

EMPLOYEE ACKNOWLEDGEMENT

As an employee of Playmates Preschool & Child Development Centers, Inc., it is very important that you read and understand the contents of this Employee Handbook and that you agree to abide by the terms therein. Any questions or concerns should be directed to your immediate supervisor and/or the Chief Financial Officer. You will be required to sign an acknowledgement form stating that you have read and understand this handbook. A copy of the acknowledgement form will be retained in your personnel file.

This handbook contains only general information and guidelines. This handbook is not intended to be comprehensive or to address all possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning the eligibility for a particular benefit or applicability of a policy or practice to you, you should contact the Administration Office at 304-429-4934.

Playmates Preschool & Child Development Centers, Inc. is an at-will employer. Neither this handbook nor any other Playmates Preschool and Child Development Centers, Inc. document confers any contractual right, either expressed or implicit, to remain in employment at Playmates Preschool and Child Development Centers, Inc.

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A Message from the Executive Director

Welcome to the Playmates Preschool and Child Development Centers, Inc.!

At Playmates, WE CARE ENOUGH TO MAKE A DIFFERENCE!

There is no greater honor than being allowed to enter into a family's inner circle to care for one or more of their most treasured possessions. You have chosen a profession that will simultaneously be the most rewarding and the most challenging one you have ever faced. This is true whether you are at the forefront of caring for and educating children or whether you are a support person in the wings.

Playmates cares for and celebrates with children during one of the most vulnerable and educable stages in their lives. Our goal is to help develop the whole person -- physically, emotionally, and educationally.

You have been chosen because we are confident you will be successful. We will do everything in our power to give you the tools to be competent and efficient in your job. We want you to develop your skills and talents and to grow as individuals. We will be fair and honest in our interactions with you. In return, we expect that you will give us your best effort every day and that you will honor and respect the responsibilities given to you.

The mission of Playmates is to provide compassionate physical, emotional, and educational care for all children in our service area and continuing support for their families. The vision of Playmates Preschool and Child Development Centers, Inc. is to be the first choice for early care and education services.

Due to the nature of the services we provide, strict attendance policies must be maintained and enforced; however, we must not lose sight of the importance of our own families. Early care and

education work is not for everyone. It can be difficult work if we do not attend to our own physical and emotional wellness. For that reason, we encourage you to leave work at work, and when you go home to be fully present and spend quality time with your own family. We feel this personal philosophy allows all of us to better serve our customers when we are at work.

Each Playmates employee is expected to reflect the organizational values in all they say and do. Core values are at the heart of all we do. We must continually measure what we do and say against the values we hold dear to our organization. Our values should continuously reflect the meaning of our corporate logo:

We CARE Enough To Make A Difference!

- C** **Customer Service.** We exist because our customers allow us to exist. We will treat them accordingly. Additionally, we treat ourselves and our coworkers in a manner that brings pride to our organization. We are committed to being present for all our customers.

- A** **All Inclusive.** Playmates commits itself to maintaining a welcoming environment for all individuals and extends its welcome in particular to those who may be vulnerable to discrimination on the basis of their race, color, national origin, religion, disability, or other legally protected status.

- R** **Respecting Differences.** Now more than ever, individuals are aware of the importance of teaching children to respect people of various sizes, abilities, ethnicities and ages. When children respect themselves and others, they feel good about who they are. When children learn to value individuals who are different from themselves, they are better prepared to live peacefully in a diverse world.

- E** **Education.** Playmates agrees with the philosophy of educational researchers such as W. Steven Barnett, PhD., Director of NIEER (National Institute for Early Education Research): “Children who attend high-quality preschool enter kindergarten with better pre-reading skills, richer vocabularies, and stronger basic math skills than those who do not.” Additionally, children learn to socialize in the preschool environment – get along with other children, share, and contribute to circle time.
- S** **Safe and Secure.** Safety and security for students and staff are the highest priority at Playmates. Playmates utilizes state-of-the-art security systems at all its locations, complete with video cameras with playback ability. All teaching and supervisory staff members are required to be certified in CPR and first-aid and to keep those certifications up-to-date.

Introduction/Purpose

This handbook contains only general information and guidelines. This handbook is not intended to be comprehensive or to address all possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning the eligibility for a particular benefit or applicability of a policy or practice to you, you should contact your immediate supervisor or the Chief Financial Officer. Neither this handbook nor any other Playmates document confers any contractual right, either expressed or implied, to remain in employment at Playmates Preschool and Child Development Centers, Inc. **Your employment may be terminated at will, with or without prior notice, by Playmates Preschool and Child Development Centers or you may resign for any reason at any time.** Please understand that no supervisor, manager, or representative of Playmates (except the Executive Officer) has the authority to

enter into any agreement for employment for a specified period of time, or to make any agreement contrary to the above.

The procedures, practices, policies, and benefits described here may be modified or discontinued from time to time. Agency leadership will make every effort to ensure you are informed of all such changes in a timely fashion.

No portion of this handbook should be disclosed to others, except Playmates employees and others affiliated with Playmates whose knowledge of the information is required in the normal course of business.

Some of the subjects described here are covered in detail in official policy documents. Please refer to these documents for specific information, since this handbook only briefly summarizes these subjects. Please note that the official policy manual and the written insurance policies are controlling documents and take precedent over the information included in this handbook at all times when such information is conflicting in nature.

Historical and Background Information

The original Playmates Childcare Center opened its doors at the Kenova location in June, 1985 as a private for-profit agency and has been continually licensed by the State of West Virginia to provide early care and education services since that time. Within 3 years, the agency had expanded the original location and opened a second center in Lavalette.

Agency leadership was approached by the Huntington Boys and Girls Club in the early 1990's to open a childcare center at their facility in Guyandotte. The decision was made to merge Playmates and the Boys and Girls Club, start a third site in Boys and Girls Club facilities, and to convert the organization to a 501C(3) non-profit

entity. The organization was under the management of the Boys and Girls Club for approximately 3 years.

Playmates leadership then repurchased the Playmates name and assets, converted to a non-profit status, changed the agency's name to Playmates Preschool and Child Development Centers, Inc., and moved the Huntington Center to a nearby facility on Staunton Street. The Huntington Playmates remained in that location until 2010 when Playmates moved to the newly remodeled Rite Aid building on Bridge Street.

