



UNC
THE UNIVERSITY
CHILD CARE CENTER

Personnel Policies & Procedures Manual



Effective Date
January 1, 2014

TABLE OF CONTENTS

CENTER HISTORY	4
PHILOSOPHY	4
OUR PROGRAM	5
Infant and Toddler Care	5
Preschool Program	5
STATEMENT OF NON-DISCRIMINATION	6
PROFESSIONALISM/ETHICAL CONDUCT	7
CODE OF ETHICAL CONDUCT	7
CONFIDENTIALITY	7
GENERAL INFORMATION	8
Organizational Structure	8
Work Schedule	8
HIRING PRACTICES	9
Advertising	9
Interviewing	9
Hiring	9
VOLUNTEERS	10
EMPLOYEE TRIAL PERIOD	10
PERSONNEL FILES	10
SALARY SCALE	11
PAYROLL	11
ATTENDANCE POLICIES	11
Clocking In/Out	11
Tardiness	11
Working Beyond the Shift	12
Absenteeism	12
Emergency Time Off	12
Planned Time Off	13
Performance Evaluations	13
Expense Reimbursement	14
STAFF TRAINING & PROFESSIONAL DEVELOPMENT	14
Orientation Training	14
Training Hours Towards Professional Development	14
Certification Training in CPR & First Aid	15
Continuing Education	15
BENEFITS	16
Time Off	16
Planned Time Off	16
Emergency Time Off	17
Holiday Leave	17
Disability Leave	18
Bereavement Leave	18
Leave of Absence	18
Shared Leave	19

Military Leave.....	20
Jury Duty.....	20
Family & Medical Leave.....	20
Child Care Tuition Reduction.....	22
Health Insurance.....	22
Individual Retirement Accounts.....	22
UCCC Employee Benefits Summary.....	23
Benefit Milestones.....	23
STAFF REGULATIONS.....	24
Annual Requirements.....	24
Grounds for Immediate Discharge.....	24
Other Rules.....	25
Work Time.....	25
Work Performance.....	25
Care.....	25
Confidentiality.....	25
Absenteeism or Tardiness.....	25
Security & Safety.....	25
Fire Rules.....	26
Smoke-Free Environment.....	26
Food & Beverages.....	26
Telephone Calls and Cell Phones.....	26
In-Service Training (State Requirement).....	26
Computer and Information Security.....	27
Internet Acceptable Use Policy.....	28
Sexual Harassment Policy.....	28
Protection from Retaliation Policy (Whistleblower).....	29
Drug- & Alcohol-Free Workplace Policy.....	29
Workplace Violence Policy.....	29
Photo Taking Policies.....	30
Guidelines for Corrective Action.....	31
Additional Reasons for Discharge.....	32
PROBLEM RESOLUTION & GRIEVANCE PROCEDURES.....	33
Problem Resolution Procedure.....	33
Grievance Procedure.....	33
RESIGNATION & TERMINATION PROCEDURES.....	34
REPORTING SUSPECTED ABUSE AND NEGLECT	35
Appendix A: UCCC Organizational Chart	Appendix F: Staff Health Questionnaire & Emergency Information on Staff Form
Appendix B: Position Descriptions	Appendix G: Staff Medical Form
Executive Director	Appendix H: Tuberculin (TB) Test Form
Curriculum Coordinator	Appendix I: Holiday Schedule
Lead Teacher	Appendix J: Behavior Management Policy
Teacher/Assistant Teacher	Appendix K: Summary of North Carolina Child Care Law for Child Care Centers
Cook	Appendix L: Documentation of Staff Orientation Form
Assistant Cook	Appendix M: Request for Leave Form
Receptionist	Appendix N: NAEYC Code of Ethical Conduct and Statement of Commitment
Appendix C: Application for Employment	
Appendix D: Sample Staff Evaluation Form	
Appendix E: Salary Schedule	

Effective Date: September 1, 2012

This Personnel Policies and Procedures Manual replaces the Personnel Policies and Procedures Manual dated January 1, 2009.

Center History

The University Child Care Center has been providing high quality child care to parents in the University of North Carolina community for over 50 years. The Center was established as Victory Village Day Care Center in 1953 as a parent cooperative. For 45 years, Victory Village was located off of Manning Drive in Chapel Hill, very near the neighborhood of the same named that housed married students after World War II. The center could provide care for 65 children at that site.

In August 1998, The University of North Carolina at Chapel Hill and UNC Health Care Systems opened The University Child Care Center, located near the William and Ida Friday Continuing Education Center on the University campus. The University and Health Care System contracted with Victory Village Day Care Center to manage the facility.

Children enrolled at The University Child Care Center are children of students, faculty and staff of UNC-Chapel Hill and UNC Health Care Systems. The population is a diverse group that reflects the race, ethnic and cultural diversity of the Chapel Hill community.

Philosophy

The University Child Care Center is a leader in the child care profession, designing innovative and flexible opportunities that achieve superior outcomes for children and families. We are cost effective in delivering a continuum of care that meets the dynamic needs of University of North Carolina-Chapel Hill and University of North Carolina Hospitals employees and their children. We are committed to creating a culture that continually improves services, sustains a high quality, team-oriented work environment and provides quality child care.

The Center's staff is committed to promoting the well being of both children and their families. We provide a secure and happy atmosphere for children during these most important years of growth, development and learning. Children at the center are offered an opportunity to participate in a full program balancing the areas of intellectual, physical, social and emotional growth.

Our Program

The goal of The University Child Care Center is to provide comprehensive childcare for children and families. We believe that each child is an individual who deserves to be respected and appreciated for his or her own unique character. We believe that young children learn best by interacting actively with their environment. We believe that the best curriculum for young children is one that provides for growth in all areas of development:

- ◆ **Social:** Interactions with peers and adults
- ◆ **Emotional:** Affirmation, expression and understanding of a child's own feelings and others' feelings
- ◆ **Physical:** large and small muscle skills, awareness of his or her body's capabilities
- ◆ **Cognitive, intellectual and creative:** basic concepts and problem-solving skills that will lay the foundation for future learning

Infant and Toddler Care

Infant and toddler care offers an opportunity for our staff to share in a special relationship. Each baby has a crib and storage area of his/her own. Designated spaces are available for feeding, soothing and playing one-on-one with the caregiver.

As infants grow, teachers socialize with the children and give them words for what they see, hear and feel. First opportunities for play are available on an individual developmental level.

Preschool Program

Children are taught on an individual basis unique to their own stage of development. Children two years of age and older participate in age appropriate activities which are planned to coordinate with specific weekly topics that are familiar to them. Each week topics and activities are rotated to keep children's interest at peak levels. Classrooms are arranged into learning centers, which allow children the freedom to play and develop skills.

The daily schedule is a carefully planned balance between self-directed and adult-guided activities and the rooms are arranged into learning and activity centers. During "free play" children have the freedom to choose activities and playmates. Each child is offered group experiences, one-on-one interactions and also time to play alone if s/he chooses. Children are encouraged to participate in activities but are never forced to do so. The activity plan for the week is posted, and we encourage families to participate in our curriculum activities as often as they can. We offer children an opportunity to play outdoors daily, weather permitting.

