

EMPLOYEE HANDBOOK

OF



*USDA Child & Adult Care Food Program
Sponsoring Organization*

**203 Hull Street, Suite A
Richmond, Virginia 23224**

4/8/2022

Introduction

We would like to take this opportunity to welcome you to Child Care Resources, Inc. Your employment is very important to us. We look forward to working with you as we continue to serve our mission of increasing access to the USDA-Child and Adult Care Food Program so children living in impoverished areas can benefit from good health through good nutrition.

This Handbook is intended as a means of communicating our policies and procedures to you in order for you to better understand how we, your employer, operate. It is presented as a matter of information only and its contents should not be interpreted, and are not intended, as a written employment contract between CHILD CARE RESOURCES, INC. or the United States Department of Agriculture.

After reading the following material, we urge you to discuss any questions and comments you may have with your immediate supervisor. We strongly believe in an “open-door, open-communication” philosophy and expect every employee to give us their input to achieve our mutual goals.

Finally, this handbook supersedes all previous handbooks, as well as management memos that may have been issued on the subjects covered.

I. EMPLOYMENT POLICIES

Personal Appearance and Dress Code

Immaculate grooming and personal cleanliness is expected of all employees. As a representative of Child Care Resources, Inc. and the United States Department of Agriculture, it is essential that each employee present a professional and well-groomed appearance at all times.

Clothing:

Male: Blue or black Jeans (without holes or excessive fading), khaki pants, dress pants. Black T-shirts; black, white or earth-tone dress shirts, sweaters.

Female: Blue or black Jeans (without holes or excessive fading), khaki pants, dress pants, skirts. Black T-shirts; black, white or earth-tone dress shirts, blouses, or sweaters.

Hair:

Must always be clean, neat and well groomed

Sideburns should not extend below the earlobes and must be neatly trimmed

Beards, mustaches must not be grown while working at the company, faces must be clean shaven everyday

Beards or mustaches, if worn, must be mature and maintained clean and neatly.

Scenes or words on clothing and accessories must be appropriate. No sexual innuendo, alcohol, music groups, drug or tobacco related messages are allowed.

Jewelry:

Earrings are allowed in earlobes only

Body piercings must be covered

No earlobe rings

Hygiene:

Deodorant must be worn daily and refreshed as needed.
Body, teeth and hair must be maintained hygienically clean.

Misc:

Tattoos must be covered during site visitations and visitor trainings.
Strong perfumes/colognes are discouraged.

Hours of Operation

CHILD CARE RESOURCES, INC. is open Monday through Friday, from 9:00am to 5:00pm.

Severance Pay

Severance Pay may be paid to employees laid off—and who are in good standing. Severance Pay is calculated on a case-by-case basis and is determined by the tenure, work performance, and financial status of the organization. Severance pay shall not be given when an individual is terminated for program misconduct, violations of program requirements, violation of the organization's code of conduct outlined in this manual, or conviction for criminal misconduct.

Drug-Free Workplace

Employees must report to work in a fit condition to work. **CHILD CARE RESOURCES, INC.** believes that alcohol and drug abuse greatly affect job performance, the work environment and confidence in the company. We will take immediate action, up to and including immediate discharge, against employees who use, distribute or possess controlled substances while on **CHILD CARE RESOURCES, INC.**'s premises or at any sponsored site, or who violate Company rules that prohibit usage of alcohol on the job or at such times prior to working hours as to impair job performance. Any employee who violates this alcohol and drug policy will be subject to disciplinary action up to and including immediate discharge.

MP-3 Players/Streaming Music

The use of private music players is acceptable at work with the following perimeters: Music players shall be listened to with earphones; the volume shall be kept at a level that the user can hear the phone ring and other people talking; the user shall not walk around with earphones in the ears. When streaming music is used, the software shall be removed from the computer at the end of the day.

Employment Authorization

The Immigration Reform and Control Act of 1986 requires that **CHILD CARE RESOURCES, INC.** ensure that employees are authorized for employment in the United States. Therefore, only individuals lawfully authorized for employment in the United States will be employed by **CHILD CARE RESOURCES, INC.**

In connection with the Immigration Reform and Control Act of 1986, **CHILD CARE RESOURCES, INC.** must collect certain information and review certain documentation concerning the employment authorization of individuals hired after November 6, 1986. This information and documentation will be used only for compliance with the Immigration Reform and Control Act of 1986 and not for any unlawful purpose. If your employment authorization changes or terminates after the start date of your employment, please inform **CHILD CARE RESOURCES, INC.** immediately.

OR

EMPLOYMENT ELIGIBILITY AND VERIFICATION (I-9 FORM)

Federal Law requires that every employee hired by **Child Care Resources, Inc.** after November 6, 1986, complete Section 1 of the Employment Eligibility Verification Form (commonly called the I-9) on the first day of work and Section 2 within three workdays of the start of work. The I-9 provides proof of eligibility of work in the United States and **Child Care Resources, Inc.**. You must complete Section 1 and present documentation of your identify and work eligibility, as described on the back of the back of the I-9 form, to staff Human Resource Services for verification and completion of Section 2. Completion of the I-9 process within three workdays of the start of work is a condition of employment.

If your status documents expire on a particular date, you must come to Human Resources Services with appropriate documentation before the expiration date of the documents. If you do not provide the required documentation by the expiration date, the suspension and termination procedures described above will apply.

Please contact Child Care Resources, Inc. office if you have any questions about the employment eligibility and verification process.

Employees with Disabilities

CHILD CARE RESOURCES, INC. is firmly committed to complying with the Americans with Disabilities Act (ADA) and other federal and state legislation designed to ensure equal employment opportunities to persons with disabilities. **CHILD CARE RESOURCES, INC.** prohibits discrimination on the basis of disability in regard to all employment practices or terms, conditions and privileges of employment. Consistent with this policy and applicable law, Child Care Resources, Inc. will make reasonable accommodation to the known physical or mental limitations of qualified applicants or employees, unless to do so would cause an undue hardship on the operation of its business.

Religious Accommodation

Child Care Resources, Inc. will make reasonable efforts to accommodate the religious practices of our Employees. Whenever an Employee requests an accommodation, Child Care Resources, Inc. will consider such possibilities as time off or change in job assignment. The requested accommodation, however, must be reasonable. We will not make any accommodation that would create an undue hardship on the conduct of Child Care Resources, Inc.. Based on the particular facts in each case, we will determine whether a requested accommodation would create an undue hardship.

Policy Against Harassment

CHILD CARE RESOURCES, INC. expects that all employees will treat each other with fairness and respect. Harassment on the basis of race, religion, color, gender, age, national origin or disability or as otherwise provided under state or local law, will not be tolerated and is strictly prohibited. Harassment of this type is illegal and contrary to the policy of **CHILD CARE RESOURCES, INC.**. The company strives to foster a work environment free of harassment, discrimination, intimidation and insult. Harassment is a form of misconduct that undermines both personal and professional relationships in the workplace. Every staff member must be assured that he or she can work in an environment that is free from unwanted and unwelcome harassment and discrimination.

Harassment creates unacceptable stress for the entire organization, adversely affecting morale, demeans the individual so treated, and could cause potentially devastating costs to the Company. Child Care Resources, Inc. believes that courteous, mutually respectful, pleasant, non-coercive interactions between employees will best serve the well-being of each individual and Child Care Resources, Inc..

Any person who believes that he/she is the victim of any type of discriminatory conduct, should bring that conduct to the immediate attention of his/her supervisor. The company will conduct a prompt and thorough investigation of all the circumstances surrounding the alleged incident in a confidential nature. If the investigation discloses that an individual has committed an act of discrimination, that individual will be subject to appropriate disciplinary action, up to and including termination. Retaliation in any form against an employee who complains of discrimination or harassment is strictly prohibited and will result in appropriate disciplinary action. Any supervisory employee to whom an employee brings a complaint of harassment but who fails to take appropriate action to resolve it will also be disciplined.