In 1999, Playmates opened a childcare center on Piedmont Road and converted it to the fourth Playmates location. During that same year, Playmates entered into a lease agreement and established its fifth center as part of a community-based service agency within the old Buffalo High School. The Buffalo Playmates remained in this location until 2009 when a new, state-of-the-art child development center was built adjacent to the previous location.

In 2008, Playmates opened its sixth location at 111 East Fourth Street in Ceredo.

Playmates also has two additional licensed Pre-K programs, one at the Ceredo Elementary School and one at the Playmates Early Education Center (PEEC) located on Hughes Street in Westmoreland. Through a collaborative agreement with the Wayne and Cabell County Boards of Education, Playmates manages numerous pre-k classrooms throughout both counties. Also in collaboration with the Wayne and Cabell County Boards of Education, Playmates manages 30 after-school programs across the region.

From the beginning of its history, Playmates has been aggressive in its pursuit of grant funding and collaborative relationships. From its first Service Learning Grant in 1990, Playmates has been

committed to blending funds from multiple sources in order to provide the highest quality and most cost effective services possible to the children and families in our service area. In 2001, Playmates was awarded the first of two one million dollar grants called ERASE Barriers I & II. As their names imply, these grants were designed to erase the most common barriers to quality early education services – Education, Rurality, Accessibility, Social, and Economic. We believe the success of these two projects were instrumental in changing the culture of early care and education across the state and subsequently, elevating public view of our industry from baby-sitting to professional early care and education service delivery.

The Playmates agency received its first national accreditation from the National Association for the Education of Young Children in the late 1990's and each full-service location has been continually accredited by that body since that time. Playmates believes that being nationally accredited is the first step to ensuring the services we provide are of the highest quality possible

Playmates Service Area

Playmates Preschool and Child Development Centers, Inc. provides early care and education services to over 1,000 families in Wayne and Cabell Counties in West Virginia and several contiguous counties in Kentucky and Ohio. Playmates currently has agreements in place to provide services to West Virginia, Kentucky, and Ohio families receiving subsidized state payments for childcare.

Playmates provides extensive service across the state through its leadership team's participation in several statewide committees and task forces. Playmates has and plans to continue to be strongly involved with West Virginia Childcare Centers United (WVCCU), with members of Playmates Leadership Team being office-holders in that organization for many years.

Management Structure

Playmates Preschool and Child Development Centers, Inc. values the opinions of its employees regarding working conditions, ways and means of getting jobs done more efficiently and effectively, and other matters of employee interest. The agency strives to provide multiple avenues through which employees may voice their wishes and/or concerns without fear of reprimand, reprisal, or ridicule. These avenues include, but are not limited to, an agency website (www.playmateschildcare.com), agency-wide email system, unit-wide staff meetings, agency-wide staff meetings, monthly Leadership Council meetings, and participation in and input into the Quality Initiatives Committee (QIC).

Playmates promotes an open-door policy; however, there are times when Playmates management must make decisions without prior consultation with or notice to its employees. Therefore, Playmates maintains exclusive discretion to exercise the customary functions of management including, but not limited to, the discretion to select, hire, assign or re-assign, supervise, promote, demote, suspend, dismiss, and discipline employees; to determine the size, organizational structure, and composition of the work force; to establish, change, and/or abolish policies, procedures, rules, and regulations; to determine and modify job descriptions and job classifications; and to assign duties to employees in accordance with the needs and requirements of Playmates.

Administration of Playmates Preschool and Child Development Centers, Inc.

Overview. Playmates Preschool and Child Development Centers, Inc. is operated under the philosophy of the 3 C's of Effective Leadership – Customer Service, Continuous Improvement, and Consistency. If every Playmates employee subscribes fully to each of these lofty principles, the products we produce for our children,

the families of those children, community members, coworkers, colleague, and even our competitors will always be dependable, predictable, and of the highest possible quality. This is leadership's pledge to you, the Playmates employee, and the pledge we expect from you in return.

Playmates operates under the principles of strategic planning and management. We believe that proper planning is a precursor to proper implementation and thusly, quality outcomes for all stakeholders. Strategic planning begins with a mission statement and a set of values.

Mission and Value Statements. Mission Statement: "Playmates Preschool and Child Development Centers, Inc. will be the leading provider of high quality care and education services for all children and their families."

Consistent with this mission statement is the Playmates Values Statement, derived from the company logo, "We Care Enough To Make A Difference." Customer Service; All Inclusive; Respecting Differences; Education; and Safe & Secure.

We are making the statement that the Playmates organization cares, wants to be the very best provider of quality services for everyone who needs or wants our services. Our mission statement and values are clearly posted at each center; however, our values and mission can only be accomplished if everyone at Playmates embraces customer service, continuous improvement, and consistency.

Programmatic Administration. All Playmates classrooms, regardless of size or location, will be operated according to the guidelines set forth by our accrediting agency, the National Association for the Education of Young Children (www.naeyc.org). At Playmates, the objective is to operate each day as if NAEYC reviewers may appear unannounced at our centers. Accreditation is not something we

prepare for every few years – it is a standard to which we hold ourselves **every day!**

Playmates classrooms are organized into Learning/Activity Centers, utilizes a state-approved curriculum, and have our daily activities clearly posted in advance. It is the responsibility of all classroom staff – supervisors, lead teachers, classroom teachers, and aides – to ensure that weekly lesson plans and activities are posted and daily schedules are followed. Our teachers and supervisor corps are expected to implement best practices throughout all activities and pursue the initiatives, practices, and protocols that industry research has shown will provide our children with the best possible opportunities to learn and improve his or her level of learning preparedness.

Playmates participates fully in the Environmental Rating Scale process. Each classroom is evaluated annually by certified staff and scored in the many areas stipulated by the ERS manuals. Unscheduled evaluations are also implemented on a random basis.

Program and Center Directors are required each year to develop and present for approval of the Chief Financial Officer and Executive Director a strategic plan for the following year that stipulate both programmatic and financial goals for his or her units.

