

Employee Reference Manual for the Primrose
Daycare Center of Lewisville

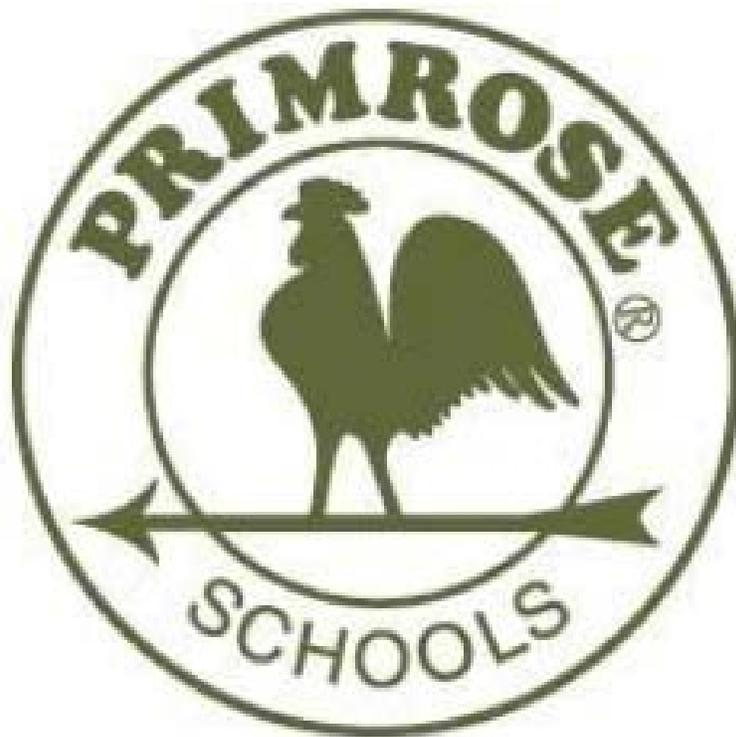


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Introduction

This employee reference and training manual is designed to inform mainly student employees (but full-time employees and staff as well) of the Primrose Daycare Center of Lewisville's policies and procedures. Topics covered include:

- Dress code
- Legal obligations
- Classroom cleaning policies
- Arrival and departure procedures

Please note that the policies and guidelines mentioned in this manual are to be followed exactly how they are written. Employees who do not follow these guidelines are subject to disciplinary action.

Chapter 1: General Office Policies



Chapter One: General Office Policies

Hours of Operation

The Primrose Daycare Center of Lewisville is open from 6 AM to 6 PM Monday through Friday. The center is closed on Saturday and Sunday.

Telephone Etiquette

When answering phones for the Primrose Daycare Center, employees should answer with a simple greeting. Good examples of greetings include:

- “Hello. Thank you for calling the Primrose Daycare Center of Lewisville. How may I help you today?”
- “Hello. This is the Primrose Daycare Center of Lewisville, how can I help you?”
- “Thank you for calling Primrose Daycare Center of Lewisville, how may I help you?”

Employees should answer any questions the caller may have with a friendly and helpful tone, to ensure that callers feel at ease. If you do not know the answer to a caller’s question, you should tell them politely to hold on while you find the answer to their question.

At the end of the conversation, employees should always ask callers if they have any more questions, or if employees can offer more assistance to them. After all questions or concerns have been answered or addressed, employees should end the conversation with a pleasant and genuine closing, such as one of the following:

- “Thank you for calling Primrose Daycare Center of Lewisville, have a great day!”
- “It was a pleasure helping you today, have a good day.”

Holidays and Personal Time

Holidays

The Primrose Daycare Center of Lewisville will be closed on all federal holidays, including:

- Christmas Day
- New Year's Day
- Memorial Day
- Labor Day
- July 4th

Personal Time

Employees may take up to four (4) personal days a year. Student and temporary employees may take up to two (2) personal days per semester (or 16 weeks).

Staff Meetings

Staff meetings are scheduled regularly, usually on the second Monday of every month. All staff members, including student employees, are required to attend.