Statement of Non-Discrimination

The University Child Care Center shall not discriminate in its hiring or personnel practices against any applicant for employment or any employee because of race, creed, sex, age, national origin, sexual preference or disability. UCCC is an equal opportunity employer. The Center shall follow the spirit and intent of all federal, state and local employment law. The Center is committed to providing equal opportunity for all employees and applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation or any other characteristic protected under federal, state or local law. Each person is evaluated on the basis of personal skill and merit. The Center's policy regarding equal employment opportunity applies to all aspects of employment, including recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, salary administration, disciplinary action, termination, and social, educational and recreational programs. The Executive Director shall act as the responsible agent in the full implementation of the Equal Opportunity Policy.

The Center will not tolerate any form of unlawful discrimination. All employees are expected to cooperate fully in implementing this policy. In particular, any employee who believes that any other employee of the Center may have violated the Equal Opportunity Policy shall report the possible violation to the Executive Director.

If the Executive Director determines that a violation of this policy has occurred, s/he will take appropriate disciplinary action against the offending party, up to and including termination. Employees who report, in good faith, violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation.

The Center is also committed to complying fully with applicable disability discrimination laws and ensuring that equal opportunity in employment exists at the Center for all qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. Reasonable accommodations will be available to all qualified disabled employees, upon request, so long as the potential accommodation does not create an undue hardship. Employees who believe that they may require accommodation should discuss these needs with the Executive Director.

Professionalism/Ethical Conduct

UCCC strives to be a caring, cooperative workplace where human dignity is respected, professionalism is promoted and positive relationships are modeled. UCCC recognizes that all early childhood programs have professional and ethical responsibilities to children, families, staff and the community.

Code of Ethical Conduct

The Center adheres to the "Code of Ethical Conduct and Statement of Commitment," as defined by the National Association for the Education of Young Children (NAEYC). See Appendix N. Reference: www.naeyc.org

Confidentiality

Professionals who work with young children are entrusted with sensitive information about individual children's development and families. Such information must be held in strict confidence and must not be discussed with anyone outside the Center. If discussed inside the Center, it will only be when it is of benefit to the children. Any requests for information about children must be referred to the Executive Director.

In the case of children and families who are receiving services from other professionals or agencies, a release of information must be signed by the parents **before** any information can be shared or requested.

General Information

Organizational Structure

UCCC staff includes an Executive Director, Curriculum Coordinator, Receptionist(s), Teachers, Assistant Teachers, Floaters and Kitchen Staff. (See Organizational Chart, Appendix A, and Job Descriptions, Appendix B).

Work Schedule

The regular work week for a full-time employee is at least 30 hours. "Part-time" is defined as a work schedule that is less than 30 hours per week. Work hours fall between the hours of 6:30 a.m. (when the Center opens) until 6 p.m. (when the Center closes). Schedules will vary and be assigned by the Director. No employee shall work more than 40 hours per week unless approved by the Director prior to work being completed. In the event that an employee does work more than 40 hours in a week, the employee will be compensated at a rate 1.5 times his/her hourly rate of pay.

Full time employees are expected to take a one hour lunch break (after working four hours of their shift) out of the classroom and away from the children. Employees will clock out for their lunch break. A staff lounge is provided for employees who wish to stay on the premises during their lunch hour. Bathroom breaks are provided during the day as needed, by calling the front desk or administrators for coverage for your classroom.

Time during the work day will be provided for lesson-planning and other curriculum-related, portfolio, and assessment activities. Coverage will be provided for your classroom, so that these activities can take place outside of the classroom as needed.

UCCC is open for child care year-round, Monday through Friday, from 6:30 a.m. until 6 p.m. The Center observes a holiday schedule as annually scheduled by the board (see Holiday Leave, page 17, and Holiday Schedule, Appendix I).

Hiring Practices

Advertising: Teaching and support staff positions may be advertised in area newspapers and/or posted at area colleges and universities, the Child Care Services Association and the Employment Security Commission. Prospective employees will be required to submit an application for employment (see Application for Employment, Appendix C).

Interviewing: Prospective employees will be interviewed by the Executive Director. In addition to the interview, a prospective teacher or assistant teacher may be asked to demonstrate his/her abilities with children in the classroom setting either by bringing an activity to implement with the children or joining in an activity set up in the classroom.

Hiring: The Executive Director will make the final hiring decision. At least three employment references must be checked, and a criminal records background check will be conducted prior to hiring. The criminal records background check is a search of local, state and/or federal records to determine if a person has been convicted of a crime. A criminal conviction for any offense that involves children or other conduct potentially detrimental to the child care environment will preclude hiring as determined by the Executive Director and/or the North Carolina Division of Child Development.

Upon hiring, each staff member will:

- ◆ Complete appropriate forms, including the submission of an initial physical examination signed by a licensed physician within 60 days of employment
- ◆ Complete a U.S. Department of Justice Immigration & Naturalization Service Form I-9 within three days of hire
- ◆ Provide proof of having a Tuberculin (TB) Test within the previous 12 months (see Appendix H)
- ◆ Receive a copy of his/her position description
- ◆ Receive a copy of the evaluation form for his/her specific position
- ◆ Complete orientation to the program, including but not limited to topics mandated by the State, within six weeks of start date

Volunteers

Volunteers are welcomed if they meet the following criteria and are determined to be able to contribute in a positive way to our program:

- ◆ All volunteers shall complete a health questionnaire prior to the first day of work and will complete a health questionnaire annually thereafter as long as they continue to volunteer at the center
- ◆ A test showing each volunteer is free of active tuberculosis is required prior to the first day of work. The results of the test shall be obtained within the first 12 months prior to employment or the beginning of the volunteer activity.
- ◆ Volunteers must be 18 years of age or older. The age of the volunteer will be verified prior to the first day of work.
- ◆ Emergency medical care information will be on file for all volunteers on the person's first day of work.
- ◆ We have a special interest in volunteers who speak some of the many languages of the families and children served at our center.

Employee Trial Period

Each employee at UCCC serves a 90-day trial period upon employment. During this time, the employee shall meet with the Executive Director at least once a month to evaluate performance. The Executive Director may discharge the employee at any point during the trial period for any reason/at the Executive Director's discretion by giving written notice to the employee. The general discharge policy in this manual is not applicable during the trial period.

After the 90-day trial period ends, the employee's performance will be formally reviewed at least once annually. If problems arise for the Center or for the employee after the 90-day trial period ends, they will be handled as specified in this manual.

Personnel Files

The Center will maintain personnel files for all employees, which will include the following documentation:

- ◆ time sheets/payroll records for the last year
- ◆ Planned and Unplanned leave information for the last year
- ◆ changes in job classification and rates of pay
- ◆ any disciplinary action taken during employment
- ◆ probationary period evaluation

- ◆ initial job application
- ◆ all performance appraisals
- ◆ medical forms
- ◆ emergency information
- ◆ verification of education & training (including transcripts)
- ◆ benefits documentation
- ◆ any other information as deemed appropriate by the Director

Salary Scale

The Center utilizes guidelines for setting salaries as defined by the North Carolina Division of Child Development (<http://ncchildcare.dhhs.state.nc.us/general/home.asp>), and the salary scale is reviewed annually. See Appendix E for current salary scale.