Non-Programmatic Administration

Fiscal and administrative policies and procedures are well-defined and readily available to all staff. It is the responsibility of each staff member to make him- or herself fully aware of all policies and procedures and to follow them without exception. Policies and procedures are created under a legislative process initiated by the Quality Improvement Committee and finalized by the Executive Director.

In December of each year, Center Directors and most Program Directors develop projected financial budgets for his or her unit for the upcoming year. These projected budgets are compared against actual budgets during each monthly meeting of the Leadership Council. Any variances in projected and actual revenues and expenses are discussed and corrective action taken.

Under the purview of the Board of Directors, the *Executive Director* operates the agency in conformity with published laws, rules and regulations, maintains authority over all programmatic and non-programmatic aspects of operations, and retains final responsibility for the agency meeting its strategic goals. The Executive Director retains final approval of all policies and procedures, makes all final decisions regarding employment, and is the only Playmates employee authorized to enter into contractual relationships and/or committing agency funds.

The *Chief Financial Officer* oversees the administrative operation of Playmates, provides leadership and administrative direction to the management teams, and assists in maintaining adequate numbers of staff to meet customer needs. In addition, the CFO supervises and coordinates various educational programs for staff and other functions generally recognized as human resources functions, including but not limited to, employee benefits, employment issues, workers' compensation, and FMLA.

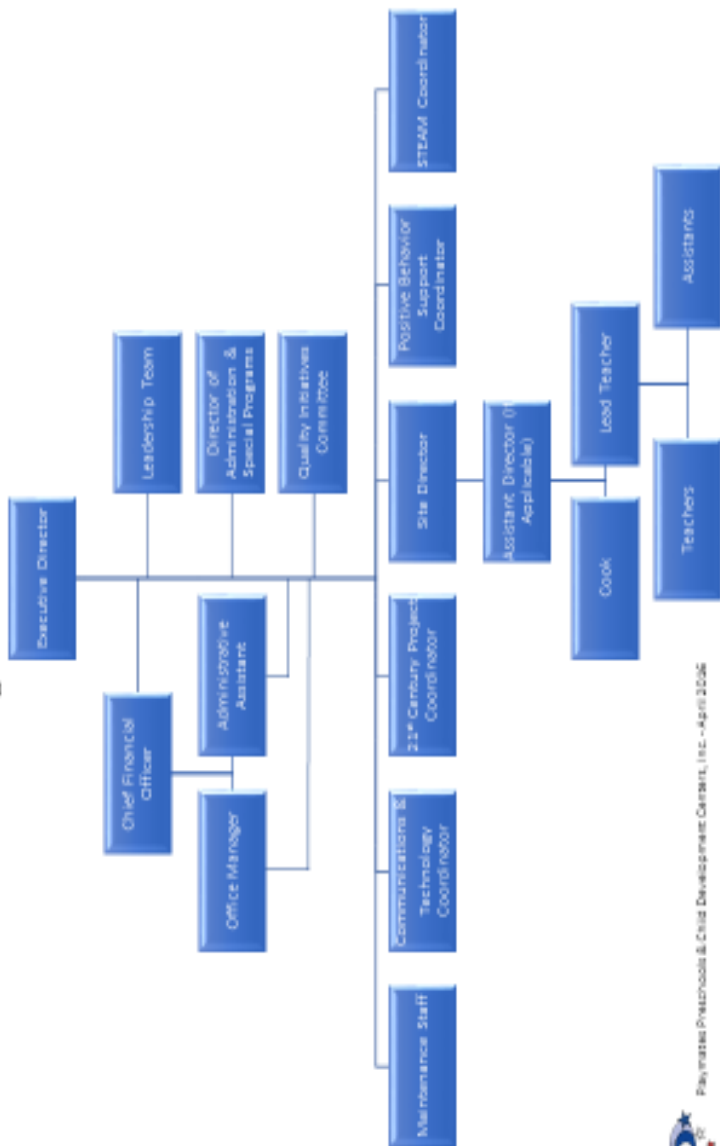
Leadership Council. The Leadership Council at Playmates consists of the Executive Director, the CFO, all Program Directors, all Center Directors, and a support staff. The Council meets monthly to discuss budget issues and other matters of concern to the agency in general.

Quality Improvement Committee (QIC). The QIC is a recommendatory, standing committee charged with improving the quality of all Playmates products, both programmatic and non-programmatic. The QIC is composed of employees at all levels of

operation and responds to suggestions from all staff, leadership, and within the committee. All work of the QIC requires final approval by the Executive Director.

Parent Advisory Council. The Parent Advisory Council is a group of volunteer parents and community members who promote the goals of Playmates Preschool & Child Development Centers, Inc. The Council advises Playmates Leadership on a variety of issues affecting parents of young children, including policy, fees, programming, finances, and what events are important to families. The Council acts as the voice for parents and serves as a conduit for all parent involvement and support activities.

Playmates Preschools & Child Development Centers, Inc. Organizational Chart



Playmates Preschools & Child Development Centers, Inc. – April 2016

EMPLOYMENT SECTION

Employee Status

This handbook and the Personnel Policy Manual are applicable to all employees of Playmates Preschool and Child Development Centers, Inc. In accordance with state and federal laws, all staff positions are classified as exempt or non-exempt. Each employee at Playmates has a job description that clearly defines whether he or she is exempt or non-exempt under the Fair Labor Standards Act. An exempt employee is exempt from the overtime pay provisions of federal and state wage and hour laws. A non-exempt employee receives overtime pay at the rate of one and a half times their regular pay rate for all time worked in excess of 40 hours per week.

Full-Time Employment. Employees are also classified according to the number of hours they are scheduled to work in a given workweek. **Full-time employees work a minimum of 40 hours per week on an on-going basis.**

Full-time employment status has no defined ending date; however, Playmates is an at-will employer and the employment relationship may be terminated by either party at any time, with or without cause.

Full-time employees receive the benefit package, if any, that is in effect during their employment as a full-time employee. Employees who have an established work schedule of less than 40 hours per week are considered part-time.

Non Full-Time Employment. Non full-time appointments may be either Temporary, Part-time, or Seasonal. State-mandated benefits will be provided. Other non-mandatory benefits may be provided. See the applicable Personnel Policy to determine which benefits are provided.

Employment status and benefits provision are further defined in Personnel Policy EM-1, Types of Appointments.

