies, guidelines and expectations that conflict with GA Pre-K policies, guidelines and expectations
- 6.2** Lead Teacher and Teacher Assistant are expected to read and fully understand GA Pre-K's Content Standards. Go to <http://www.decal.state.ga.us/PreK/TeachersContentStandards.html>
- 6.3** [VERY IMPORTANT] Lead Teacher and Teacher Assistant are expected to read and fully understand GA Pre-K's Program Quality Assessment (PQA). Go to <http://www.decal.state.ga.us/PreK/TeachersPQA.html>. The Pre-K Representative will use the PQA to evaluate A Gift from Heaven Academy's delivery of service.
- 6.4** Expect for Lead Teacher and Teacher Assistant to adhere to GA Pre-K's training requirements in a timely manner
- 6.5** Teachers are funded for a 190-day program and this includes 10 days of pre- and post planning and teacher training
- 6.6** When the program has ended (annually), teachers will be given an evaluation by both the Manager and Director and at that time, the Director will discuss employment for the following year (the renewing or not of the contract for the up-and-coming year)
- 6.7** Teachers must meet one of the certification requirements specified by OSR. Please note that the waiver requests are applicable for the year of the application only. (Waivers must be re-submitted each year).
- 6.8** Both the Lead Teacher and Teacher Assistant are directly supervised by A Gift from Heaven Academy Management.
- 6.9** All certificates from training classes must be submitted to the Manager. Also, the Lead Teacher must file copies of all training certificates. It is a requirement of the GA pre-k program that certificates are kept on file at the center and available for inspection by a GA Pre-K representative.
- 6.10** Enrichments are items that enhance the learning environment. Pre-K staff should utilize planning time to make enrichments.
- 6.11** The Pre-K staff should adhere to GA Pre-K's guidelines relating to positive guidance and classroom management.
- 6.12** The Pre-K staff should adhere to GA Pre-K's guidelines relating to safety in the classroom.
- 6.13** [MANDATORY] The GA Pre-K teacher-to-child ratio is to have two teachers at all times, except during naptime. If the teacher or assistant needs to leave the room, contact the Manager or Director for a replacement teacher.
- 6.14** If a GA Pre-K representative comes in and there is only 1 teacher in the room, this will be grounds for immediate termination.
- 6.15** The Pre-K staff should adhere to GA Pre-K's guidelines relating to the daily schedule.
- 6.16** Pre-K staff is allotted 1.5 hour of planning time per day.
- 6.17** Planning time should be documented daily in the planning journal that both the lead and assistant teacher have planned together. Each log needs to be dated and list both teachers' names.
- 6.18** The Pre-K Representative will ask to see the journal.
- 6.19** Each the Lead and Assistant are provided a 30-minute break. Taking a break is mandatory. The Pre-K staff is not paid for the 30-minute break.
- 6.20** There should be a portfolio file on each child. A portfolio file is a record of a child's on-going development over time. The portfolio file should contain different samples of a child's work and the child's anecdotal observations.
- 6.21** The Pre-K Representative will ask to see the children's portfolio.
- 6.22** [VERY IMPORTANT] The Pre-K Representative will use the PQA to evaluate A Gift from Heaven Academy's delivery of service.
- 6.22.1** Attendance must be taken and monitored on a daily basis by the Lead Teacher (or Assistant). Children participating in the Pre-K program are required to attend the program from start to finish on a daily basis.

- 6.22.2** For the students in the program, chronic tardiness or absenteeism can lead to dis-enrollment from the program. Tardy times must be recorded on a daily basis – should be recorded on the CCS attendance roster. The GA Pre-K Rep will ask to see this log.
- 6.22.3** Must practice an “open door” policy to parents. Parents can stay in your classroom all day if they choose.
- 6.22.4** The Pre-K staff should adhere to GA Pre-K’s guidelines and tips relating to transitions and room arrangements.