Equal Employment Opportunity

It has been and will continue to be the policy of **CHILD CARE RESOURCES, INC.'s** to be fair and impartial in all of its relations with its employees and applicants for employment and to make all employment-related decisions without regard to race, religion, color, national origin, age, sex, disability, or any other categories protected by federal, state, or local law. This policy applies to recruitment, hiring, training, promotion, and all other personnel actions and conditions of employment such as compensation, benefits, layoffs and reinstatements, training, tuition assistance, and disciplinary measures. Decisions regarding employment and promotion will be based solely upon valid job-related factors.

In accordance with Federal law and U.S. Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. Child Care Resources, Inc. does not discriminate on the basis of marital status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, familial status, source of income, place of residence or business, genetic information, matriculation, political affiliation of any individual, all part of an individual's income is derived from any public assistance program, reprisal, or parental status.

If you require this information in alternative format (Braille, large print, audiotope, etc.), contact the USDA's Target Center at (202) 720-2600.

If you require information about this program, activity or facility in a language other than English, contact <https://ccresourcesinc-web.sharepoint.com/Pages/Complaint.aspx> or by calling 877-427-2888. USDA is an equal opportunity provider and employer.

To file a complaint about this institution, first contact your supervisor. You may also contact the state agency or sponsoring organization:

Child Care Resources, Inc.
<http://www.ccreourcesinc.org/complaint/>
855-427-2888

Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Life-Threatening Illnesses

CHILD CARE RESOURCES, INC. recognizes that employees with life-threatening illnesses, such as cancer, heart disease and AIDS, may wish to continue their normal pursuits, including work, to the extent possible. The decision regarding the employee continuing to work will be made in accordance with applicable law (on a case-by-case basis) and according to the ability of the individual with a life-threatening disease to perform

job-related duties.

No-Solicitation/No-Distribution

The conducting of non-Company business, such as canvassing, collection of funds, pledges, circulation of petitions, solicitation of memberships, or any other similar types of activity is not permitted during the working time of either the employee doing the soliciting or being solicited or at any time in working areas.

The distribution of non-Company literature, such as leaflets, letters, or other written materials by an employee is not permitted during the working time of either the employee doing the distributing or the employee to whom the non-Company literature is being distributed, or at any time in working areas.

Outside Employment Policy

Child Care Resources, Inc. employees may be allowed outside employment provided that the employee informs his/her supervisor in writing and such employment:

1. in no way interferes with the performance of the employee's duties, including CACFP-related duties or responsibilities; and
2. is performed outside the employee's approved work schedule and off Child Care Resources, Inc. premises.
3. in no way presents a conflict of interest. An example of a conflict of interest is working for a center that is sponsored by Child Care Resources, a competitor, or working for a vendor that sells products or services to Child Care Resources or its sponsored sites.

Open-Door Policy

We strongly believe in an open-door, open-communication policy and feel it is an important benefit to us, as well as to other employees. This policy, we believe, will allow employees to come forward and discuss their problems with their manager or direct supervisor, in order to resolve the issues quickly and efficiently. However, if your immediate supervisor is not able to satisfy your questions regarding the interpretation or application of this Handbook or any other work place issue, then you are free to use the company's website to file a comment, complaint or question at <http://www.ccreourcesinc.org/complaint/>. If an employee has or foresees a problem which may interfere with that employee's ability to adequately perform his/her responsibilities, the employee should discuss the matter with his/her supervisor or with the Chief Executive Officer.

Introductory Period

All employees are hired on a ninety (90) day introductory period. During this time you have the opportunity to determine whether you are suited for the job, and **CHILD CARE RESOURCES, INC.** has the opportunity to determine whether you are satisfying the job requirements and responsibilities. During this period employees will earn but cannot use annual and sick leave, vacation leave or other paid leave. It is the policy of **CHILD CARE RESOURCES, INC.** to maintain an at-will employment relationship with all employees at all times during and after the introductory period.

During this introductory period, as well as at all other times, both employees and **CHILD CARE RESOURCES, INC.** have the right to terminate employment without advance notice and without cause. Successful completion of the introductory period is not a guarantee of continued employment or of any set term of employment. Continued employment is always subject to our business needs and discretion, as well as your performance.

Both during and after the introductory period, your employment with **CHILD CARE RESOURCES, INC.** remains an at-will relationship at all times.

Sexual Harassment Policy

Sexual harassment as well as gender based discrimination is illegal and contrary to the policy of **CHILD CARE RESOURCES, INC.**. The company strives to foster a work environment free of sexual harassment, gender based discrimination, intimidation and insult. **CHILD CARE RESOURCES, INC.** prohibits any employee from making unwelcome and unsolicited sexual advances, unwelcome, offensive or inappropriate comments regarding an employee's gender or engaging in other verbal or physical conduct of a sexual or gender-offensive nature, when an individual's submission to that conduct is made explicitly or implicitly a term or condition of that individual's employment, or when that conduct creates an intimidating, hostile, or offensive working environment. Harassment based on gender is a form of misconduct that undermines both personal and professional relationships in the workplace. Every staff member must be assured that he or she can work in an environment that is free from unwanted and unwelcome harassment and discrimination.

Sexual harassment creates unacceptable stress for the entire organization, adversely affecting morale, demeans the individual so treated, and could cause potentially devastating costs to Child Care Resources, Inc.. Child Care Resources, Inc. believes that courteous, mutually respectful, pleasant, non-coercive interactions between employees will best serve the well-being of each individual and Child Care Resources, Inc..

All employees, both male and female, are strictly prohibited from sexually harassing or making improper advances toward other employees or harassing other employees as a result of their gender. Sexual harassment includes unwelcome or unsolicited verbal, physical or sexual conduct, that is made a term or condition of employment, or is used as the basis of employment or advancement decisions. Sexual harassment also includes conduct that has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile or offensive work environment.

Sexual harassment includes but is not necessarily limited to:

- Unwelcome or unwanted sexual advances.
- Requests or demands for sexual favors.
- Verbal abuse, kidding, or physical contact that is sexually oriented and considered unacceptable by the target of the abuse.
- Any type of sexually oriented conduct that interferes with another's work performance.
- Sexually oriented conversations or activities that create a work environment that is intimidating, hostile or offensive to any staff member.
- Verbal abuse, kidding, remarks or comments that intimidate, ridicule, and maliciously demean the status of an individual's gender.

Any person who believes that he/she is the victim of any type of discriminatory conduct, including sexual harassment, should bring that conduct to the immediate attention of his/her supervisor, the Chief Executive Officer or any member of management. The organization will conduct a prompt and thorough investigation of all the circumstances surrounding the alleged incident in a confidential nature. If the investigation discloses that an individual has committed an act of discrimination, that individual will be subject to appropriate disciplinary action, up to and including termination. Retaliation in any form against an employee who complains of discrimination or harassment is strictly prohibited and will result in appropriate disciplinary action. Any supervisory employee to whom an employee brings a complaint of sexual harassment but who fails to take appropriate action to resolve it will also be disciplined.

II. LEAVES FROM WORK AND OTHER BENEFITS

BENEFITS OVERVIEW

Employee Classifications

Regular Full-Time

This classification is considered after satisfactorily completing the Introductory Period and your normal work schedule calls for at least 32 hours per week on a continuing basis. In the event an employee is scheduled to be full time, but due to unapproved absenteeism, doesn't work 32 hours per week, they will become ineligible for this classification.

Regular Part-Time

One who is regularly scheduled to work more than 20 but less than 32 hours weekly.