Lunch/Other Breaks

Employees should clock out when they go on break and clock in when they return from both lunch and other breaks.

Lunch Breaks

Employees are allowed one 30-minute lunch break at the time of their choosing, as long as another employee (either student or full-time) watches their classroom during the break.

Other Breaks

Employees are also allowed one 10-minute break per four hours of work.

Parking

Employee Parking

Employees should park in the parking spaces designated “employee parking” (see Figure 1.1 below). Employees parking in visitor’s parking spaces will be asked to move. Repeated offenses will result in employee’s vehicles being towed at owner’s expense.



Figure 1.1

Visitor Parking

Primrose Daycare Center considers visitors to the center a top priority, and allows them to park conveniently near the entrance. Visitor spaces are designated with the following sign (see Figure 1.2 below).



Figure 1.2

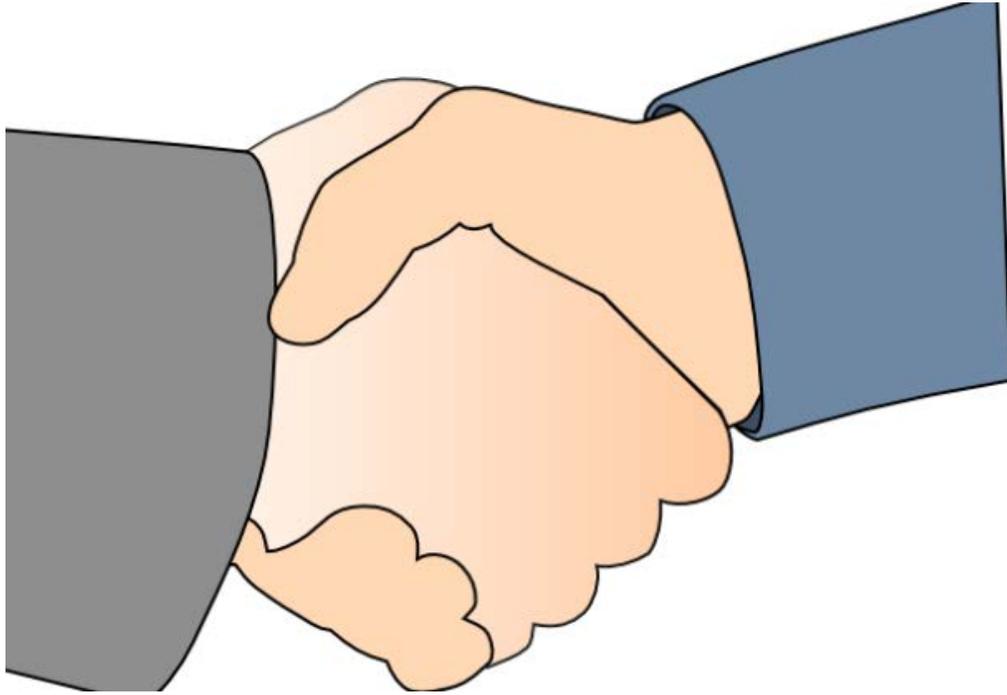
Handicapped Parking

Employees and visitors who are legally able to park in handicapped-designated spaces are permitted to do, with proof of proper permit (i.e. handicapped placard).

Pay Day

Employees are issued paychecks on the 1st and the 15th of every month. Student employees are not allowed to obtain overtime hours or pay.

Chapter 2: Professionalism



Chapter Two: Professionalism

Code of Conduct

Employees of the Primrose Daycare Center of Lewisville should abide by the following professional code of conduct.

Employees should maintain a clean, professional appearance at all times. This includes wearing the proper uniform (see later section), and maintaining a well-groomed appearance. Employees should also conduct themselves in a professional manner and always have a friendly and helpful attitude while at work. In addition, employees should engage in good work behavior, which results in a more positive work environment for both student employees and the full-time staff. Examples of both good and bad work behavior are listed below.