Orientation for New Employees

Upon accepting employment with Playmates Preschool and Child Development Centers, Inc., individuals will be required to participate in a structured orientation process during which a check-off sheet will be completed and will become a part of each employee's permanent personnel record.

The employee orientation program at Playmates consists of a general orientation session in which every new employee is fingerprinted and completes all relevant payroll and other employment paperwork. During this session, all employees are required to watch a video about what will be expected of them while at Playmates. The benefits program for which they are eligible will be explained during this session.

In addition, all new employees will receive at least a 4-hour overview of industry best practices, including policies and procedures, ethics, licensing regulations, child abuse and neglect, portfolio development, and professional development opportunities and responsibilities.

Finally, new employees will receive site orientation by the Site Director or designee to which the employee will report. On or before a teacher's first day in the classroom, he or she will be given a job description that identifies the general duties of a teaching position along with a more detailed list of daily, weekly, monthly, and quarterly responsibilities and expectations based on the specific age level of the students to which the teacher will be providing services.

It is the responsibility of **all employees** to read and understand this handbook as well as the policies and procedures in place at Playmates.

Probationary Period. Every newly-hired, full-time employee or any employee who has internally transferred to a position of higher authority will complete a 90-day probationary period (see Personnel Policy, EM-2, Probationary Periods). At the end of the probationary period, the employee will be evaluated according to Personnel Policy PP01-10, Performance Evaluations.

Staff Performance Management System (Annual Evaluation)

The Staff Performance Management System is an integral part of the strategic planning process at Playmates and adheres to the agency's continuous improvement philosophy. At Playmates, performance evaluation is meant to improve performance, not criticize it. The system is designed to identify areas of strengths and weaknesses and to implement proper strategies for improving both.

Appraising job performance is the responsibility of each immediate supervisor. His/her responsibility includes helping you learn and understand the skills required for your position and providing you with a fair, honest, and objective evaluation of your job performance. You will receive a written job performance appraisal near the completion of your first year in position and then at least annually thereafter.

The purpose of the performance evaluation is to provide an opportunity for discussion between you and your supervisor of work-related expectations and goals and to assist you in your career development. The appraisal form constitutes a record of your job performance and this appraisal may be considered in promotions, salary increases, transfers, or other personnel

decisions. You are entitled to a copy of your performance appraisals and the original copy is retained in your personnel file.

For more information about the Staff Performance Management System at Playmates, see Personnel Policy PP01-10, Performance Evaluations.

Personnel Files

In conjunction with your employment at Playmates Preschool and Child Development Centers, Inc., you were asked for some personal data about yourself and your family. This information is regarded as confidential. Files containing such data are maintained under the auspices of the Administrative Offices at 3603 Piedmont Road, Huntington, WV. Since this information was provided in confidence, it will only be released to those with a legitimate and business-based need to know.

As a Playmates employee, you may review your own personnel file. You may request access to your file by completing a form provided by the Administrative Office. Your personnel file must not be removed from the office in which it is kept.

If you believe your personnel file contains incorrect or incomplete information or you wish to update your records, you may submit materials to your supervisor requesting the information be placed in your file. Any request to change or amend such information must be submitted in writing and will become a permanent part of your personnel file.

Medical Files

Medical files are never kept in your personnel file. Medical records are maintained in a separate locked file and access to such records is limited by the constraints of the Health Insurance Portability and Accountability Act (HIPAA) Privacy Act.

Equal Opportunity/Affirmative Action

Playmates Preschool and Child Development Centers, Inc. administers its policies and programs without regard to race, age, color, sex, religion, national origin, marital status, disability, sexual orientation, or veteran status. At Playmates, we view our commitment to affirmative action as more than a response to legal requirements; we view affirmative action as a moral responsibility.

Personnel Policy EM-4, Affirmative Action and EEO, ensures equal employment and volunteer opportunity and affirmative action in all programs and activities. Playmates goals are developed to ensure that this commitment is manifested in all aspects of employment including advertising, recruitment, selection, promotion, demotion, transfer, compensation, and training.

Any Playmates employee who believes there is a violation of the Playmates affirmative action policy should direct his or her concerns to the CFO/Director of Human Resources as per Personnel Policy EM-4, Affirmative Action and EEO.

Accommodations to Individuals with Disabilities

Playmates Preschool and Child Development Centers, Inc. complies with the Americans With Disabilities Act (ADA) and applicable state and local laws providing for nondiscrimination in employment regarding qualified individuals with disabilities. Playmates provides reasonable accommodation for such individuals in accordance with these laws. In this regard, Playmates has established an accommodation assessment procedure wherein its CFO, working in close association with the Executive Director and other internal and external consultants as required, evaluates the feasibility of requested accommodations in light of ADA guidelines, determines whether such accommodations will create an undue hardship on Playmates and establishes a methodology for accommodations. It

is the policy of Playmates Preschool and Child Development Centers, Inc. to:

1. Ensure that qualified individuals with disabilities are treated in a nondiscriminatory manner in the pre-employment process and that employees with disabilities are treated in a nondiscriminatory manner regarding all conditions and privileges of employment.
2. Keep all medical-related information confidential in accordance with the requirements of the ADA and retain such information in separate confidential files.
3. Provide applicants and employees with disabilities with reasonable accommodation, except where such an accommodation would create an undue hardship on Playmates Preschool and Child Development Centers, Inc.
4. Notify individuals with disabilities that Playmates provides reasonable accommodations to qualified individuals with disabilities by including such information in this Employee Handbook, in its Personnel Policy Manual, and by displaying the Equal Employment Opportunity poster regarding individuals with disabilities.

Sexual Harassment/Discrimination

Sexual harassment is a form of unlawful sex discrimination prohibited by Title VII of Civil Rights Act of 1964. It is the policy of Playmates Preschool and Child Development Centers, Inc. that all employees and customers have the right to work and learn in an environment free from unwelcomed and unwanted sexual attention. Sexually harassing conduct includes, but is not limited to, repeated offensive sexual flirtation, advances, propositions, continued or repeated abuse of a sexual nature, sexually oriented humor, graphic verbal comments about an individual's body or clothing, the display in the workplace of sexually degrading objects, sexually threatening behavior and any undesirable physical contact.