Temporary:

Hired for a specific assignment or for a specific period of time usually not to exceed three months.

Per Diem:

Come to work only when called to do so.

Exempt Employees:

Employees assigned to management, administrative, professional or supervisory positions, who by the nature of their assignments are exempt from overtime pay requirements of the Fair Labor Standards Act. Such employees are paid on a salary basis, but must fill out time records for Federal accounting purposes. Use of vacation/sick time must be reported when used. Exempt employees are not eligible for overtime pay.

Non-Exempt Employees

Those covered by the state and federal wage and hour laws are paid on an hourly basis for actual hours worked. Non-exempt staff are those who not require full supervision over other staff, and are eligible to be paid overtime for hours worked over 40 hours in one week period. Overtime pay equivalent to 1.5 times the regular pay. Non-exempt staff members are paid on the basis of actual time worked each pay period. All overtime must be approved in advance from the State Agency in writing.

Fair Labor Standards Act (FLSA)

The FLSA is the Federal law which sets minimum wage, overtime, recordkeeping and youth employment standards.

The minimum wage for covered nonexempt workers is not less than \$7.25 per hour. With only some exceptions, overtime (“time and one-half”) must be paid for work over forty hours a week. Child labor regulations prohibit persons younger than eighteen years old from working in certain jobs and additionally sets rules concerning the hours and time employees under sixteen years of age may work.

Additional information about the FLSA can be found at www.wagehour.dol.gov.

Benefits

CHILD CARE RESOURCES, INC. prides itself in providing a high level of excellent benefits to eligible employees. Eligible employees receive benefits information and may elect to be enrolled in the various group plans. Any questions about benefits that a manager cannot answer should be directed to <http://ccresourcesinc.org/contactus.aspx>. The terms, conditions, and eligibility requirements for fringe benefits are set forth in formal plans and policies for the specific fringe benefits, and those documents control in the event of any inconsistencies with this manual. All fringe benefits are subject to change or termination, and employees may be responsible for premium payments. **CHILD CARE RESOURCES, INC.** and its benefit plan administrators reserve the right to determine eligibility, interpretation, and administration with respect to benefit plans.

The group plan and other fringe benefits offered to all regular, full-time employees and some are:

- * Group health insurance, including dental, vision coverage and prescription drug card*
- * 401k Retirement Program with 4% Employer Match
- * Free water, snacks, coffee, tea, sodas and juices
- * Free Parking
- * Discounted Banking Services
- * Company Email and Intranet Accounts
- * Microsoft Suite access at home
- * Family & Medical Leave
- * Health Club Subsidy
- * COBRA Insurance Continuation
- * Dog Friendly Environment
- * Maternity/Paternity Leave
- * Tuition Assistance
- * Paid Conferences, Room, Board and Travel
- * Paid Holidays
- * Tuition Reimbursement
- * Paid Time Off
- * Worker’s Compensation Insurance
- * On-site Child Care

*Offered to regular, full-time employees on the 1st of the month after hire.

Health, Dental, Vision and Prescription Insurance

CHILD CARE RESOURCES, INC. Full-time, regular employees are eligible for health, dental, vision, and

prescription card premiums for full-time employees.

Health and Dental Insurance applications shall be emailed to new employees using their private email addresses prior to their first day of work. If you do not receive an email with instructions on how to download these applications by your first day of work, employees should notify Child Care Resources at Contact Us at www.ccreourcesinc.org. Full-time, regular employees are eligible for Health, Dental, Vision and Prescription Insurance on the 1st of the month after employment begins.

401k Retirement Fund

Full-time staff are eligible to participate in the company 401k retirement fund. The employee may put away a percentage of their paycheck into the retirement fund tax-free. Child Care Resources will match the amount and add it to the retirement fund—up to 4% per pay-period. Each employee can control how their retirement fund is invested through an employee portal. After the first paycheck, employees can sign-up for this benefit by going to www.paychexonline.com.

Free Water, Snacks, Coffee, Tea, Sodas, and Juices

A wide array of beverages are available to all employees in the break area including bottled waters, sodas, Keurig coffees and teas, and snacks.

Free Parking

Parking is available for in front of the entrance to the office building. Employees are asked to park in the parking lot and leave the street spaces available for guests and customers. When employees visit other office buildings and need to pay for their parking, the employee should get a receipt and turn it in for reimbursement.

Health Club Subsidy

Child Care Resources will subsidize full-time employee's health club membership at 50% (cap of \$50/month). To receive reimbursement, employees must turn in their health club membership receipt with their time sheet. Child Care Resources does not pay for spouse or family health club fees, or for additional services provided at the health club.

Cobra Continuation Coverage

Under applicable law known as "COBRA," **CHILD CARE RESOURCES, INC.** provides you with certain rights to continue health care coverage at your expense for a specified period upon the occurrence of certain qualifying events such as termination or reduction of hours to part-time status. You are not eligible for COBRA benefits if you are terminated for gross misconduct.

Under certain circumstances (e.g., divorce, legal separation), your spouse and dependents may also have rights to continue health care coverage. You are responsible for informing us of changes in your marital status and/or number of dependents so that we may notify dependents of their rights under COBRA. If at any time your employment status changes or there is a change in your marital status or number of dependents, please notify your supervisor so that you can be more fully informed as to your rights under COBRA.

CHILD CARE RESOURCES, INC. believes in work/life balance. It provides shower facilities for its employees who wish to commute through human-power or who wish to work out during the day.

Compensation

CHILD CARE RESOURCES, INC. maintains two-week pay periods starting on Sunday and ending two weeks later on Saturday. When a two-week pay-period is over, employees must sign and turn in their time-sheets to their supervisor for approval by the end of their work day at the end of the pay-period. Otherwise the paycheck may not be processed until the next pay-period. The payday is the Friday after the end of the pay-period. If the payday should fall on a holiday, checks should be distributed or deposited on the next working day. All appropriate wage and payroll deductions shall be taken out of each paycheck as required by law and paid to the appropriate government agency. Each employee is required to complete his/her time and attendance record promptly in accordance with established procedures. Employees are encouraged to sign up for direct deposit. A Direct Deposit form is included in the orientation emails sent prior to the first day of work. After the first paycheck, employees may view their historical income and deductions by signing up at www.paychexonline.com.

Mileage

When using an employee's own car for company business, the employee can be reimbursed for mileage plus any tolls. The employee is responsible for paying for maintenance, gas, oil, and having his/her own auto insurance. Payment for mileage is reimbursed at the prevailing IRS rate (65.5 cents/mile as of Jan. 1, 2023). The number of miles must be recorded from the origin to destination using the mileage format issued by Child Care Resources. If there are more than one destination on a trip, each destination must be recorded as well as the name of each destination and the purpose of the trip. Mileage is not paid from the employee home to the office or from the office to home. Mileage is paid from the employee home office to visit a site. Area Coordinator mileage information is provided in the Job Description. Any non-program miles shall be deducted. A mileage form shall be used to record allowable mileage and turned in for reimbursement with the employee Time Sheet. With prior approval an employee may rent an automobile. In this case the employee is not eligible for mileage reimbursement; however, the cost of gas and tolls can be reimbursed with receipts.

Please note that business mileage does not include your normal commute to and from work. When business travel originates from your home, subtract your "normal round-trip" commuting miles from the total miles associated with the trip.

When business travel originates from another location, like a second job, the business mileage claimed shall not include the normal commute to and from work.

Expense Reimbursements

Expense reimbursements shall be submitted timely with a coversheet explaining what the expenses were for, which States, and fully tallied. The coversheet shall be followed the itemized receipt(s) or proof of payment(s) in order to be reimbursed. Expense reimbursements must be for company authorized expenses that are reasonable, allowable, and necessary.