Bad Work Behavior

- Frowning
- Talking/texting on phones
- Listening to music (except center-approved music in the classroom)
- Having a generally bad attitude
- Cussing/dirty language
- Standing around with nothing to do

Good Work Behavior

- Cheerful attitude
- Maintaining a smile at all times
- Helping both children and other employees with their tasks, if needed

Dress Code

Employees should adhere to the following dress code.

Shirts/Jackets/Vests

Upon hire, new employees are given a polo shirt with the Primrose Daycare Center logo on it. Employees should wear this polo shirt tucked in, with a belt to work every day. (See appropriate pants and belts below.) Employees are encouraged to buy other items of clothing that have the Primrose Daycare Center logo, such as additional polos, jackets, vests, and t-shirts. Articles of clothing without the Primrose logo are not permitted. (See Figure 2.1 below.)

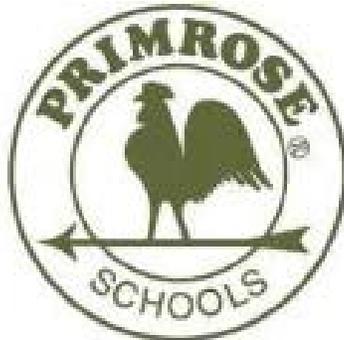


Figure 2.1

Pants/Shorts/Skirts

Pants and shorts must be khaki (white is acceptable), navy blue, brown, or black. They must be free of holes, rips, tears, and stains. Shorts and skirts must be no more than two inches above the knee. Cargo pants are not permitted. Pants, shorts, or skirts that do not meet these requirements are not permitted. (Examples of appropriate pants are shown below.)



Figure 2.2

Belts

Belts should be a neutral color (i.e. black, gray, brown, navy blue, white, etc.) and not display any logos, studs or spikes, or offensive language. (See Figure 2.3 below.)



Figure 2.3

Shoes

Acceptable shoes are closed-toe sneakers or loafers (see examples below.) The following kinds of shoes are not allowed:

- Flip flops
- Sandals
- Clogs

- Work or cowboy boots
- Cleats

Examples of acceptable shoes:



Figure 2.4

Jewelry

Male employees are not allowed to wear jewelry, except for a wedding ring.

Female employees are allowed to wear jewelry, with the following conditions:

- Necklaces and earrings must be short, to avoid a child reaching up and pulling on it
- All jewelry, including rings, must not display offensive language or any spikes/studs that could harm children

Attendance

Clocking In and Out

Employees are required to work the full duration of their assigned shift (unless previous arrangements have been scheduled or arranged). Employees should clock in at the beginning of their shift using their employee identification number, and clock out before leaving. At the end of every week, time cards will be collected by the center director and put into a payroll database.

Attendance at Staff Meetings and Field Trips

All employees (including student employees) are required to attend both staff meetings and classroom field trips, unless other arrangements are made.

Sick/Personal Days

In the event an employee cannot come to work due to illness, they should contact the center and explain the circumstances. Employees that are sick are not permitted to return to work until they display proof that the illness is gone (i.e. a doctor's note) to prevent illnesses being spread to children or other employees.

Employees are allowed up to five personal days a year (three days per semester for student employees). These days should be approved by the center director prior to scheduling time off.

Chapter 3: Legal Obligations



Chapter Three: Legal Obligations

Confidentiality

Employees of the Primrose Daycare Center of Lewisville are legally obligated to keep private information such as:

- Addresses and phone numbers of children or their parents
- Parents' names and places of work
- Where children attend school
- Parents' financial information
- Children's medical records

Other items that the center prefers to be kept confined to the center itself are:

- Daily classroom activity schedules (i.e. when children go to lunch, play time, nap time, etc.)
- Date and location of field trips

Safety

Employees are required to strictly follow center guidelines regarding safety.