Playmates employees have a right to work in an environment free from unlawful discriminatory behavior and sexual harassment. No supervisor shall threaten or insinuate, either explicitly or implicitly, that any employee's submission to or rejection of sexual activities will in any way influence personnel decisions regarding the individual's employment, performance evaluation, duties, wage or salary advancement, shifts, or any other condition of employment or career development.

Personnel Policy EM-5, Sexual Harassment, establishes the procedures for handling sexual harassment claims. Persons raising complaints of unlawful sexual harassment are protected from retaliatory actions. Such complaints can be resolved through either an informal or formal process outlined in Personnel Policy EM-5. Playmates employees who believe they are or have been sexually harassed should contact the Chief Financial Officer. This Playmates official will listen to the complaint, explain the employee's rights, provide counsel and advice, clarify Playmates policy and procedure, distribute appropriate grievance forms and act to resolve the matter in accordance with Playmates policy and applicable laws.

Playmates Preschool and Child Development Centers, Inc. is proud of its professional and congenial work environment and will take all necessary steps to ensure the work environment remains pleasant for all who work here. All employees must treat one another with courtesy, consideration, respect, and professionalism.

Playmates Preschool and Child Development Centers, Inc. will not tolerate sexual harassment of any employee or customer by any other employee, customer, or supervisor for any reason. In addition, harassment for any discriminatory reason, such as race, sex, national origin, sexual orientation, disability, age or religion, is prohibited by state and federal laws and may subject Playmates

Preschool and Child Development Centers, Inc. and/or the harasser to liability for any such unlawful conduct.

With these policies, Playmates prohibits not only unlawful harassment and discrimination but also other unprofessional and discourteous actions. Derogatory racial, ethnic, religions, age, sexual, or other inappropriate remarks, slurs, or jokes will not be tolerated.

Disciplinary Action

It is generally accepted that employees and volunteers will act in a manner that will reflect favorably upon themselves and Playmates Preschool and Child Development Centers, Inc. The ideal that all employees should work together productively and amicably is fostered and encouraged. It is recognized, however, that situations may occur that require appropriate corrective action which will lead to improved job performance or, if not, will lead to termination of employment.

Playmates has disciplinary procedures with which all employees should be familiar. Personnel Policy ER-1, Discipline and Dismissal, deals with the subject of discipline and may be found in the Personnel Policy Manual. Copies of this or any Playmates policy may be obtained from your immediate supervisor or the Administrative Offices.

In the step-by-step disciplinary procedures, the first notification of a specific problem may be an oral warning/counseling unless the offense is serious enough to warrant more severe action. In any case where the prescribed discipline does not result in resolution of the problem, the supervisor may take further and more stringent disciplinary action.

When an employee commits an act of misconduct that is grounds for dismissal, no further notice need be given.

Smoke and Drug-Free Workplace

It is the policy of Playmates Preschool and Child Development Centers, Inc. to maintain a drug-free workplace in keeping with the spirit and intent of the Drug-Free Workplace Act of 1988. The use of controlled substances is inconsistent with the behavior expected of employees as its use subjects all employees and customers to unacceptable safety risks and undermines Playmate's ability to operate effectively and efficiently. In this connection, the unlawful manufacture, distribution, dispensation, possession, sale, or use of a controlled substance in the workplace or while engaged in Playmates business is strictly prohibited. Such conduct is also prohibited during non-working time to the extent that, in the opinion of Playmates supervisors, it impairs an employee's ability to perform his/her job duties or threatens the reputation or integrity of Playmates Preschool and Child Development Centers, Inc.

Employees convicted of controlled substance-related violations outside the workplace, including pleas of nolo contendere (i.e., no contest), must inform his/her supervisor within five days of such conviction or plea. Employees who violate any aspect of the drug-free workplace policy will be subject to disciplinary action, up to and including termination of employment. At its discretion, Playmates Preschool and Child Development Centers, Inc. may require employees who violate this policy to successfully complete a drug abuse assistance or rehabilitation program as a condition of continued employment.

To maintain a safe and comfortable working environment, smoking in Playmates Preschool and Child Development Centers, Inc. offices, buildings, facilities, grounds, and in any location in which children are or may be present is strictly prohibited.

Drug Screenings. Playmates reserves the right to require employees to undergo mandatory drug screenings after accidents and in the event of reasonable suspicion.

Age and Employment of Minors

Normally, Playmates Preschool and Child Development Centers, Inc. does not employ minors. In this regard, a minor is defined as anyone who has not attained his/her 18th birthday. However, if an individual is between 16 and 18 years of age, he/she can be employed as a part-time or temporary employee consistent with applicable state and federal laws. The Chief Financial Officer should be notified prior to offering employment to an individual between 16 and 18 years of age. A person under 16 years of age is not permitted to work for Playmates Preschool and Child Development Centers, Inc. under any circumstances.

Standards of Ethical Conduct: The following list of behaviors is considered detrimental to the welfare of the agency and children and may constitute cause for immediate dismissal. This list is not all-inclusive.

1. Serious behavior problems in the community such as theft, drunkenness, criminal offense, or assault on any person that would reflect poorly upon the agency;
2. Serious behavior problems such as those listed in item 1 above that take place within the agency;
3. Misappropriation of funds or willful damage to agency property;
4. Incompetence, lack of skill, or inadequacy of the employee's personality to develop sound relationships with children, parents, or other staff members;
5. Lack of growth and/or progress on the job;
6. Failure to understand or accept the philosophy and purpose of the agency;
7. Poor professional relationships in the community;

8. Falsification of records including application and number of hours worked;
9. Use of drugs or alcohol;
10. Taking home agency equipment without authorized permission;
11. Making purchases in the name of the agency without proper authority;
12. Any sexual or other harassing behavior while on duty, on the agency grounds, or in any job-related way toward another person;
13. Failure to follow properly prescribed fire regulations while on agency property;
14. Possession of firearms, explosives, fireworks, chemical weapons, or other similar devices anywhere on agency property;
15. Speaking to the news media or to the public in the name of the agency without expressed written or verbal permission of the Executive Director; and
16. Serious violation of confidentiality of children, families, or employees of the agency.