Company Credit Card

Company Credit Cards are issued to select employees. ALL transactions must be documented with a receipt or invoice. ALL transactions must be for approved organization expenses. Credit card expenses must be reasonable, allowable, and necessary. Personal items charged to a company credit card may be grounds for disciplinary action or termination.

Travel

Legitimate business travel expenses are allowable expenses, as long as they are reasonable and necessary.

These types of expenses include air, train, hotel, parking, Uber, taxi, subway, and food when travelling for allowable business of the Child and Adult Care Food Program. Food is reimbursed only with receipt(s), and the maximum is \$50 per day (\$25 on travel days to and from home). First Class plane tickets are not reimbursable. Every effort shall be taken to procure reasonable travel prices. This includes micro-purchasing using websites to find travel prices that fall within the medium, or average, category. Per diem rates, set by the government, are not always available to civilians; however, they do provide a baseline to aspire to. Travel expenses shall be itemized, allocated properly, and turned in with your Timesheet using the Expense Reimbursement worksheet found in the Document section of your Employee Portal. They must be turned in timely to be reimbursed (within 60 days after transaction date with a coversheet summary). Expense Reimbursements will not be made after the fiscal year close out period. *The Fiscal Year is from October 1 to September 30.

- Examples of Allowable Expenses

- o In-flight or in-room Internet
- o Parking
- o Restaurants or room service for meals (up to \$50 per day OR \$25 for travel days)
- o Fees for late check-outs or early check-ins required to accommodate a traveler's meeting schedule
- o Flight change fees (Only for urgent business related itinerary changes with Supervisor approval).

- Examples of Non-Allowable Expenses

- o In-room movies
- o Minibar charges
- o Hotel laundry / dry cleaning service
- o Any alcohol

Upgraded Access to Primary Physician

Exempt employees may upgrade to premium physician services by paying a 10% premium.

Free Parking

CHILD CARE RESOURCES, INC. provides free parking for its employees. If an employee must pay for parking for any work-related function, a dated receipt and description of the function should be turned in as an expense reimbursement.

Shower Facilities

CHILD CARE RESOURCES, INC. believes in work/life balance. It provides shower facilities for its employees who wish to commute through human-power or who wish to work out during the day.

Dogs at Work

Child Care Resources is a dog-friendly employer. Each employee may bring one dog to work provided that a current rabies vaccination is on file at Child Care Resources. Dogs must be house-broken, have a good temperament, smell good, and not bark. A dog-run is available outside the office. It is expected that the owner picks up the feces and puts it in the dog-run garbage can. Dogs must always be with their owner—they may not be left alone at the office. If a dog uses the bathroom in the office, the common areas of the building or on the sidewalk, the owner must clean it up immediately. The owner of the dog must agree to pay for any damages and cleaning fees associated with their pet. Child Care Resources is not responsible for injury to the dog while at work. By bringing their dog to work, the owner is 100% responsible for the actions of the dog and holds harmless Child Care Resources or its agents.

Military Leave

INC.'s, you will be reinstated to your same or a substantially equivalent position, provided you are qualified and business conditions so permit. You must reapply for your job within ninety days after being released from active duty.

Tuition Reimbursement

CHILD CARE RESOURCES, INC. is firmly committed to continuing education for its employees and has instituted a program of tuition reimbursement. Child Care Resources requires two years of work with the company and a commitment to work for the company for at least two years after graduation to qualify for the assistance program. Tuition assistance (up to \$1,000/Semester) for undergraduate, job related, advanced degree seeking courses approved by the Board of Directors is available to Regular-Full-Time employees, with a maximum cap of \$8,000. Tuition assistance (up to \$2,000/Semester) for graduate level, job related, degree seeking courses approved by the Board of Directors is available to Regular-Full-Time employees, with a maximum cap of \$8,000. MBA tuition assistance (up to \$4,000/semester) for degree seeking courses approved by the Board of Directors is available to Regular-Full-Time employees, with a maximum cap of \$16,000.

Conferences / Workshops

CHILD CARE RESOURCES, INC. provides opportunities to attend conferences and workshops to further employees' knowledge in relation to the Child and Adult Care Food Program. Child Care Resources, Inc. pays for 100% of the conference or workshop fees. When conferences or workshops are out-of-town, Child Care Resources may pay for a predetermined amount for travel, lodging, and food. Food is reimbursed only with receipt(s), and the maximum is \$50 per day (\$25 on travel days to and from home). Reimbursement for food is issued during regular pay-periods. Receipts must be turned in with the Time Sheet with an explanation noting what the reimbursement is for. Alcohol is not reimbursed. It is expected that employee attend all workshops and conference activities.

If the employee terminates within 6 months of the conference/workshop, the conference/workshop fees and any travel, lodging or food expenses are deducted from the employee's final paycheck. Travel time to and from these events shall not be counted on employee's time sheets. Time spent attending educational conferences or workshops are not included on the employee's time sheet unless the training is a mandatory requirement for the job position.

Bereavement Leave

A bereavement period is a time when you need to know that the people you work with care about you and your family. We will make every effort to meet your needs for time off during this period. This benefit covers death in the employee's immediate family as follows: spouse, child, stepchild, brother, sister, parent, grandparent, grandchild, and spouse's parent.

Maternity/Paternity Leave

An employee who has been employed for at least twelve (12) months and working at least 1250 hours during the previous twelve (12) month period is awarded a total of four weeks paternity leave or 8 weeks maternity PAID leave. The twelve (12) month period will be calculated on a calendar year basis.

Family and Medical Leave Act ("FMLA")

An employee who has been employed for at least twelve (12) months and working at least 1250 hours during the previous twelve (12) month period is entitled to a total of twelve (12) weeks of unpaid leave during any twelve (12) month period. The twelve (12) month period will be calculated on a calendar year basis.

Nothing in the FMLA supersedes any provision of state or local law that affords greater family or medical leave rights than those provided by the FMLA. If leave qualifies under the FMLA and under state law, the leave used counts against the employee's entitlement under both laws.

Family and Medical Leave may be taken for one or more of the following reasons:

1. The birth of a child of the employee and to care for the child;
2. Placement of a child with the employee for adoption or foster care;
3. To care for a parent, spouse or child with a serious health condition; or
4. A serious health condition that makes the employee unable to perform his/her job functions

An employee who takes leave for a birth or adoption of a child must take the leave within a year of the birth or adoption.

An employee must first use any accrued vacation, sick or personal leave as part of their leave period.

When leave is foreseeable, an employee is expected to give at least thirty (30) days notice in writing of their plan to take leave (or as much notice as is possible under the circumstances).

If both husband and wife work for **CHILD CARE RESOURCES, INC.**, and both are eligible for leave, they are limited to twelve (12) weeks leave per year combined for the birth of a child, adoption, or care of a family member. But if either spouse develops a serious health condition and is unable to perform the essential functions of the job, each would be entitled to the full twelve (12) weeks of unpaid leave per year for personal illness.

Employees on Family and Medical Leave will be restored to their previous position or an equivalent position with equivalent benefits, pay or other terms and conditions of employment. However, an employee on FMLA leave has no greater right to employment than if the employee had not taken leave; if employment would have been terminated anyway, the employee has no right to reinstatement. For example, if an employee's position was terminated due to lack of funding, and the employee would have been terminated even if he/she had been continuously employed, the employee would not have a right to reinstatement.

Medical coverage for an employee enrolled under our group health plan will continue while on Family or Medical Leave under the same terms and conditions as when the employee was working. If an employee fails to return to work from Family and Medical Leave, the employee must reimburse **CHILD CARE RESOURCES, INC.** for the premiums it paid for continuing medical coverage. If an employee cannot return to work because of continuing or recurring health problems or for other reasons beyond their control the employee will not be required to reimburse **CHILD CARE RESOURCES, INC.** for premiums paid.