## **7.0 Play Ground Rules**

- 7.0.1 A Gift from Heaven Academy had its playground significantly enhanced and updated with new features and play systems. With the new features and play systems come new rules and protocols (approaches, responsibilities, processes and best-practices) in minimizing potential incidents and maintaining the playground (and its stations and toys).
- 7.0.2 Prior to going onto the playground, do a rest room break. Best Practice: tell your students that if anyone needs to go to rest room AFTER the class makes it outside to the play ground, play will end and all students must go back in. *[this will cut back on students wanting to use the rest room during outside play – also, students aren't being monitored well when going in/out during rest room episodes]* The teacher must WATCH their students and not INTERACT with the students when on the play yard. *[If the teacher is interacting or playing with the students, it would impair the teacher's efforts in watching ALL students as they play on the play systems or stations – this would also hinder teachers from being able to explain how an incident occurred]*
- 7.0.3 Teachers should cover the children playground safety rules everyday prior to going onto the play yard. The teacher should have the students recite the rules out-loud prior to going onto the playground. *[By reciting the rules on a daily basis, the students will eventually memorize and know the rules for themselves – in which, this will help teachers better manage students during outside play]*
- 7.0.4 On a daily basis, the teacher should manage the students cleaning up the playground and placing all toys BACK in their proper locations – it is the students' RESPONSIBILITY to do the actual clean up however, the teacher is ACCOUNTABLE. *[This is very important in maintaining the playground and in keeping the toys organized for the next class of students. This also minimizes the occurrences of toys being on the opposite side of the fence].*
- 7.0.5 Teachers witnessing a playground in disarray (toys not in their proper locations, paper on the ground, etc.) must report the incident to management. *[By doing this, the teacher will not be held accountable for the playground being in disarray]*
- 7.0.6 Teachers are responsible for students NOT playing around and in between the trees outlining the playground.
- 7.0.7 Teachers are responsible for all debris and paper being picked up from the playground and placed in the playground trashcan.
- 7.0.8 Teachers ARE NOT allowed to let their students play on both play systems at once. Students are only allowed to play on one play system (or concentration area) at a time. The teacher can rotate between the two play systems (or concentration areas) however, the teachers entire class must rotate as well – PROVIDED THE PLAY SYSTEM IS AGE APPROPRIATE for the teacher's students. *[By doing this, it will help keep all students in one area and the teacher can better monitor the students].*
- 7.0.9 Students can play with/on the following combination of features, stations and systems at the same time. By mandating concentration areas, it will help keep all students in CONCENTRATED areas and the teacher can better monitor the students:
- a. **Concentration Area 1:** Regular Swing Bays (not tire swing), 5-12 Yr Play System, Balancing Beam
  - b. **Concentration Area 2:** Funnel Ball, 3-12 Yr. Play System
  - c. **Concentration Area 3:** Specialty Stations (Sand, Water and Paint), Tire Swing, Funnell Ball

### **7.1 Play System Rules**

- 7.1.1 These rules apply to children playing on the 3-12 Yr and 5-12 Yr play systems:
- 7.1.2 3-year-olds are not allowed to play on the 5-12 Yr play system
- 7.1.3 2-year-olds and 1-year-olds are not allowed to play on either play system
- 7.1.4 On the 5-12 Yr play system, do not allow students to go UP the big tube slide – students coming down the tube slide could collide.
- 7.1.5 On the 3-12 Yr play system, do not allow students to run UP the slides – students coming down the slide could collide.

- 7.1.6 Don't allow students to climb over any side wall
- 7.1.7 No more than 4 children per deck