Dress Code

Playmates Preschool and Child Development Centers, Inc. views itself as more than just a service industry – we are a “shaper of young lives.” As such, the way we present ourselves to our children, family, and communities must reflect a model of professionalism and good taste. At your new employee orientation, you were presented with a detailed description of the Playmates dress code. You will be expected to adhere to this dress code at all times you are representing Playmates, either in the classroom or outside our facilities.

If you are a supervisory employee, you will be expected to adhere to a stricter dress code than non-supervisory employees.

See Personnel Policy ER-3, Proper Work Attire for the full policy regarding proper attire in the workplace.

Posting of Job Openings

To give current employees an opportunity to apply for staff openings, such positions are posted for five days in the administration building and in each operating center of Playmates Preschool and Child Development Centers, Inc.

Employment applications are available online or from the administrative offices or from any Site Director.

Separation from Employment

Generally, Playmates Preschool and Child Development Centers, Inc. will have hired you as a regular employee to work for an indefinite period of time. However, an employee may be separated from Playmates employment either voluntarily through resignation or retirement or involuntarily through dismissal, layoff, or elimination of a position. A layoff can be permanent or temporary depending upon the length of time an employee is laid-off and whether there is a reasonable expectation of being recalled.

The following procedures apply regarding separation from employment:

Resignation: You are expected to give at least two (2) weeks written notice of resignation. When you resign, you will be paid through your last day worked and you will receive your final paycheck by the first payday following your resignation. You will receive payment for all paid time off earned but not taken at the time of your resignation, up to a maximum of 80 hours (see Personnel Policy EB-1, Paid Time Off).

Termination: If Playmates Preschool and Child Development Centers, Inc. terminates your employment, you will receive all wages and the monetary value of all benefits accrued but not paid, if applicable, within 72 hours of your termination.

Upon separation from active duty, all employees must return to the Administrative Offices all Playmates-issued materials. This includes keys, credit cards, calling cards, identification cards or tags, cellular telephones, uniforms, and any other Playmates-issued materials, publications, or supplies.

Outside Employment (Moonlighting)

If you are a regular, full-time employee, your position at Playmates Preschool and Child Development Centers, Inc. is expected to be your primary job. Outside employment is allowed, but not encouraged, as you must adhere to the following guidelines:

1. Your outside employment shall not conflict with your Playmates hours of scheduled work;
2. Your outside employment shall not conflict with your Playmates job responsibilities or affect your ability to perform your duties at Playmates Preschool and Child Development Centers, Inc.;
3. Such outside employment shall not cause you to arrive late for work or leave early from your scheduled work at Playmates;
4. Your outside employment shall not constitute a conflict of interest with Playmates Preschool and Child Development Centers, Inc.; and
5. You may not have outside employment when on Family and Medical Leave Act-covered leaves of absence.

COMPENSATION, BENEFITS, AND PAYROLL SERVICES

ProCare System

Playmates utilizes an electronic software and hardware system called ProCare. ProCare is used to track employee hours, customer payments, and a myriad of financial transactions and reporting processes. Every employee should strive to gain a working knowledge of the ProCare System.

Pay Periods and Pay Days

All employees must sign in and out of work. Depending upon where your workstation is within Playmates, you will either sign in on a paper worksheet or on ProCare. A Payroll Schedule for each year is located in your workstation or may be requested from your immediate supervisor.

All Playmates Preschool and Child Development Centers, Inc. employees are paid on the 15th and 30th of each month. If the 15th or 30th fall on a Saturday or Sunday, payday will be the preceding Friday. Your supervisor is responsible for submitting time sheets no later than Monday morning following the end of a given pay period. It is your responsibility to ensure your immediate supervisor has a timely and accurate accounting of your hours worked. Direct deposit is available and recommended.

Direct Deposit of Pay

Playmates Preschool and Child Development Centers, Inc. has arranged to make direct deposits to any commercial bank holding a membership with the National Automated Clearing House Association (NACHA). Please contact your immediate supervisor or the Chief Financial Officer for more information on direct deposit.

Payroll Deductions

The statement of earnings that accompany your paycheck includes itemized gross pay, the identification and amount of each deduction, and net pay. In addition to the required deductions for federal and state income tax and social security, other optional deductions may be made for retirement and life, health, and dental insurance. Additionally, you may have an additional three (3) payroll deductions to institutions of your choice.

Overtime

For non-exempt employees, any hours worked over 40 hours from midnight Sunday through 11:59 p.m. Saturday shall be paid at one and one-half (1½) times the employee's hourly rate. Hours paid, but not actually worked, such as paid holidays or other paid time off shall not be considered when calculating overtime.

Overtime pay must be authorized in advance by the appropriate supervisor. Unless authorized to work overtime, an employee may not work any hours in excess of his/her regular work schedule. Employees working overtime without prior authorization are subject to discipline. Exempt employees are not eligible for overtime pay.

Employee Benefits

Following is a brief description of the benefits offered by Playmates Preschool and Child Development Centers, Inc. In the event of a conflict between the information contained herein and the information that appears in the master contracts between Playmates and its benefits providers, the contracts/documents shall govern. Playmates reserves the right to amend or terminate any of these programs or to require an increase in employee contributions toward any benefit. For more complete information regarding the Playmates benefits programs, you may contact the Administrative Office at 304-429-4934.

It is the intent of Playmates Preschool and Child Development Centers, Inc. to provide an employee benefits program with a sound foundation upon which employees may build for the security and well being of themselves and their families. Playmates attempts to keep its benefits program competitive and up-to-date to meet ever-changing needs.

Playmates reserves the right to seek quotations and competitive bids as well as modify or change plans and programs as deemed appropriate and in the best interest of Playmates and its employees. The descriptions of the various benefit plans and programs described herein are not intended to provide you with an in-depth understanding. This need is met through various brochures and other information channels available through the Administrative Office.

While every effort has been made to be as accurate as possible, benefit coverage is governed by the specific benefit contracts that are entered into between Playmates and the various provider agencies. These contracts are maintained in the Administrative Office.

Health Insurance

Playmates Preschool and Child Development Centers, Inc. provides a health insurance option for all full-time employees and their IRS dependents. Full-time is defined as working at least 40 hours per week on a regularly scheduled basis. Health insurance benefits and rates are generally negotiated on an annual basis and are therefore subject to change.