Employees returning to work from Family and Medical Leave must give at least one week's notice to Human Resources Office prior to returning from leave. Those employees not intending to return after the completion of leave must also provide the Human Resources Office at least one week notice of their intent not to return after leave. Failure to return to work on the scheduled date of return will indicate that the employee has resigned his/her employment with **CHILD CARE RESOURCES, INC.**.

The employee shall provide the Human Resources Office with bi-weekly notification of their status while on leave and the date they intend to return to work.

Paid time off does not accrue during Family and Medical Leave.

A medical certification may be required from a health care provider for Family and Medical Leave to care for a seriously ill parent, spouse, or child, or for an employee's own medical leave. **CHILD CARE RESOURCES,**

INC. reserves the right to require a second opinion from another health care provider, (at **CHILD CARE RESOURCES, INC.**'s expense), and periodic re-certification as permitted by law.

An employee may be required to obtain a medical certification from his/her health care provider stating that the employee is able (or unable) to return to work (i.e., a "fitness-for-duty" report).

Intermittent Leave to care for a new child is not permitted. Intermittent Leave is permitted for serious illness when it is medically necessary. Medical certification is required prior to granting intermittent leave. If leave is required on an intermittent basis or reduced leave basis, **CHILD CARE RESOURCES, INC.** may require the employee to transfer temporarily to an alternative position that better accommodates the intermittent leave or a part-time schedule, provided the position has equivalent pay and benefits. The employee must discuss the proposed intermittent leave schedule with his/her supervisor before leave begins.

The highest paid ten percent (10%) of **CHILD CARE RESOURCES, INC.**'s employees are entitled to Family and Medical Leave. **CHILD CARE RESOURCES, INC.** is not required to guarantee employment to highly compensated/salaried employees upon their return to work, if restoration would lead to grievous economic harm to **CHILD CARE RESOURCES, INC.**.

General Policies on Absences

If you are unable to report for work, or if you will be late coming to work or have to leave early, notify the manager for whom you work as soon as you are aware of the situation so that alternative plans can be made.

Regular attendance is required for all employees. Continued occurrences of lateness or absenteeism will result in dismissal.

Jury Duty

CHILD CARE RESOURCES, INC. recognizes that serving on jury duty is a civic responsibility for every U.S. citizen. **CHILD CARE RESOURCES, INC.** does reserve the right to ask the court to excuse the employee if it causes undue hardship on the company. **CHILD CARE RESOURCES, INC.** also recognizes that employees may at times be summoned or subpoenaed for a court appearance as a witness. **CHILD CARE RESOURCES, INC.** will grant employees unpaid leave for time spent on jury duty and for attendance as a nonparty witness in court. Copies of all summons and court documentation for time spent out of the office must be turned in to the Office of Human Resources. Employees should give their supervisors as much notice as possible of their need for leave under this policy.

Holidays

Seven paid holidays are granted to regular, full-time employees during a calendar year (Regular, part-time employees are paid at a prorated rate). These days are New Year's Day, Martin Luther King Jr. Day, Thanksgiving Day, Independence Day, Memorial Day, Labor Day, and Christmas Day. If a holiday falls on a Saturday, the company will be closed the Friday before. If the holiday falls on a Sunday, the company will be closed the Monday after. Holiday Pay is not counted towards overtime pay. If a non-exempt employee works on a holiday, he or she will receive regular pay in addition to the Holiday Pay. The company closes at noon the business day before all holidays. Employees must work the full week before and after the holiday to be eligible for Holiday Pay.

Leave Without Pay

CHILD CARE RESOURCES, INC. will grant leave without pay for medical problems or other personal reasons. Employees should request the leave in writing to **CHILD CARE RESOURCES, INC.** manager. While employees are on leave without pay they shall not be entitled to paid benefits or salary. Insurance benefits may be continued during the leave at the expense to the employee.

Employees returning from leave without pay are not guaranteed the same position and shift they had when leave was taken. However, reasonable effort will be made to reinstate employees to the first available position of equivalent classification and pay. Employees who do not accept the position offered on return from leave of absence will be considered to have voluntarily resigned from employment.

Paid Time Off

Paid time off (PTO) is a system of providing vacation time, personal and sick leave for eligible employees. This system is more flexible than separate vacation, personal and sick leave time because you can decide for yourself how many of your paid days off you will use for vacation and how many days you will need to save in case you become ill.

Full-time (32 hours a week) employees are eligible for PTO. You earn paid time off from the beginning of your employment with **CHILD CARE RESOURCES, INC.**, and it is accrued each pay-period.

Years of Employment	Hours PTO	Accrued Time off Per Pay-period
0-3	40	0.2
4	48	0.23
5	56	0.26
6	64	0.3
7	72	0.34
8+	80	0.39

Each employee must use the PTO leave to which he/she is entitled. PTO accrued but not taken may not be accumulated. At the end of the calendar year, each employee may opt to carry over up to 40 hours unused PTO. All other PTO will be forfeited at the end of the calendar year. Upon separation of employment for any reason, unused PTO is forfeited.

Workers' Compensation Policy

CHILD CARE RESOURCES, INC. provides each employee with Workers' Compensation insurance at no cost to the employee. This insurance provides for your medical expenses and a percentage of your income if you are injured as a result of your employment.

You should report any job-related injury or illness immediately to your supervisor and the Chief Executive Officer, no matter how minor the injury or illness may seem. You should seek medical treatment promptly.

While **CHILD CARE RESOURCES, INC.** encourages the reporting of any valid job related injury or illness, abuse of the Workers' Compensations benefit will not be tolerated. **CHILD CARE RESOURCES, INC.** reserves the right to investigate the legitimacy of any claim for Workers' Compensation and will take appropriate disciplinary action where an employee is found to have deliberately filed a false claim.

III. CONDITIONS OF EMPLOYMENT

Workplace Violence

CHILD CARE RESOURCES, INC. is concerned about the increased violence in society, which has also filtered into many workplaces throughout the United States, and has taken steps to help prevent incidents of violence from occurring at **CHILD CARE RESOURCES, INC.** In this connection, it is the policy of **CHILD CARE RESOURCES, INC.** to expressly prohibit any acts or threats of violence by any **CHILD CARE RESOURCES, INC.** employee or former employee against any other employee in or about CHILD CARE RESOURCES, INC.'s facilities or elsewhere at any time. Bullying behavior will not be tolerated. CHILD CARE RESOURCES, INC. also will not condone any acts or threats of violence against CHILD CARE RESOURCES, INC.'s or CCR's employees, customers, vendors, or visitors on premises at any time or while they are engaged in business with or on behalf of CHILD CARE RESOURCES, INC., on or off CHILD CARE RESOURCES, INC.'s premises. Use of profanity at work, on the phone, in front of customers or clients or vendors, or between employees will not be tolerated and may result in immediate discharge. Any reports of violence or threats will be promptly and thoroughly investigated and, where warranted, ensure that appropriate action will be taken.

Business Equipment and Electronic Privacy

All of CHILD CARE RESOURCES, INC.'s business equipment, such as copiers, facsimile machines, computer systems (including E-mail, internet systems and electronic storage), and telephone equipment (including voicemail) are the company's property and are to be used solely for business related purposes. There is a cost to the firm associated with the use of all of its business equipment, and the equipment must therefore be used only for business reasons. Please note that you should not expect that the firm's business equipment will afford to you any privacy with respect to personal matters; all of our systems are accessible by firm management and email, voicemail, text messaging, cellular equipment, and computers are monitored.