Cost-of-Living salary and/or merit adjustments are subject to Board approval.

Payroll

UCCC staff is paid twice each month, on the 4th and 19th of the month. Pay checks will be distributed the next working day after those dates if either falls on a weekend. Employees may elect to receive their paychecks through direct deposit, in which case the funds will be deposited by the 5th and the 20th of each month.

It is the responsibility of each employee to maintain accurate work records, and it is the responsibility of the Executive Director to ensure that each employee's work records are accurately reconciled with approved leave records. Paychecks will be distributed by the Executive Director on pay day at a time determined by the Executive Director.

Attendance Policies

Clocking In/Out

Each employee is to personally clock in/out. Consistent with Federal wage and hour laws, employees who enter clocking transactions for other employees will be terminated.

Tardiness

Tardiness is defined as an unapproved lateness, six (6) or more minutes after the employee's designated start time. Notifying the Director does not excuse the tardiness; however notification is expected to ensure appropriate staffing for Center operations. Incidents of tardiness will be

calculated during each 6 month evaluation period (January – June and July – December), with the following progressive discipline plan:

- Two (2) incidents of unapproved lateness will result in a verbal warning from the Director.
- Two (2) more incidents of unapproved lateness will result in a written warning from the Director.
- Two (2) more incidents of lateness will result in the employee losing their right to a shift preference, their eligibility for a merit increase, and/or the privilege of teaching specialized classes.
- Two (2) more incidents of unapproved lateness (totaling 8 during the six-month evaluation period) may result in termination.

If the employee obtains pre-approval from the Director at least 24 hours in advance, the approved lateness will be covered by available paid benefit time and the tardy will not be counted.

If the employee does not obtain approval from the Director at least 24 hours in advance, the tardy will be counted and the employee may not use paid leave to cover the deficit.

Working Beyond the Shift

If an employee arrives late for work, he or she concludes the shift at the regularly scheduled time. He or she is not allowed to make up any deficit due to being tardy by working beyond scheduled hours or by skipping a meal period unless the Director deems it necessary to meet the business needs of the Center.

Absenteeism

Absenteeism is the failure to report to work as scheduled. In incidence of absence can be one or more consecutive work days. Employees must call the Center at least one hour before the start of their shift and speak to the Director or the Curriculum Coordinator if they will not be able to report for work.

Emergency Time Off may be used for unplanned absences such as employee illness, illness in the employee's immediate family and occasions when the employee is unable to give the required notice as defined in the Center's Time Off Policy. Incidents of Emergency Time Off exceeding the accrued balance will be calculated during each 6-month evaluation period, with the following progressive discipline plan:

- One (1) incident of Emergency Time Off without accrued time to cover it will result in a verbal warning from the Director.

- One (1) more incident of Emergency Time Off without accrued time to cover it will result in a written warning from the Director.
- One (1) more incident of Emergency Time Off without accrued time to cover it will result in the employee losing their right to a shift preference, eligibility for a merit increase for that period, and/or the privilege of teaching specialized classes.
- One (1) more incident of Emergency Time Off without accrued time to cover it (totaling 4 incidents during any 6-month evaluation period) may result in termination.

Planned Time Off is intended to be used for pre-approved time off only. Employees are required to request Planned Time Off in writing at least one week in advance. A request for four or more consecutive days off requires a three week notice. All requests for time off are subject to approval.

Patterned absenteeism occurs when there is a trend of absenteeism such as:

- A pattern of unscheduled absences before or after a weekend
- A pattern of unscheduled absences before or after a holiday
- A pattern of unscheduled absences before or after scheduled vacation time
- Repeatedly leaving work early
- Repeatedly exceeding the allotted one hour lunch period
- Repeatedly taking period of leave without pay when no benefit time is available
- Reaching the written warning phase of the time and attendance policies during two or more consecutive evaluation periods

An employee with patterned absenteeism will receive a verbal warning from the Director. If the pattern continues, further disciplinary action will take place in the form of a written warning and could lead to dismissal.

Performance Evaluations

All staff members will be formally evaluated at least once per year. The Executive Director will be evaluated by the Board of Directors. Teaching staff, kitchen staff, floaters, receptionist and Curriculum Coordinator will be evaluated by the Executive Director. Peer evaluations and/or parent input will be sought by the Executive Director at his/her discretion. All employees will be given a blank evaluation form when they are hired, and will receive another one month prior to each evaluation. Evaluations become part of the employee's personnel file. See Appendix D for sample evaluation form.

Expense Reimbursement

The Center will reimburse pre-approved expenses incurred by staff that travel on approved Center business. Mileage reimbursement for the use of a personal automobile will be at the rate currently in effect for North Carolina State Government. Employees are reimbursed for these expenses on completion of a signed voucher form (request for form should be made to the Executive Director) with receipts attached. Expenses incurred as part of personal time taken in conjunction with travel, as well as personal incidental expenses, will not be reimbursed by the Center.

Staff Training & Professional Development

UCCC recognizes that having an educated, well-trained staff is essential to quality care and education for young children. Therefore, UCCC encourages professional and personal growth and development of Staff.

Orientation Training

Upon hire, each employee is required to meet the North Carolina Day Care Licensing Requirement for orientation training hours. It is the joint responsibility of the Director and employee to ensure that this requirement is met within the first six weeks of employment and to record orientation hours on the Documentation of Staff Orientation Form (See Appendix L). Additional topics covered during orientation are: Center Code of Conduct; NAEYC Standards; health, safety & emergency procedures; classroom guidance and classroom management techniques; and an introduction to Creative Curriculum. In addition, a mentoring period with experienced center staff will be provided that includes an orientation to the individual needs of the children you will be caring for, and the daily routines and activities of the program and your classroom.

Training Hours toward Professional Development

Licensing regulations mandate 5 to 20 hours of training for each employee based upon his/her education, experience and previous training. It is the responsibility of the employee to fulfill the training requirement by the end of each calendar year. ***If an employee does not complete his/her required training hours, s/he becomes ineligible to work until the training hours are complete.*** In order to help employees in their professional development, UCCC will hold in-service training sessions,

encourage employees to attend conferences and seminars directly related to their professional responsibilities and provide opportunities for professional consultation.

Requests for time off and reimbursement related to professional training must be submitted in writing to the Executive Director. The Center will grant such requests for training deemed appropriate in the Executive Director's discretion, in order of receipt, to the extent that budgeted funds are available. UCCC makes no assurance that budgeted funds will be available for any reimbursement request. In the event that funds are not available, the employee will assume the expense. Documentation of course completion must be submitted to the Executive Director. If a teacher does not complete a course for which s/he has received financial assistance, s/he must repay that amount to the Center.

Certification Training in CPR & First Aid

Each employee is required to be certified annually in Cardiopulmonary Resuscitation (CPR), and each employee is required to be certified every three years in Pediatric and Adult First Aid training, including managing a blocked airway, and providing rescue breathing for infants and children. If an employee does not maintain his/her certification, she becomes ineligible to work.