## 7.2 **Specialty Station Rules**

- 7.2.1 The sand station, paint station and water station are all considered to be **specialty playground stations**. Management does not expect students to play with/in these stations on a daily basis due to the following rules:
- 7.2.2 Students are not allowed to play on the PLAY SYSTEMS when playing with/in the specialty stations (paint, water and sand). *[By mandating this, it will help keep all students in one concentrated area and the teacher can better monitor the students – also, there is special preparation and clean up needed for the specialty stations].*
- 7.2.3 When the teacher decides to use the specialty stations, the following protocols and rules must be used:
- 7.2.4 Take outside a bucket and some towels for paint clean up
- 7.2.5 The students must stand up against building A outside (near the funnel ball) while the teacher PREPARES the specialty stations. Suggestion: as the teacher prepares the specialty stations, the students could recite in unison the 5 playground rules or the alphabets or etc.
- 7.2.6 The teacher prepares the paint station by placing paint in the cups and placing the cups in the cup holders and placing the paint brushes near each station – the paint, cups and brushes are located in the locked toy chest – the key to the toy chest is on the same key ring with the portable key.
- 7.2.7 The teacher prepares the water station by getting the water hose (located under building A) and filling each water bin (also fill the bucket up with water so students can clean their hands and clothes after painting). Shut the water off but leave the water hose out until students finish playing.
- 7.2.8 Students are allowed to play on the **tire swing and funnel ball** when using the specialty stations. *[By doing this, it will help keep all students in one area and the teacher can better monitor the students].*
- 7.2.9 Teachers MUST NOT allow students to put sand anywhere outside of the sand box – sand must stay with in the sand station – teachers are accountable.
- 7.2.10 Teachers MUST NOT allow students to spread water anywhere outside of the water bins – water must stay with in the water station – teachers are accountable.
- 7.2.11 Teachers MUST NOT allow students to put sand in the water bins (or paint station cup holders). Teachers must not allow students to put water in the sand station – teachers are accountable.
- 7.2.12 After the students finish playing with/in the specialty stations (and funnel ball and tire swing), the teacher should do the following:
  - 7.2.12.1 First, have students put back all toys in the correct locations – students are responsible however, the teacher is accountable
  - 7.2.12.2 Second, the teacher should make the students all stand back near building A again while she completes the clean-up
    - 7.2.12.2.1 While the students are standing
    - 7.2.12.2.2 The teacher should clean the paint from each student's hand using the towels and water in the bucket.
    - 7.2.12.2.3 The teacher should clean the brushes using the water in the bucket
    - 7.2.12.2.4 The teacher should take a wet towel and wipe down the painting glass
    - 7.2.12.2.5 After the teacher wipes down the painting glass, the teacher should hose down the painting glass with the water hose
    - 7.2.12.2.6 The teacher should return the water hose to its location under building A
    - 7.2.12.2.7 All painting cups should be disposed in the playground trash can - towels can be washed
  - 7.2.12.3 Third, the teacher must cover the water station and sand station with their respective covers.



**7.3 Student Playground Rules for Daily Recitation**

- 7.3.1 BE NICE - NO PUSHING
- 7.3.2 WE MUST SHARE AND TAKE TURNS
- 7.3.3 DON'T DESTROY PLAYGROUND EQUIPMENT
- 7.3.4 WE MUST CLEAN UP BEHIND OURSELVES
- 7.3.5 DO NOT PLAY AROUND THE TREES

7.4 The rules are the same for 2-teacher classrooms – each teacher must adhere to the rules listed above.

## **8.0 Van/Bus Driver Guidelines**

- 8.1 The Van Driver must have a good driving history
- 8.2 Finding a replacement or temporary van driver isn't easy. Therefore attendance for the van driver is critical. A van driver practicing excessive tardiness and absenteeism is grounds for termination.
- 8.3 Van driver must reinforce 3 rules to the children daily on the van: (1) no eating, (2) no hitting and (3) must use inside voices on the van. If it is loud, the van driver cannot concentrate. Van driver must also explain that if she or he drives over a railroad track, there must be absolute silence.
- 8.4 Van driver can only play jazz music; the station cannot be put on any other type of music station.
- 8.5 Van driver cannot eat on the van themselves.
- 8.6 Van driver may not drive and talk on the cell phone (unless it is an emergency and she/he is speaking to someone at A Gift from Heaven Academy in reference to a child pick-up).
- 8.7 Van driver should make sure the van is clean and the van must be locked up everyday.
- 8.8 Van driver should make sure they leave the van key in the drop box outside of the Manager's office.
- 8.9 Van driver should always greet the student upon departing and entering the van (i.e.. "Have A Good Day At School", "Hi, How Was Your Day Today?").
- 8.10 Van driver should make sure that the sliding door is closed before and after a student gets in or out.
- 8.11 Van driver should make sure that all students have their seat belts on before driving off.
- 8.12 Van driver should ask the Manager before leaving on their after-school route if there are any students that are absent – by doing so, the van driver will know which students not to pick up.
- 8.13 Van driver must do the attendance form upon every drop-off and pick-up.
- 8.14 Van driver must make sure all children are accounted for before and after departure.
- 8.15 Van driver must have students to line-up while unloading the van; this will minimize an accident from happening.
- 8.16 Van driver must walk the students to the after-school classroom and make sure the teacher receives them in her care.
- 8.17 Upon arriving to the Center and parking, after all of the children have exited the van, the van driver must go through each row of seats in making sure NO CHILDREN REMAIN ON THE VAN.
- 8.18 A child left on the Van is grounds for termination.