The company strictly prohibits non-job-related uses of its software and business equipment, including but not limited to postage meter, facsimiles, computers and copy machines. If you do not wish personal information, such as that which may be contained in e-mails, computer storage, phone conversations, or voicemail, to be subject to monitoring, you should not employ these systems for personal use.

Employees who violate this policy or who abuse the use of **CHILD CARE RESOURCES, INC.**'s business equipment are subject to discipline, up to and including termination from employment.

CHILD CARE RESOURCES, INC. Policy on Use of the Internet

CHILD CARE RESOURCES, INC. has established the following policy to govern employee usage of Child Care Resources, Inc.'s computer system to connect to the Internet. CHILD CARE RESOURCES, INC. must be concerned about the accuracy, authenticity, and timeliness of information obtained electronically, about its legal obligations, and about the need to monitor and manage the use of Child Care Resources, Inc.'s resources.

Child Care Resources, Inc. intends to honor the policies set forth below, but must reserve the right to change them at any time as may be required under the circumstances.

1. Child Care Resources, Inc.'s computer system and any passwords assigned to employees to

- enable them to obtain Internet access are and remain the property of Child Care Resources, Inc..
2. Employees with management approval for access to the Internet, Cloud storage, intranet space, and other electronic media may use these tools only to meet their job responsibilities. Employees may not use Internet access for personal purposes, including without limitation the following:
 - a. Accessing web sites for personal reasons or engaging in chat groups.
 - b. Use of the Internet for unlawful or malicious activities.
 - c. Use of abusive or objectionable language in either public or private messages.
 - d. Misrepresentation of oneself or inappropriate representation of Child Care Resources, Inc..
 - e. Activities that cause congestion and disruption of networks and systems.
 - f. Activities that compromise Child Care Resources, Inc.'s position, reputation, or objectivity.
 - g. Display or access of sexually explicit images, messages, or cartoons. Accessing or display of Internet materials that contain ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of others based on their race, national origin, sex, sexual orientation, age, disability, or religious or political beliefs is prohibited. Child Care Resources, Inc.'s nondiscrimination policy extends to Internet use.
 3. Child Care Resources, Inc. reserves the right to access, review, copy, delete, and disclose all activities of all users of Child Care Resources, Inc.'s computer systems or Child Care Resources, Inc.'s network, regardless of whether such users are authorized to use such systems or network for any purposes.
 4. Employees have a responsibility to use Internet access in an informed and responsible way, conforming to network etiquette, customs, courtesies, and to corporate policy. Use exactly the same standards of care and professionalism used in any other business-related communications.
 5. Be aware that every outgoing communication contains a CHILD CARE RESOURCES, INC. signature and can be read by millions of people, including our most important news sources, our biggest subscribers, and our competitors.
 6. Be aware of and respect all copyright and licensing agreements. Do not forward anyone's messages without permission.
 7. Be mindful of the economical and appropriate use of CHILD CARE RESOURCES, INC. resources. Do not obtain any information or subscribe to any service that requires that a fee be paid without obtaining authorization from Child Care Resources, Inc.. Whenever possible, employees should print out documents rather than download them to conserve resources.

8. Use of the Internet is a privilege, not a right, and the privilege may be revoked at any time for inappropriate conduct or for any other reason.
9. **Be aware that email, voicemail, and social media data are kept on multiple cloud-based servers. Even when “deleted” by the user, this information does not disappear and can be accessed in the future from those it was not intended for.**

Exceptions:

From time-to-time, employees may check personal email accounts or social networking sites such as Facebook, Instagram, or Twitter; however, the time spent on these sites shall be kept to a minimum for quick correspondence. If time spent on outside social networks interferes with the workload this privilege may be revoked. Please be aware that Child Care Resources, Inc. reserves the right to access, review, and copy, all correspondence through the company’s Internet portal.

During the holidays, employees are encouraged to use the company Internet to shop for gifts. The time used shall be on the employee’s break.

Any employee who violates this policy or uses the Internet for improper purposes shall be subject to discipline, up to and including discharge.

Internet Policy Acknowledgment Form

As an employee of [CHILD CARE RESOURCES, INC.], I, _____, recognize and understand that Child Care Resources, Inc.’s computer system is the property of Child Care Resources, Inc., and that the system is to be used for conducting Child Care Resources, Inc.’s business only. I understand that use of this equipment for personal purposes is strictly prohibited.

I am aware that Child Care Resources, Inc. reserves the right to access, review, copy, delete, and disclose all activities of all users of Child Care Resources, Inc.’s computer systems or Child Care Resources, Inc.’s network, regardless of whether such users are authorized to use such systems or network for any purposes. I understand that Child Care Resources administrators have access to my company email account and hard-drive and can review all documents and communications with or without my knowledge.

I acknowledge that I have read and that I understand Child Care Resources, Inc.’s policy regarding use of the Internet, and that I agree to abide by this policy.

I am aware that violations of the policy may subject me to disciplinary action, up to and including discharge from employment.

[Signature of Employee]

[Date Signed]

E-Mail Policy

Child Care Resources, Inc. has established the following policy to govern employee usage of Child Care Resources, Inc.'s electronic mail (e-mail) system. This policy covers access and disclosure of e-mail messages created, sent or received by **CHILD CARE RESOURCES, INC.** employees, and establishes the proper and permissible uses of the e-mail system by employees.

CHILD CARE RESOURCES, INC. intends to honor the policies set forth below, but must reserve the right to change them at any time as may be required under the circumstances.

1. **CHILD CARE RESOURCES, INC.**'s e-mail system, and all messages created, sent or received using the system, are and remain the property of Child Care Resources, Inc.. They are not the private or personal property of any employee.
2. Child Care Resources, Inc. maintains its e-mail system to assist in the conduct of its business. The use of the e-mail system is reserved solely for business purposes. It may not be used for personal business, including but not limited to the following:
 - a. There shall be no display or transmission of sexually explicit images, messages or cartoons in e-mails. Transmission or use of e-mail communications that contain ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of others based on their race, national origin, sex, sexual orientation, marital status, age, disability, or religious or political beliefs is prohibited. Communications that violate the personal privacy of, or are disrespectful of, any individual are also prohibited. Child Care Resources, Inc.'s nondiscrimination policy extends to all e-mail communications.
 - b. The electronic mail system may not be used to solicit or proselytize for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations. Child Care Resources, Inc.'s non-solicitation policy extends to e-mail communications.
 - c. E-mail may not be used for communications in furtherance of any illegal activity, including but not limited to "football pools" and other forms of illegal gambling.
 - d. E-mail may not be used in a way that is disruptive, offensive to others, or harmful to morale. All e-mail messages should be businesslike and professional in tone and content.
3. The e-mail system shall not be used to send or receive copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.
4. Child Care Resources, Inc. reserves, and intends the right to exercise Child Care Resources, Inc.'s right to access, review and disclose all messages sent over its electronic mail system. Employees should be aware that even deleted e-mail messages can and will be accessed and reviewed by Child Care Resources, Inc.. The confidentiality of any message should not be assumed. Furthermore, the use of passwords does not guarantee confidentiality. All passwords must be disclosed to Child Care Resources, Inc. or they are invalid and cannot be used.

5. Notwithstanding Child Care Resources, Inc.'s right to retrieve and read electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any e-mail messages that are not sent to them without the specific permission of an **CHILD CARE RESOURCES, INC.** representative.

Any employee who violates this policy or uses the e-mail system for improper purposes shall be subject to discipline, up to and including discharge.