Continuing Education

In order to encourage and reward staff for continuing their education, the Executive Director will evaluate employees' credentials as they are received and review for possible salary increases accordingly.

The Center participates in T.E.A.C.H. and WAGE\$ programs. These programs are described below:

The T.E.A.C.H. Early Childhood Project gives scholarships to child care workers to complete course work in early childhood education and to increase their compensation. In 1990, Child Care Services Association created the Teacher Education and Compensation Helps (T.E.A.C.H.) Early Childhood Project to address the issues of under-education, poor compensation and high turnover within the early childhood workforce. All T.E.A.C.H. Early Childhood scholarships link continuing education with increased compensation and require that recipients and their sponsoring child care programs share in the cost.

The Child Care WAGE\$ Project provides education based salary supplements to teachers and directors working with children between the ages of 0 – 5. The project is designed to provide preschool children with more stable relationships

with better educated teachers by rewarding teacher education and continuity of care. The Child Care WAGE\$ Project is offered statewide in North Carolina as a funding collaboration between local Smart Start Partnerships and the Division of Child Development. Child Care Services Association (CCSA) administers the project in participating North Carolina counties.

Staff members are encouraged to remain at UCCC after they have received financial assistance toward their education through the T.E.A.C.H. program or otherwise. ***If a teacher does not remain at the Center for at least one year after receiving tuition assistance, s/he must reimburse UCCC for the portion of the academic tuition paid by the UCCC on a prorated basis.*** For example, if a teacher receives financial assistance to attend a summer school session, completes the program and receives a raise, s/he would be required to repay the tuition for the summer session if s/he left before the following summer. If s/he had received assistance the previous spring as well, but left the following May, s/he would not be liable for the spring tuition, but would be liable for summer session tuition.

Benefits

Time Off

As a benefit of employment with the University Child Care Center, employees may be eligible for the following types of paid leave:

- 1) Planned Time Off
- 2) Emergency Time Off
- 3) Holiday Leave

Planned Time Off

Planned time off is leave that is requested in advance and can be used for any purpose. Staff personnel are required to request Planned Time Off in writing (See Request for Leave Form, Appendix M) at least one week in advance, or 3 weeks in advance for 4 or more consecutive days, in order for the Center's administration to effectively address staffing issues. All requests for Planned Time Off are subject to approval. Factors considered in approving Planned Time Off include, but are not limited to, the following:

- Maintaining adequate child/teacher ratios;
- Multiple staff requests for the same period of time;
- Multiple staff requests for time off in the same classroom or nest;
- Transition time; and
- Availability of Planned Time Off hours to cover the absence

Planned Leave earnings increase as the employee's years of service increase, according to the following schedule. Total service is based on full-time, benefits-eligible employment at the University Child Care Center. Eligibility for earning leave begins during the first month of employment. If an employee is less than full time, but 30 hours or more, leave is earned on a pro-rated basis. Planned Time Off may be accumulated up to 200 hours and will be paid out to the employee upon separation, as long as the employee gives 30 days notice of their departure from the program and they are not dismissed for cause. Employees terminated during the probationary period will not be paid out for Planned Leave.

Total Years of Service	Planned Leave	Unplanned Leave
0–2	8 hours per month	4 hours per month
3-4	9 hours per month	4 hours per month
5–9	10 hours per month	4 hours per month
10–14	12 hours per month	4 hours per month
15-19	13 hours per month	4 hours per month
20+	14 hours per month	4 hours per month

Each employee's "Total Years of Service" will be established on January 1 of each year, rounding to the nearest 6 months, and that will be their level for the entire calendar year until it resets on the following January 1st.

Emergency Time Off

Formerly known as Sick Leave, Emergency Time Off is leave that can be taken by an employee when advance notice for an absence cannot be given. Employees must notify the Center's administration at least 1 hour prior to the beginning of the work shift to request paid Emergency Time Off. Failure to speak with a member of the Center's administrative staff will result in an unapproved unpaid absence (please refer to the Center's attendance policy). Employee using Emergency Time Off for an illness resulting in three or more consecutive days of absence must be prepared to provide a doctor's statement concerning the nature of the illness and the necessity of the absence.

Emergency Time Off is earned at a rate of 4.0 hours per month for full time employees. Benefitted part time employees (30 hours per week or more) are eligible for Emergency Time Off on a pro-rated basis. Emergency Time Off may be accumulated up to 200 hours and is not payable upon separation.

Absences that exceed the employee's accrual of Emergency Time Off will be considered to be excessive and could lead to dismissal.

Holiday Leave

Full-time employees will receive pay for Center-scheduled holidays. Hourly and part-time employees will not receive pay for these holidays. An annual calendar as determined by the Board is prepared in August and distributed to parents and staff with the following scheduled holidays:

- ◆ New Year's Day
- ◆ Martin Luther King Jr.'s Birthday
- ◆ Spring Holiday
- ◆ Memorial Day
- ◆ Independence Day
- ◆ Labor Day
- ◆ Thanksgiving—Thursday & Friday
- ◆ Winter Holidays – 2 days

Disability Leave

An employee with 12 months of service shall be entitled to disability leave. In the event of a long-term disability, an employee's position will be held a maximum of 16 weeks. Said leave shall be approved by the Board and the disability must be substantiated at regular intervals by an approved physician. Disability leave does not begin until the employee has exhausted all vacation and sick leave. After that point, the leave will be without pay. Disability leave shall not exceed 16 weeks. The Center will continue to pay health premiums for the employee up to 16 weeks of disability. The center also offers short and long-term disability insurance with AFLAC as an option that employees may purchase to further protect themselves in the event of disability.

Bereavement Leave

In the case of death in an immediate family—spouse, children, parents, grandparents, brother, sister (including stepfamily and in-laws), an employee may be granted three days of leave with pay. If more than the specified days are needed, the employee may be granted leave without pay.

Leave of Absence

Leave of absence will be granted at the discretion of the Director and the approval of the Board. Leave of absence is defined as leave without pay due to an employee's personal or family necessity. Leave of absence will only be considered for an employee with at least 24 months of employment. The employee cannot have a high rate of absenteeism or a history of consistent tardiness. The employee cannot have any recorded personnel or performance problems during the previous year.

The employee record should display above average job performance. The employee must personally present his/her request to the Board. Under no circumstances may leave of absence exceed three months. Leave of absence may only be taken when the employee has exhausted all vacation and sick time. No Center benefits will accrue during a leave of absence. The employee may elect to maintain their medical coverage under the Center's group insurance plan at his/her own expense.

Shared Leave

In order to allow coworkers to voluntarily donate vacation leave to those employees affected by a medical condition that requires absence from work for a prolonged period of time, the Center provides a Shared Leave Program.

For purposes of this policy, medical condition means the medical condition of an employee or his/her spouse, parents, children, brother/sister, grandparent, or stepchild or in-law living in the employee's household that is likely to require an employee's absence from duty for a prolonged period, generally considered to be at least 20 consecutive workdays.