Classroom Safety

The following guidelines and precautions should be followed when monitoring safety in the classroom:

- Being aware of the actions and activities of the children in your care or classroom at all times
- Push chairs underneath desks, to avoid children running into them
- Making sure all rugs in the classroom are smooth and do not have corners that are turned over, to avoid a tripping hazard (see example below.)



Figure 3.1

- Monitoring the arts and crafts table, to ensure proper use of scissors, glue, and craft sticks
- Ensuring all toys (especially blocks) are put away in their proper place
- Equipping the cabinets with child-proof locks, to keep children from hurting themselves on the corners (see examples of childproof cabinets below.)



Figure 3.2



Figure 3.3

Playground Safety

All employees should look for the following to ensure safe playground activities:

- Bullying
- Pushing/shoving
- Running
- Misuse of playground equipment
- Improper shoes (flip flops, sandals, etc.)
- Playing in or throwing the woodchips in the sandbox

Field Trip Safety

To ensure safe field trips, the following safety measures should be taken:

- Teachers and student employees should monitor children getting on and off center vans (see example below.)



Figure 3.4

- Check to see that each child is properly seated in a seat, and is wearing a seatbelt (see example below.)



Figure 3.5

- When crossing a street, group leaders should use a crosswalk to guide children across the street
- Group leaders should conduct a head count of the children in their group on a regular basis

Chapter 4: Understanding Procedures



Chapter Four: Understanding Procedures

Classroom Cleaning Procedures

Classroom cleaning procedures are broken down by areas of the classroom.

Tables and Chairs

When cleaning tables and chairs in the classroom, employees should follow the steps below:

1. Wipe down both the tables and chairs with a damp cleaning cloth
2. Moisten a separate cleaning cloth with warm water
3. Spray tables and chairs with the high-powered cleaner located in the supplies cabinet in each classroom (see example below.)
4. Wipe tables and chairs with the second cleaning cloth



Figure 4.1

Floors

Employees should sweep and mop the entire floors at the end of each day.

Play Mats

Each play mat should be wiped down with the sterile cleaning solution and a damp cloth.

Counters and Sinks

Counters

Counters should be cleaned in the following way:

1. Put all items on counter away in their proper place
2. Wipe counter down with a moistened sponge
3. Spray entire counter with sterile cleaning solution
4. Wipe up solution with a paper towel or dry cloth

Sinks

Sinks are to be cleaned in the following order:

1. Remove all food/items from the sink
2. Run warm water in the sink while wiping down with a moist sponge
3. Spray a damp cleaning cloth with kitchen cleaner (see example below.)
4. Wipe sink out with the cloth containing kitchen cleaner on it



Figure 4.2

Arrival and Departure of Children

Morning Arrival

The center's policies on the morning arrival of children are outlined below.

Drop-off Station

Employees working the drop-off station should always receive children in the following order:

1. Have parents/guardians sign in (i.e. their child's name, teacher name, date, and time)
2. Give parents/guardians their assigned colored tags
3. Put the child's corresponding tag in their assigned cubby

Classroom Teachers

Before the morning arrival of children, classroom teachers should:

- Take the chairs off the tables
- Put all place mats and name cards in their assigned positions
- Have all materials and supplies needed for the first lesson on the teacher's table

When students begin arriving:

- Help them hang their backpack on their assigned hook
- Make sure all students use the restroom before beginning any activities

Afternoon Departure

Classroom Teachers

Classroom teachers should engage in the following steps to ensure smooth departure of children:

1. Have children stand beside their chair
2. One by one, call children to get their backpacks and line up by the door
3. When all children are in line, lead them down the hallway to the pick-up station

Pick-Up Station

Employees working the pick-up station should follow the preceding steps:

1. Put the child's assigned colored tag from their cubby into their backpack
2. When parents come in to pick up their child, match their colored tag to their child's tag
3. If the tags match, have parents show picture identification
4. Parents/guardians should sign their children out (i.e. child's name, teacher's name, date, and time)
5. Once tags match and picture identification matches the parent/guardian, children are allowed to be released with parents/guardians

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