It is the intent of Playmates Preschool and Child Development Centers, Inc. to subsidize health insurance premiums at the highest level possible, given budget and operating constraints. Employees normally select health insurance coverage on a calendar year basis.

During the annual open enrollment period, employees have an opportunity to make changes in their health insurance coverage options. In addition to the annual open enrollment period, the IRS lists several qualifying events for making changes in healthcare insurance coverage during the plan year. Contact the Administrative Office for more information on IRS qualifying events.

Dental Insurance

Playmates Preschool and Child Development Centers, Inc. currently provides individual and family dental coverage at special group rates. Dental insurance may be subject to a deductible and a coinsurance payment, depending upon the services obtained. For a complete listing of covered services, deductibles, and coinsurance payments, see the Summary Plan Description that has been provided to you. If you do not have a Summary Plan Description, call the number on the back of your insurance card or call the Administrative Office.

Life Insurance and Accidental Death and Dismemberment Insurance

Regular, full-time employees of Playmates Preschool and Child Development Centers, Inc. are insured for \$15,000 under a Basic Life and Accidental Death and Dismemberment (AD&D) Insurance Plan. The premiums for the Basic Life and AD&D insurance is paid by Playmates. Group term insurance accumulates no cash value and the insurance terminates at retirement or upon separation from Playmates employment, whichever occurs first.

Conversion of Insurance Upon Termination of Employment: If you are terminating employment and have an interest in continuing any amount of your life insurance, you should contact the Administrative Office. You may be eligible to continue your same level of coverage without a medical exam; however, the premiums

for said continuation are set solely by the insurance company providing the coverage.

COBRA: Upon separation, health and dental insurance may be continued for a period of 18, 29, or 36 months depending upon your particular circumstances. The monthly premium will be the total group rate, i.e., the employee's and the employer's normal premiums plus a 2% administrative charge. For more information, see the United States Department of Labor website for more information about COBRA coverage.

Insurance Coverage During Leave Without Pay

In the event you are on leave without pay status for part or all of a pay period and your paycheck is not sufficient to cover your insurance premiums, it is your responsibility to contact your immediate supervisor and/or the Administrative Office to make arrangements, in advance, for payment of the required premiums. Failure to do so may result in loss of your insurance coverage.

Internal Revenue Code (IRC) Section 125 – Cafeteria Plan

Under the provisions of the Internal Revenue Code (IRC) Section 125, Cafeteria Plan, all regular Playmates Preschool and Child Development Centers, Inc. employees may pay for certain benefits with pre-tax dollars and thus reduce their federal, state, and social security taxes and increase their "take home" pay.

The applicable pre-tax benefits offered under this plan include:

1. Employee's share of health insurance premiums;
2. Employee's share of dental insurance premiums;
3. Employee's individual/group premiums for accident and sickness, cancer, or intensive care insurance.

Once you are in the Cafeteria Plan under the Section 125 regulations, you may not make any changes during the plan year,

unless a qualifying event takes place, such as marriage, divorce, death of spouse or child, birth or adoption of child, or change in spouse's employment status.

Safety and Health

Playmates Preschool and Child Development Centers, Inc. is committed to providing a safe and healthy work environment. In this regard, Playmates makes every effort to comply with federal and state occupational health and safety laws and to develop the best feasible operations, procedures, technologies, and programs conducive to a safe and healthy environment.

Playmates safety policies and procedures are aimed at minimizing the exposure of employees, clients, and visitors to Playmates facilities to health or safety risks. To accomplish this objective, all employees are expected to work diligently to maintain safe and healthy working conditions and adhere to safe and proper operating practices and procedures designed to prevent injuries and illnesses.

The responsibilities of all Playmates Preschool and Child Development Centers, Inc. employees in this regard include:

1. Playmates Preschool and Child Development Centers, Inc. has a 100% evacuation policy for any active fire alarm in any building. Any time a fire alarm is activated, you must immediately evacuate the building unless you are prevented from safely doing so by smoke, heat, or other immediate danger that could be encountered during an actual fire. **All Playmates employees will gather at the specific location designated on the Evacuation Plan.** A designated Playmates representative or an emergency response official will notify all evacuees to re-enter the building following a complete assessment of the facility and when conditions are deemed safe;

2. Exercising maximum care and good judgment at all times to prevent accidents and injuries;
3. Reporting all injuries to supervisors, regardless of how minor, and seeking first aid for all injuries;
4. Reporting unsafe conditions, equipment, or practices to supervisory personnel;
5. Using safety equipment provided by Playmates at all times;
6. Conscientiously observing safety rules and regulations at all time; and
7. Notifying his/her supervisor, before the beginning of the workday, of any medication they are taking that may cause drowsiness or other side effects that could lead to injury to themselves or to the co-workers.

Workers' Compensation

Your workers' compensation plan follows the provisions of state and federal law. This entitles you to the benefits prescribed by state statute for injury, occupational disease, or death as a result of employment. Playmates pays the cost of this program and provides benefits in the form of payment of medical expenses, compensation for total temporary and partial and total permanent disability, and death indemnities as may be appropriate to the particular case.

All injuries must be reported to your supervisor following an on-the-job injury or occupational exposure to hazardous substances to assure prompt treatment and proper handling of claims. All injuries or exposures resulting in the course of employment must be reported, no matter how minor.

Generally, any employee who is injured on the job or suffers an occupational exposure will be seen by a physician or other medical provider designated by the managed care organization. Injuries or exposures may be reported 24 hours per day, 7 days per week, by calling **1-800-458-0811**.

For additional information concerning benefits under the Workers' Compensation Act or to obtain a list of network medical providers, call the Administrative Office or search online at www.erieinsurance.com.

Communicable Diseases

Playmates Preschool and Child Development Centers, Inc. recognizes that employees with a life-threatening illness may wish to continue their employment. As long as employees who have communicable diseases are able to maintain acceptable performance standards, in accordance with established policies and procedures, and the weight of medical evidence continues to indicate that their illness cannot be transmitted by casual workplace contact, employees will be permitted to continue working. In determining such an employee's ability to continue working, Playmates will consider making reasonable accommodations to the employee, consistent with applicable federal, state, and local laws.