It is not the intent of this policy to apply to short-term or sporadic conditions or illnesses (i.e., chronic allergies, short-term absences due to contagious diseases, recurring medical or therapeutic treatments).

An employee may apply for Shared Leave at such time a doctor's statement is available to support the need for leave beyond the employee's available accumulated leave.

Participation in this program is limited to 1,040 hours (pro-rated for part-time employees), either continuously or, if for the same condition, on a recurring basis. However, the Executive Director may grant employee continuation in the program, month by month, for a period of 2,080 hours, if the Executive Director would have otherwise granted leave without pay.

Subject to the maximum of 1,040 hours, the number of hours of leave an employee can receive is equal to the projected recovery or treatment period, less the employee's combined vacation and sick leave balance as of the beginning of the recovery or treatment period. The employee must exhaust all available leave before using donated leave.

An employee who applies to benefit from the Shared Leave Program must be a benefited employee. A recipient must apply to participate in the program or be nominated to participate by a fellow employee. The

Executive Director will review the application and approve or disapprove. The establishment of a leave "bank" for use by an unnamed employee is expressly prohibited. Leave must be donated on a one-to-one personal basis.

Vacation leave can be donated by all employees. Sick leave can only be donated by an immediate family member. The minimum amount that can be donated is four hours. The maximum amount that can be donated can be no more than the amount of the donor's annual accrual rate. In addition, the amount donated shall not reduce the donor's vacation leave balance below one-half of his/her annual accrual rate.

Military Leave

Employees who are inducted into or enlist in the Armed Forces of the United States or are called to duty as a member of a reserve unit may take an unpaid leave in accordance with applicable law. The employee must provide advance notice of his/her need for military leave and the Executive Director will request a copy of the employee's orders, which will be kept in the employee's personnel file.

The time an employee spends on military leave will be counted as continuous service for the purpose of determining eligibility and accrual for various benefit plans and policies.

For military leaves extending 30 days or less, the Center will continue to pay the portion of the premium on health insurance, if any, that it was paying before military leave began. In order to continue such health insurance, the employee must continue to pay his/her portion of the premiums during this period. For military leaves extending beyond 30 days, the employee will have the option to continue his/her insurance coverage at the employee's cost.

Upon return from military leave, employees shall be reinstated as required by law and benefits will be reinstated with no waiting periods.

Jury Duty

The Center encourages employees to fulfill their civic responsibilities by serving jury duty when required. The Center will pay employees the difference between his/her salary and any amount paid by the government, unless prohibited by law, up to a maximum of 10 days. If an employee is required to serve more than 10 days of jury duty, the Center will provide the employee with unpaid leave or the employee can choose to exhaust vacation leave.

Family & Medical Leave

The Family & Medical Leave Act of 1993 was adopted by Congress to balance the demands of the workplace with the needs of employees and their families. Under this policy, employees may use vacation leave, sick leave, and leave without pay for absences from work due to childbirth, adoption, or a serious health condition of the employee or an employee's spouse, child or parent. A physician's certification is required if a serious health condition is involved. The employee's job (or an equivalent position) and benefits are protected while the employee takes leave under this policy.

An employee who has worked at UCCC for at least 12 consecutive months without a break in service and who worked at least 20 hours per week during the previous 12-month period is eligible for up to 12 work weeks of leave under this policy in any 12-month period for the following reasons:

- ◆ The birth of a child and to care for the child following birth, so long as the leave is taken within 12 months of the birth of the child
- ◆ To care for a child placed with employee for adoption, so long as the leave is taken within 12 months of the placement, but not to begin more than one week prior to receiving custody of a child under age five.
- ◆ To care for an employee's child, spouse or parent, where that child, spouse or parent has a serious health condition
- ◆ Because the employee has a serious health condition that makes an employee unable to perform the essential functions of the employee's position.
- ◆ Prior to returning to work following childbirth, an employee must furnish a doctor's statement, specifying that she is physically able to perform her job duties. The Center will provide the employee's doctor with her job description if necessary.

FML as it relates to adoption:

- ◆ The natural mother may use accumulated sick leave, annual leave, leave without pay or a combination during the actual disability caused by pregnancy and childbirth. A doctor's statement verifying the period of disability is required. The natural mother may request annual leave or leave without pay prior to and after the actual disability. An employee must request parental leave in advance and in writing. Anticipated dates for the start of and return from leave should be included, as well as the type(s) of leave to be used.

- ◆ Parental leave for a newly adopted child under age five cannot begin more than one week prior to receiving custody. For adoption, leave is limited to annual leave, leave without pay or a combination. In order to take parental leave, an employee must submit the request to the director and submit evidence of the adoption.

Child Care Tuition Reduction

An employee with a child enrolled at The University Child Care Center may receive a reduction in that child's tuition of up to \$150 per month. This request must be made to the Board of Directors.

Health Insurance

All full-time employees are eligible for health and dental insurance effective 60 days from date of hire, and will be provided a booklet outlining in detail health insurance benefits. Participation in the group health insurance program is optional. Insurance premiums for individual coverage will be paid by the Center. The Center may offer alternative tiers of coverage at an extra charge to employees for those individuals that wish to pay for additional benefits. Employees may procure coverage for their spouses and/or dependents by paying full cost of spouse/dependent coverage at the group rates.

If a staff member terminates employment with UCCC, coverage may be continued for up to 18 months by paying the full costs for the coverage at group rates as regulated by rules applying to COBRA coverage. After the 18-month continuation period, the member shall convert to the non-group rates.

Individual Retirement Accounts

After an employee has completed two years of service to UCCC and has earned at least \$5000 during each of two consecutive years, they are eligible to participate in the Center's retirement plan. This plan is a simple IRA managed by Transamerica IDEX Mutual Funds. Employees may contribute up to 10% of their salary to the fund, and the Center will match the employee's contribution up to 3% of their salary. The contributions, including the Center's matching portion will be fully vested immediately.

The University Child Care Center Day Care Center Employee Benefit Summary

1. 1 day of Planned Time Off per month, with one additional day per year earned for each year of service (to a maximum of 10 days per year), and a maximum accumulation of 200 hours of vacation time.
2. Up to 11 paid holidays per year
3. Six days of Emergency Time Off per year to a maximum accumulation of 30 days
4. Disability and Family Leave
5. Employee Leave of Absence and Leave for Death in Family available
6. Employee Health and Dental Insurance Plan
7. Center contribution (match) to Employee Individual Retirement Accounts
8. Tuition reimbursement for training and development (see Staff Development)
9. Paid on-site and off-site continuing education opportunities

Benefit Milestones

Upon Employment

- ◆ Health Insurance within 60 days
- ◆ Tuition reimbursement for continuing education

With One Year of Continuous Service

- ◆ Family/Medical Leave available
- ◆ Disability leave available

With Two Years of Continuous Service

- ◆ Leave of absence possible
- ◆ Individual Retirement Account available with company match up to 3%

Staff Regulations

When a group of people are working together, it is necessary to have a common rule of conduct so that the actions of one individual will not be detrimental to other staff persons or the Center. The purpose of these rules is not to impose unfair restrictions or limit the rights of anyone, but to define and protect the rights of all who work here and to ensure that all staff work under the same conditions.