Confidentiality of Employer Information

All employees of **CHILD CARE RESOURCES, INC.** are required to respect and maintain the confidentiality of all information, including but not limited to, business documents, reports, records, files, correspondence and communications, to which the employee has access in carrying out responsibilities and duties both during and after employment with **CHILD CARE RESOURCES, INC.**. None of the aforementioned may be copied or removed from the premises of **CHILD CARE RESOURCES, INC.**. All employees are expected to show the highest regard for the privacy of each client and will strictly observe the confidentiality of records and other information associated with a client. Confidentiality is essential to the sound relationship with our clients; it is also a legal and ethical matter of the utmost importance. All personnel will be careful to discuss confidential information only when necessary and appropriate in the context of business operations. Care should be taken to prevent confidential discussions from being overheard by other clients or staff members who are not involved (ie: discussing problems in the hall or reception area). Any discussion of confidential information outside the property or similar violation of these standards will result in immediate dismissal.

Gossiping

CHILD CARE RESOURCES, INC. does not tolerate gossiping. While casual conversation is acceptable, talking about other employees, supervisors, bosses, vendors, customers, or visitors behind their backs is harmful and will not be tolerated. The amount of time and energy expended on "gossip-behaviors" should instead be focused on your work. Professionals do their work and hold their tongues. "Gossip-behaviors" are so destructive, they may lead to immediate dismissal.

Exposure Control Plan

CHILD CARE RESOURCES, INC. has developed a Bloodborne Pathogens Exposure Control Plan in accordance with federal health and safety regulations. This exposure control plan is designed to assist all of us in maintaining a safe working environment. Please see your supervisor or the Human Resources Office if you have any questions about the plan or would like a complete copy of the plan.

Harassment and Bullying Policy

CHILD CARE RESOURCES, INC. expects that all employees will treat each other with fairness and respect. Bullying and Harassment on the basis of race, religion, color, gender, age, disability or national origin, or as provided under state or local law, will not be tolerated and is strictly prohibited. Offensive language is viewed as harassment and will also not be tolerated and is strictly prohibited.

Any person who believes that he/she is the victim of any type of discriminatory conduct or bullying should bring

that conduct to the immediate attention of his/her supervisor, the Human Resources Director or any member of management. The company will conduct a prompt and thorough investigation of all the circumstances surrounding the alleged incident in a confidential nature. If the investigation discloses that an individual has committed an act of discrimination, that individual will be subject to appropriate disciplinary action, up to and including termination. Retaliation in any form against an employee who complains of discrimination or harassment is strictly prohibited and will result in appropriate disciplinary action. Any supervisory employee to whom an employee brings a complaint of harassment but who fails to take appropriate action to resolve it will also be disciplined.

Personal Conduct Policy

The orderly and efficient operation of **CHILD CARE RESOURCES, INC.** requires that employees maintain proper standards of personal conduct. Fortunately, the vast majority of our employees have the desire and self-discipline to follow common sense rules. These rules are necessary to protect **CHILD CARE RESOURCES, INC.** and our employees, as well as provide a high quality of service.

While every situation cannot be anticipated, the following regulations specify impermissible conduct which may result in disciplinary action including immediate discharge. In all instances, Management will determine the appropriate discipline to be imposed. Commission of any of the following or similar acts is considered serious and provides grounds for disciplinary action, which may include dismissal.

Without limiting **CHILD CARE RESOURCES, INC.**'s right to discharge an employee at any time, with or without cause, the following acts of misconduct are provided as nonexclusive examples of unacceptable activity:

1. Supplying false or misleading information when applying for employment, or at any time during your employment.
2. Altering, destroying, willfully misplacing, discarding or falsifying **CHILD CARE RESOURCES, INC.** records.
3. Failure to maintain any privilege and the confidentiality of information of **CHILD CARE RESOURCES, INC.**, including but not limited to, documents, reports, records, files, correspondence and communications.
4. Theft or unlawful possession of stolen, lost or mislaid property of **CHILD CARE RESOURCES, INC.** or its employees. Destruction or defacing of property of **CHILD CARE RESOURCES, INC.** or fellow employees. Theft or unauthorized removal of machinery, tools, equipment, records, or other Company property or the property of employees, customers, or visitors.
5. The possession of weapons, firearms or ammunition on Company property.
6. Failure to follow safety rules.
7. Engaging in any unethical conduct.
8. Committing illegal, immoral or indecent conduct, soliciting persons for these purposes, or aiding and/or abetting any of the above.
9. Possession, use, distribution or being under the influence of illegal drugs at any time while conducting **CHILD CARE RESOURCES, INC.** business or while on **CHILD CARE RESOURCES, INC.** property, or possessing, consuming or being under the influence of alcoholic beverages while conducting **CHILD CARE RESOURCES, INC.** business.
10. Refusal or failure to perform assigned work, to follow a supervisor's instructions, or any act of insubordination.
11. Violation of **CHILD CARE RESOURCES, INC.**'s equal employment opportunity rules.
12. Engaging in any act of discourteous conduct, using abusive language, rudeness, or similar acts, to **CHILD CARE RESOURCES, INC.** or fellow employees.

13. Engaging in horseplay, throwing objects, wrestling or scuffling on plant property.
14. Deliberately or through gross negligence causing injury to another person.
15. Failing to give a high degree of service.
16. Gross negligence or carelessness.
17. Gambling on Company property.
18. Soliciting or receiving cash, gifts, special accommodations, favors or other gratuities related to employment.
19. Misusing sick leave or other leave programs.
20. Excessive tardiness, failure to report to your supervisor, or absence from work without proper permission or notification is prohibited.
21. Uttering, publishing, or distributing false, vicious, or malicious statements concerning **CHILD CARE RESOURCES, INC.** or any of its employees.
22. Excessive personal telephone calls.
23. Fighting on plant property or surrounding premises or in connection with circumstances out of work in the plant.
24. Violation of **CHILD CARE RESOURCES, INC.**'s sexual harassment rules.
25. Defacing, damaging or unauthorized removal of **CHILD CARE RESOURCES, INC.**'s property or property belonging to a guest or another employee.
26. Sleeping on the job, loitering or wasting time while on the job.
27. Leaving the work station or entering another work station without permission.
28. Smoking in an unauthorized area.
29. Defacing Company property.
30. Insubordination or refusal to obey instructions of a supervisor.
31. Unauthorized adjusting or tampering with mechanical devices or records used by the Company in determining wages, costs, efficiency, and waste.
32. Violation of any policies or procedures contained in this Employee Handbook.

Discipline

CHILD CARE RESOURCES, INC. expects employees to comply with its policies and standards of behavior and performance. Noncompliance with policies and standards of behavior or performance, including poor performance, may result in disciplinary action, including, but not limited to: informal counseling, oral warnings, written warnings, suspension, and termination. The need for discipline and the type of discipline will be determined by the company.

Resignation

In the event of resignation, an employee should give **CHILD CARE RESOURCES, INC.** at least two weeks' notice. Upon resignation, an employee can be required to leave the premises at once or at any time prior to the expiration of the two weeks' notice.

Termination

CHILD CARE RESOURCES, INC. may terminate an employee's service at any time without notice.

Employee Departure Procedure

All employees at **CHILD CARE RESOURCES, INC.** are employees at-will. Upon termination or departure, an employee is expected to do the following:

1. Return to his/her immediate supervisor any and all properties of **CHILD CARE RESOURCES, INC.** (i.e. IDs, keys, uniforms, credit cards, security access FOBS, computers, laptops, keys, cell phones, manuals, software, or any other company-related property in employee's possession).
2. Provide Passwords to computer(s), tablet(s), phone(s), and all business accounts.
2. Settle all accounting of any cash funds in the employee's possession.
3. Provide payment of any outstanding bill.

Standards of Professionalism

The manner in which you conduct yourself should create a favorable and lasting impression of **CHILD CARE RESOURCES, INC.**. The continued success of **CHILD CARE RESOURCES, INC.** depends on the quality, integrity, expertise and professionalism of our staff.