Annual Requirements

1. Each employee must receive required training hours as established by the State of North Carolina, including yearly CPR and Fire Safety training.
2. Each employee must fill out an annual Health Questionnaire.

Grounds for Immediate Discharge

Most rules involve common sense and accepted standards of good conduct. Violation of the following rules is considered serious and may result in immediate discharge without warning. This list is not intended to be all-inclusive because the Center reserves the right to discharge any employee based upon the needs of the Center.

1. Striking or abusing a child, endangering the life of a child, humiliating a child, using abusive language toward any child, withholding food from a child as punishment, or any other violations of the Behavior Management Policy.
2. Abuse or inconsiderate treatment of parents, staff or visitors.
3. Unauthorized removal of property.
4. Unauthorized removal or alterations of records or unauthorized divulges of confidential information regarding children, families or the Center.
5. Refusal to perform assigned work or follow instructions.
6. Gross carelessness or negligence.
7. Willful destruction of property.
8. Sleeping during working hours.
9. Coercing or inciting others to limit work performance or engage in any practice in violation of Center rules.
10. Unauthorized absence(s). The employee must obtain permission from the Director to be absent.

11. Not maintaining required credentials.
12. Falsification or alteration of any Center record such as a timesheet, vacation and sick time taken, or training course completion.
13. Any type of substance abuse while working at UCCC.
14. Reporting to work in an impaired state.
15. Theft of Center or another employee's property.

Other Rules

In addition to the basic rules listed above, there are other rules which require disciplinary action if violated. These rules include (but are not limited to) the following:

1. **Work Time:** Work time is for work. Any conduct which interferes with work time will not be tolerated. Also, staff are not permitted to leave work areas during work time without the permission of their supervisor. Work time does not include recognized breaks.
2. **Work Performance:** Employees are expected to put in a fair day's work. Unsatisfactory work, poor performance, producing work below standard, loafing or excessive time away from the job, permitting avoidable waste, and lack of cooperation jeopardizing children and other staff is not permitted.
3. **Care:** All children, parents and visitors should be treated with kindness, friendliness, patience and respect. Staff should refrain from gossip, loud talking and other unnecessary noise, and forms of conduct that could disturb the program and detract from the professionalism of the Center.
4. **Confidentiality:** It is contrary to the interest of the Center and those we serve to give out information regarding children and their parents. Such information should be held in strict confidence and should not be discussed with anyone outside the Center. Inside the Center, such information should be discussed only when it will benefit the care we offer the children and the parent. Refer any inquiries on children, their performance and parents to the Director.
5. **Absenteeism or Tardiness:** Staff are expected to have a regular attendance record. Excessive, habitual and unauthorized absence and tardiness are disruptive to the care of the children and creates a burden on other staff. The act of calling does not in itself constitute an excuse for an absence; the reason for the absence shall be given. Staff must be in their classrooms on their job, ready to perform assigned tasks at their starting time.
6. **Security & Safety:** Every caution must be taken to guard against accidents to children and other staff. It is the responsibility of

every staff person to correct unsafe conditions such as liquid, food, paper, extension cords on the floor, or any other condition which could cause an accident. If staffs are unable to correct unsafe conditions or fire hazards, they are required to report them to the Executive Director immediately. All accidents must be reported in writing immediately on Center Incident Journal or Incident Report as well as informing the Center Director. Employees must be familiar with and adhere to the center's Allergy Policies.

7. **Fire Rules:** It is the responsibility of all employees to understand their role in an emergency. This includes understanding and familiarization with the location and operation of fire extinguisher, reporting a fire to the fire department, and knowledge of evacuation plans and all fire exits.
8. **Smoke-Free Environment:** We follow the University policy of no smoking allowed within 100 feet of all facilities. Employees may smoke only during designated breaks no less than 100 feet away from the building and playground areas, and out of view of the children.
9. **Food and Beverages:** Discreet drinking of non-alcoholic beverages is allowed in the classroom with the stipulation that it is not at the child's level, and that it is in a secure place approximately four feet from the floor. Eating the same food with the children during mealtimes and special events is permitted and encouraged for role modeling, socialization and encouragement to try new foods; however, teachers must be aware of children with food allergies in their space and not expose children to foods that might cause an allergic reaction. Teachers are allowed to eat lunch in the classrooms during the children's nap time.
10. **Telephone calls:** In order that Center phones may be free to conduct Center business, the use of phones for personal reasons should be limited to emergency situations. Telephone messages will be taken and left on the employee's mailbox. **Cell Phones:** The care, safety and service employees provide to parents and children are of the utmost importance; therefore, cell phones shall not be used by staff while performing assigned job duties. The Center will not be liable for the loss of personal cellular phones brought into the workplace.
11. **In-service Training:** It is the responsibility of the employee to complete his/her 5-20 hours of in-service training by the required dates as determined by the Director and State licensing consultant. Arrangements will be made by the Director as to when training will take place. *If an employee does not complete*

his/her required training hours, s/he becomes ineligible to work until the training hours are complete.

12. **Computer and Information Security Policy:** The following applies to the use of the Center's computer and communications systems. These systems include computers, software, telephone and electronic mail systems. The Center provides these systems to support its mission. Although limited personal use of the systems is allowed, no use of them should ever conflict with the primary purpose for which they have been provided, the Center's ethical responsibilities or applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed.

All data in the Center's computers and communications systems (including documents, other electronic files, e-mail and recorded voice mail messages) are the property of the Center. The Executive Director may inspect and monitor data at any time. No individual should have any expectation of privacy for messages or other data recorded in the Center's systems. This includes documents or messages marked "PRIVATE," which may be inaccessible to most users but remain available to the Executive Director. Likewise, the deletion of a document or message may not prevent access to the item or completely eliminate the item from the system.

The Center's systems shall not be used to create or transmit material that is derogatory, defamatory, obscene or offensive. Similarly, the Center's systems shall not be used to solicit or proselytize for commercial purposes, causes, outside organizations, chain messages or other non-job-related purposes.

Security procedures in the form of unique user sign-on or identification passwords have been provided to control access to the Center's host computer system, networks and voice-mail systems. The following activities, which present security risks, are prohibited: attempts to bypass or render ineffective security facilities; sharing passwords between users; browsing document libraries unless there is a legitimate reason to do so; making changes or modifications to the hardware configuration or standard software configuration of computer equipment unless specifically authorized by the Executive Director; accessing unauthorized data and/or systems; and/or downloading computer games on Center computers; loading unauthorized

software on Center computers. Questions on this policy can be addressed by the Executive Director.

13. **Internet Acceptable Use Policy:** Access to the Internet is provided to employees when there is a necessity and the access has been specifically approved to support the Center's mission. No use of the Internet should conflict with the primary purpose of the Center, its ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed. Disciplinary action up to and including dismissal may result if guidelines are not followed. The Executive Director may monitor Internet usage by employees, including reviewing a list of sites accessed by an individual. No individual should have any expectation of privacy in terms of his/her use of the Internet. In addition, the Executive Director may restrict access to certain sites that s/he deems unnecessary for business purposes.

The Center's connection to the Internet may not be used for any of the following activities: to access, create, transmit, print or download material that is derogatory, defamatory, obscene or offensive, such as slurs, epithets, or anything that may be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, disability, medical condition, marital status, or religious or political beliefs; to access, send, receive or solicit sexually-oriented messages or images; downloading or disseminating copyrighted material; to download software; to transmit personal comments or statements through e-mail or to post information to newsgroups that may be mistaken as the position of the Center; to disclose confidential information through Internet e-mail or newsgroups; to download personal e-mail or Instant Messaging software to Center computers; to send or participate in chain letters, pyramid schemes or other illegal schemes; to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non-job-related purposes; or to endorse political candidates or campaigns. Questions on this policy can be addressed by the Executive Director.

14. **Sexual Harassment Policy:** The Center is committed to creating and maintaining a workplace free of sexual harassment. Improper conduct in the workplace is inappropriate and will not be tolerated. This conduct includes:
 - a. Expressed or implied requests for sexual favors as a condition of job retention, promotion or other benefit of employment
 - b. Unwelcome physical contact

- c. Harassment or other behavior (such as telling sexually explicit jokes, improper suggestions, graphic or descriptive comments or discussions about an individual's body or physical appearance, degrading verbal comments, offensive sexual flirtations and intimidation).

Any complaints of harassment should be referred immediately to the Executive Director. All investigations will be conducted on a confidential basis, and at no time will the complainant be retaliated against. Appropriate disciplinary action (up to and including dismissal) will be taken when warranted. False complaints will not be tolerated and may lead to disciplinary action (up to and including dismissal) against the false accuser.

15. **Protection from Retaliation Policy** (Whistleblower Protection Policy): Any employee who suspects that any employee or board member has conducted a financial impropriety or misused the Center's resources—including funds, materials or staff time—is encouraged to communicate this to the Executive Director or the Chair of the Board of Directors. If the suspected impropriety is by a Board member or the Executive Director, the report should be made to the Chair or the Vice-Chair of the Board. If the suspected impropriety is by a staff member, the report should be made to the Executive Director. The report can be made verbally or in writing. Information about who reported the potential abuse will be kept confidential. The Center, Executive Director, or Director shall not take any retaliatory action against any employee who reports any potential abuse in accordance with this policy.
16. **Drug- and Alcohol-Free Workplace:** The unlawful use, possession and/or distribution of a controlled substance (drugs and alcohol) is prohibited at the Center. Any abuse of this policy shall be reported to the Executive Director immediately.
17. **Workplace Violence Policy:** The Center is committed to providing a safe & healthy workplace for all employees. To that end, it is the Center's policy that workplace violence in any form is unacceptable. Any form of violence by an employee against another employee, child, parent, vendor or visitor, including but not limited to physical attack, intimidation, threats or property damage, will be cause for disciplinary action up to and including dismissal. Prohibited acts of workplace violence include threats, intimidation, physical attack or property damage. A **Threat** is the expression of intent to cause physical or mental harm. Such an expression constitutes a threat without regard to whether the person communicating the threat has the ability to carry it out, and without regard to whether the threat is made on a present,

conditional or future basis. In determining whether the conduct constitutes a threat, including whether the action was intended as a threat, the totality of the circumstances will be considered.

Physical Attack is unwanted or hostile physical contact such as hitting, pushing, kicking, shoving, throwing of objects or fighting.

Intimidation includes but is not limited to stalking or engaging in actions intended to frighten, coerce or induce distress. **Property**

Damage is intentional damage to property owned by the University, students, University employees, vendors or visitors to the University. A **Weapon** is any object used to attack or intimidate another person. This policy covers every employee of the Center, full-time and part-time, permanent and temporary, and anyone in an employment capacity with the Center. It covers such employees while engaged in any activity related to their employment with the Center, whether on Center property or elsewhere. An employee who believes that s/ has been the target of workplace violence should report this to the Executive Director. In emergency situations the employee should call 911. It is the Executive Director's responsibility, when notified, to respond in a prompt and effective fashion. Effective response includes a full and prompt investigation, disciplinary action as appropriate and follow-up with victims and any affected staff. All employees are encouraged to be alert to the possibility of violence on the part of employees, former employees, customers and strangers. Any report of violence will be handled in a confidential manner, with information released only on a need-to-know basis. Employees who act in good faith by reporting real or implied violent behavior or violations of this policy will not be retaliated against or subjected to harassment. Deliberately false or misleading reports of violence under this policy will be handled as incidents of unacceptable personal conduct and the employee making such false or misleading reports will be subject to disciplinary action under the Center's disciplinary policy.

18. **Photo-Taking by Staff:** All photo-taking of enrolled children by staff, including saving, copying, emailing and printing of photos, must be done using Center equipment, including Center cameras, storage medium, computers and printers. The use of personal devices, including but not limited to cell phones, iPhones or iPads for photographing children on the premises is prohibited. In addition, only websites listed as Center-approved (currently Teaching Strategies, School Chapters and Smug Mug only) may be used for emailing or posting those photos. Posting photos by staff of Center children on Facebook or other social websites, or sending photos through Facebook messages, private email,

Twitter or other unapproved websites is prohibited. Only approved Center administration (currently Executive Director only) can post photos on the Center's Facebook page with parent consent.

The use of Skype as a classroom activity is permitted under the following conditions:

Center equipment is used, children whose parents have opted out of photo-sharing are excluded from being photographed, and 24 hours of advance notice is given to parents via newsletter, email or memo about the activity.

Guidelines for Corrective Action

STEP 1: In the event of a violation of any rule (other than the rules that may require immediate discharge) in the first instance, the employee is to be verbally counseled by the Director to clarify what actions or behaviors are being questioned, which rule or practice was not followed, why the rule exists and the need for compliance. The Executive Director will document this interaction.

STEP 2: In the event of a second violation of any rule, the staff person will be counseled by the Director and a written report of the incident will be placed in the employee's personnel file, with copies sent to the Personnel Committee Chair and Board of Director's Chair. The reason for the rule(s) and the need for compliance will be explained. At that time, the staff person will be placed on probation. A written notice of the probationary status will be given to the employee, and a copy will be placed in the employee's personnel file. It will be explained to the staff person that continued violation of Center rules will result in termination.

STEP 3: In the event there is a third rule violation of any rule within one year of the second occurrence, the employee may be terminated. A notice of termination will be placed in the employee's personnel file, to be signed by the employee. If the employee refuses to sign the notice, a notation to that effect will be placed on the form and signed by the Director.

As these guidelines are implemented, the Director will be called upon to use his/her judgment regarding the severity of the offense, length of service of the employee, the attitude and intent of the employee to correct his/her performance, and any mitigating circumstances.

Additional Reasons for Discharge

Occasionally there may be staff members who fail to respond to the intent of this policy and continue non-compliance past the time periods contained in the above paragraphs. The following are additional guidelines for discharge.