Written communications must meet the highest standards of accuracy and neatness. Individuals who telephone Child Care Resources, Inc. must receive prompt and courteous attention and a helpful and meaningful response. Individuals who visit **CHILD CARE RESOURCES, INC.** must always be treated with deference, tact and courtesy.

All employees should present themselves in a professional and efficient manner. Respect and thoughtfulness towards your fellow workers will always be expected.

IV. COMPENSATION AND OTHER ADMINISTRATIVE MATTERS

Snow Emergency Policies

Employees are expected to make an effort to get to work during periods of inclement weather, but it is not the intention of **CHILD CARE RESOURCES, INC.** to require employees to take risks which may endanger their safety. Employees should check the company website or Facebook page in the event of a snow emergency, or other emergency declaration, as **CHILD CARE RESOURCES, INC.** will communicate with employees by leaving messages on these systems. If the office is closed, employees should not report to work. If the office is open, employees should report to work. If the employee cannot report to work (or if it is unsafe to travel), he or she should notify his or her supervisor immediately.

Employee Information

CHILD CARE RESOURCES, INC. maintains a personnel file on every employee. It is important that all information in the file is up to date, such as: employee's name, address, telephone number, email, beneficiary designation, etc. Please note that Employee Information will not be used as the basis of any employment related decision at **CHILD CARE RESOURCES, INC.**

Reference Checks

Employment information about the past or present staff members of Child Care Resources, Inc. is confidential and should not be communicated to anyone who does not have a legitimate interest in the information. Therefore, all employment reference inquiries regarding past or present staff members must be directed to the Chief Executive Officer. No one other than the Chief Executive Officer or his/her designee of Child Care Resources, Inc. is authorized to respond to such requests. In response to a request for employment information, the information furnished by Child Care Resources, Inc. will be limited to the staff member's name, job title, employment dates and confirmation of salary data.

Employee Privacy

For your protection, employees are discouraged from bringing personal luggage, parcels or bags to work, and advised to keep the personal belongings you carry with you to a minimum. Remember to exercise good common sense, and always take steps to safeguard purses and wallets at all times. **CHILD CARE RESOURCES, INC.** cannot be responsible for items which you may leave unsecured or overnight at our offices including lockers, desks, cubbies, or drawers. The organization reserves the right to look through its own premises, including premises and property issued to employees for their use, such as desks and lockers, regardless of whether those premises or property are issued for any employee's sole use.

Hours

CHILD CARE RESOURCES, INC.'s working hours are Monday through Friday from 9:00 a.m. to 5:00 p.m. Unless specifically instructed otherwise, employees should work the hours they are scheduled to work. Breaks and Time taken for lunch are not compensable. Non-exempt employees are expected to work each day at the office.

Overtime

Overtime pay is not allowed in the CACFP without prior written approval from the cognizant State Agency. If overtime pay is required due to demands of our business, it is absolutely necessary that employees receive prior written approval from their supervisor. Approved work performed in excess of forty (40) hours in a work week will be paid at the rate of time one and one-half (1 1/2) of the employee's regular rate of pay. Failure to receive authorization prior to working overtime will result in discipline with possible termination. Employees exempt from overtime under law (*i.e.*, executive, administrative and professional employees) shall not receive overtime compensation. Overtime is calculated weekly—not every two weeks.

Performance Appraisals

Performance appraisals allow us formally to recognize and evaluate your performance. While work load and other circumstances may prevent regular reviews, in general you will receive a performance annually. In addition, we will conduct a periodic evaluation of your skills in serving our customers and working with your fellow employees. The appraisal process will take into account the quality and quantity of your work, demonstrated job skills, initiative, attendance, personal conduct and general attitude towards your job, fellow employees and our guests.

While CHILD CARE RESOURCES, INC. will try to assist employees in their work performance, the ultimate responsibility for improving performance rests with the employee.

Personal Telephone Calls

Because our telephone system is of vital importance to our business, all personal calls must be of short duration and held to an absolute minimum. Staff are encouraged to take personal calls on their own cell phones, and these calls shall be made in privacy (either in a private room, office, or outside). International calls are not allowed to be made on company phones. Abuse of the phone system through personal telephone calls is grounds for discipline including termination. Telephone calls may be recorded and reviewed to ensure compliance and for training purposes.

Punctuality and Attendance

Punctuality and regular attendance is an important part of every employee's job. You are expected to come to work on a regular and timely basis and to be on time. You are also expected to stay in your work place until your scheduled time to leave. You will be paid only for the time you actually work, which does not include breaks. If you are late or leave early, you will only be paid for the time you actually worked, not your whole shift. Continued occurrences of lateness or absenteeism will result in discipline up to and including termination.

Documentation of time/attendance and duties performed are to be filled out using the Time Sheets available from the organization's intranet or Paychex Employee Portal. The duties performed code should be filled out designating what type of work is performed, as well as for which State you are working. Accuracy is important as this information is used for efficiency and audit studies.

At the end of the pay-period, the Time Sheet shall be added, signed and turned into the immediate supervisor. The Supervisor must review the sheet for accuracy and sign-off on the sheet the validity of the hours worked.

Smoking

CHILD CARE RESOURCES, INC. maintains a smoke-free work place. There is no smoking in any area of the office or within 100 feet of the office, in company vehicles, or at sponsored sites or events.

CHILD CARE RESOURCES, INC.
Employee Acknowledgment

The contents of this Handbook are presented as a matter of information only. The plans, policies, and procedures described are not conditions of employment. **CHILD CARE RESOURCES, INC.** reserves the right to modify, revoke, suspend, terminate, or change any or all such plans, policies, or procedures, in whole or in part, at any time with or without notice. The language in this booklet is not intended to create, nor is it to be construed to constitute, a contract between **CHILD CARE RESOURCES, INC.** and any one or all of its employees. That is, employment can be terminated at any time at the will of either Child Care Resources, Inc. or the employee.

Employee Acknowledgment. I certify that I have received a copy of **CHILD CARE RESOURCES, INC.** Employee Handbook and agree to comply with the policies contained in this Handbook and any revisions to it. I also understand that this Handbook contains the operating procedures for **CHILD CARE RESOURCES, INC.** and is not intended to be an agreement for employment. I understand that my employment is at-will, and that I do not have a contract for employment nor a guarantee of employment. I also understand that the operating procedures contained in this Handbook can be changed at the sole discretion of **CHILD CARE RESOURCES, INC.** without prior notification.

Date

Employee



CODE OF ETHICS

- We shall strive to promote quality nutrition for children.
- The general duty of a food program sponsor is to provide services which are the link between USDA, the State Agency, and the centers. No employee shall make a statement which might be construed as supporting non-compliance with USDA or State Agency regulations.
- We shall not engage in activities which may be construed as misuse of food program funds in promoting the welfare of the sponsor rather than the appropriate administration of the food program to promote quality nutrition for children.
- Sponsors providing services in the same geographic area have an ethical obligation to serve the best interests of the children and providers, putting them above the sponsor's own interests. In order for providers to make informed decisions about participation, the sponsor will:
 - Make clear to the center their sponsorship options, pointing out that all sponsors must follow the same regulations;
 - Recruit only from centers not currently participating in the CACFP; and
 - Make certain the center understands the sponsor-center agreement before it is signed.
- When conflict arises regarding recruitment policies and procedures, sponsors should endeavor to solve the problem in the best interest of the children.
- While maintaining high standards of professional conduct, sponsors will demonstrate to the public that the primary purpose of the sponsor is to provide services to the public rather than to promote the welfare of the individual sponsors.
- We strive to prevent fraud and reduce waste.

Employee Signature

Date