1. After two (2) written notices or warnings for any cause in a period of one year: the employee may be terminated for the third offense.
2. After three (3) notices or warnings in a two-year period: the employee may be discharged on the fourth offense.
3. After four (4) written notices or warnings during a staff person's employment, the staff person may be terminated on the next offense.

Problem Resolution and Grievance Procedures

The University Child Care Center is committed to fair and equitable treatment for all employees. All employees (i.e. those having successfully completed a probationary period) are eligible to use this policy when they have a grievable issue. Grievable issues are limited to the following: dismissal, demotion, and suspension. Please note, written warnings for unsatisfactory job performance and personal conduct are not grievable.

STEP 1: The grievant must submit in writing to the Personnel Committee Chair, the nature of the grievance. This written document must be submitted within seven (7) business days of the triggering event. The grievance should include all pertinent information and details upon which a fair decision can be made. The employee/grievant may also present any relevant information, including witness statements. During this period, the Personnel Committee will conduct a fact-finding investigation. This investigation will include interviewing the grievant and any other parties with information relevant to the grievance.

Within fourteen (14) business days of the submission of the grievance, the Personnel Committee Chair will provide the employee with a written decision. The grievant will be notified if the decision will be delayed past the fourteen (14) business days. The grievant has seven (7) business days to appeal the Step 1 decision.

STEP 2: The Step 2 appeal must be made to the Chair of the Board of Directors. The written appeal should include the original grievance, the Personnel Committee's response and a statement detailing the reason for the appeal. The documentation will be distributed to the full board and the grievance will be discussed at the next regularly scheduled Board meeting. The grievant has the option of appearing before the Board to present information regarding the grievance. The board will review during closed session.

The Board will provide the grievant its decision in writing within seven (7) business days. The Board Chair will notify the grievant if the decision will take longer than seven (7) business days, not to extend a total of 30 calendar days. All decisions by the Board in accordance with this procedure shall be final.

Resignation and Termination Procedures

Each employee is employed "at will", and subject to the policies and procedures set forth herein, is subject to termination by the Executive Director at any time for any reason, including without limitation, failing to perform required duties, failure to provide quality performance, breach of operating rules and staff regulations, breaking a rule that may require immediate discharge (refer to Grounds for Immediate Discharge), or for other reasons that are not prohibited by state or federal law or regulations.

All employees will be counseled where there is a deficiency in performance. The Executive Director will be available to discuss an employee's performance problems and assist the employee to solve such problems whenever possible (refer to UCCC Grievance Procedure).

Should an employee be terminated, s/he will be informed of the reasons for dismissal and will have the opportunity to discuss the reasons with the Director (refer to UCCC Grievance Procedure). In addition, s/he will not be paid for any unused vacation leave, unless the Center in its sole discretion determines to pay all or some portion of the unused vacation solely because the termination is related to a reduction in staff for economic reasons, an elimination of a position, a change in requirements for a position, or some other similar reason not related to employee's performance or conduct.

If an employee resigns, a minimum notice of 30 days is expected. If an employee fails to give adequate notice, s/he will forfeit vacation leave that would otherwise be paid out.

The maximum number of accrued vacation hours that will be paid upon an employee's voluntary separation is 200 hours. In this circumstance, vacation leave will not be paid in a lump sum but will be paid with each payroll cycle until the balance (up to 200 hours) is paid in full.

Reporting Suspected Abuse and Neglect

IT IS THE LAW in North Carolina that anyone who suspects child abuse or neglect is required (NC General Statutes 7A-542) to report their suspicions to the Department of Social Services of the county in which the child lives. A report is simply a request for an investigation. An individual who makes a report in good faith is protected from civil and criminal liability. When you suspect child abuse, when a child tells you he/she is being abused, or when another child tells you about a friend being abused, you are legally mandated to report it.

It is The University Child Care Center's policy that when a teacher suspects a child is suffering from abuse or neglect:

--the Director (or Associate Director if the Director is not available) will be informed immediately.

--the Director and teacher will decide if enough information has been gathered to warrant suspicion and if so who will make the report to Social Services.

--in an emergency, if the Director or Associate Director is not available, the teacher will make the report to Social Services, write up the situation, and inform the Director as soon as possible.

HOW TO REPORT:

Call Protective Services of the Department of Social Services and give the following information:

1. Child's name, age and address
2. Name and address of child's parent or guardian
3. Nature and extent of injury or condition observed
4. Any other information that might be helpful.
5. Reporter's name and location (if an anonymous call is made the social worker is not obligated to report the results of the investigation, otherwise it is mandated that a report be made within a certain time period depending upon the nature of the suspicion).

CHILD ABUSE OCCURS WHEN any child less than 18 years of age whose parent or caregiver inflicts (or allows to be inflicted) a physical injury by other than accidental means which causes a substantial risk of death, disfigurement, impairment of physical health or loss or impairment of a body organ; or who creates (or allows to be created) a situation in which

there is substantial risk that one of the above events will occur; or who commits (or allows to be committed) a sex act upon a child in violation of law; or who allows (or allows to be created) serious emotional damage to the child and refuses to permit, provide for, or participate in treatment; or who encourages, directs, or approves of delinquent acts involving moral turpitude committed by the child. G.A. 7A-517(1).

CHILD NEGLECT OCCURS WHEN any child less than 18 years of age does not receive proper care or supervision or discipline from his parent or other caregiver; or has been abandoned; or is not provided necessary medical care or other medical care or other remedial care; or lives in an environment injurious to his welfare; or has been placed for care or adoption in violation of law G.S. 7A-517(21).

In clarifying the occurrence of suspected child neglect, the following factors should be considered:

1. Proper care – A child is not receiving proper care if he is malnourished, chronically ill-clad and dirty, living in a health-threatening shelter or conditions.
2. Proper supervision – Certain children should never be left alone, depending on their age and level of maturity. Children should not left in the care of irresponsible or incapacitated relatives or adults.
3. Necessary medical care – care or treatment vital to the physical or mental functioning of the child.
4. Living in an environment injurious to the child's welfare – to include unlawfully being kept from attending school; exploited, overworked, subjected to unwholesome or demoralizing circumstances such as chronic parental inebriation, incestuous conduct, severe marital distress, and denied normal experiences that produce feelings of being loved, wanted and secure.

HOW TO RESPOND WHEN CHILDREN REVEAL THEY ARE BEING ABUSED OR NEGLECTED:

- Listen carefully and supportively
- Believe the child (it is not your job to determine the "truth". That is the investigator's job. Your job is to report suspicion).
- Remain calm
- Keep the talk short and be aware that the child may change the story. This does not disprove your suspicion.
- Reassure the child.
- Respect the child's privacy by maintaining confidentiality.
- Follow The University Child Care Center's procedure for reporting

SOME QUESTIONS TO ASK YOURSELF

- Is there a marked change in the child's behavior?
- Is the child clean, well-dressed for the weather, well-fed, etc.?
- Does the child have suspicious bruises, sores, etc.?
- Does the child have these bruises, sores, etc. repeatedly or over a long period of time?
- Does the child speak of being verbally or physically abused?
- Is the parent defensive, flip, or evasive when asked about the child's bruises, markings, or behavior?