Any employee or co-worker of an employee having AIDS or any other communicable disease with questions about their specific workplace conditions or considerations is invited to call the Administrative Office which will direct the employee to the proper information channels.

The Executive Director will determine what information should be obtained from the employee's physician to enable Playmates to explore the reasonable accommodations that may be recommended for the employee, consistent with the business needs of the unit, established Playmates policy, and applicable federal, state, and local laws.

Social Security

Individual employees and Playmates Preschool and Child Development Centers, Inc. each contribute 7.65% toward the cost of Social Security Benefits. On your pay stub, this will show as two separate deductions, 6.2% for Old Age, Survivor, and Disability Insurance (OASDI) and 1.45% for Medicare.

Social Security deductions from your paycheck and the amount contributed by Playmates are credited to your account with the Social Security Administration according to federal regulations.

Holidays

Playmates Preschool and Child Development Centers, Inc. observes the following holidays as paid time off if the holiday falls on a regularly scheduled workday: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the Day After Thanksgiving, and Christmas Day. Additional holidays may be designated by the Executive Director.

As a regular, full-time employee, you are entitled to the above holidays with pay. Part-time employees are paid holiday pay on a pro-rata basis according to Personnel Policy EB-3, Holiday Pay.

If you are in a non-paid status on the day immediately preceding and/or the day immediately following a covered holiday, you will not be paid for that holiday. If a holiday occurs while you are on an authorized paid time off as per Personnel Policy EB-1, Paid Time Off, you will not be charged with leave for that holiday.

Paid Time Off

Application of the paid time off benefit at Playmates Preschool and Child Development Centers, Inc. is dictated by Personnel Policy EB-1, Paid Time Off. The accrual rate of paid time off is determined by

a combination of employment status as described in Personnel Policy EM-1, Types of Appointments, and length of service with the agency.

<i>Appointment Status</i>	<i>Accrual Rates</i>
Part Time – Less than 2 years service	0 hours per month
Part Time – 2 or more years service	2 hours per month
Full-Time – Less than 10 years service	4 hours per month
Full-Time – 10 or more years service	5 hours per month
Directors – Less than 5 years service	5 hours per month
Directors – 5 or more years service	8 hours per month

Paid Time Off may be taken only after approval of the supervisor. Because the organization must have enough staff working to meet the needs of our children and families, the number of Paid Time Off requests granted at the same time shall be limited.

Employees shall fill out a Paid Time Off Request Form and submit it to their supervisor at least two (2) weeks in advance of the requested paid time off. Leave may be taken only after approval is granted. Paid time off shall be documented on the Time Off Track Sheet and the Paid Time Off Request Form. Paid time off may not be requested or approved prior to being earned.

Maximum accrual balance of paid time off. Paid time off accrual is limited to 80 hours. All hours in excess of 80 will automatically be deleted from an employee’s balance.

Accrual rates for employees with broken service. Employees who separate from Playmates and later return will accrue paid time off

according to the number of years of combined service with Playmates.

Accrual rates during Leaves of Absence Without Pay. Employees on leaves of absence without pay will not accrue paid time off nor will unpaid time off add to total tenure with regards to accrual rates for earning paid time off.

Accrued but unused paid time off will be paid at termination pay at the employee's standard daily rate.

Retirement Benefits

Playmates Preschool and Child Development Centers, Inc. provides a 401(k) retirement plan for all eligible employees. Eligibility is defined as a Playmates employee who is at least 18 years of age, has been employed with Playmates for at least one year, and has exceeded \$5,000 in salary and wages during the past 12 months and is reasonably expected to earn at least \$5,000 during the next 12 months.

Eligible employees may enroll in the retirement plan any time within 30 days of January 1 of a given year. To enroll in the plan, contact Thomas Cannon, Financial Advisor, Wells Fargo at 1108 3RD Avenue, River Tower Building, Suite 500, Huntington, WV 25701-1568. Telephone: 304-522-8752 | 800-791-6005; or Fax: 304-525-6770. Email: thomas.l.cannon@wellsfargoadvisors.com.

Playmates will provide a matching contribution of up to 3% for all eligible employees. Employees may make additional pre-tax payroll deduction contributions to the plan up to his or her maximum deferral (see IRS guidelines or a financial consultant for more information on maximum deferrals). All contributions made by the employer or employee remain the property of the employee.

Provision of a retirement benefit is based upon availability of funds and like all benefit programs at Playmates, is subject to change with or without notice.

Staff Identification (ID) Card

All Playmates Preschool and Child Development Centers, Inc. staff and volunteers are provided a photo identification card. Identification cards should be worn during employee work hours.

Replacement costs for ID cards may be charged to the employee unless other arrangements are made. ID cards must be surrendered to the Administrative Office or your immediate supervisor upon separation from service.

EMPLOYEE SERVICES AND INFORMATION

Parking

The separate Playmates facilities are diverse in nature and geography. See your immediate supervisor for parking regulations specific to your particular work location.

Notification of Change of Status

Any change in your employment status is to be reported to the Administrative Office and will be maintained in your personnel file. Change of name, marital status, dependents, telephone, address, or withholding tax exemptions are to be reported promptly. Name changes must be accompanied by a new social security card. Beneficiary changes and health and dental insurance changes are also handled through the Administrative Office.

Attendance

Playmates Preschool and Child Development Centers, Inc. maintains a strict attendance policy. Each employee is expected to work each scheduled day and complete all scheduled hours of work. Being absent from work, leaving work early, or reporting to work after the scheduled beginning time may impose a hardship on other employees and customers. When an employee must be absent on a scheduled workday, he/she must advise his/her supervisor as soon as practicable and in all instances, at least one hour prior to the beginning of the work schedule.

Excessive or unreported absenteeism may lead to disciplinary action up to and including termination. See Personnel Policy ER-2, Absenteeism, for a full definition and sanctions regarding absenteeism at Playmates Preschool and Child Development Centers, Inc.

Staff Appeal (Grievance) Procedure

The Appeal Procedure at Playmates Preschool and Child Development Centers, Inc. is an internal mechanism designed to ensure prompt and impartial consideration of concerns or complaints that Playmates staff employees may have within the course of their work. This staff appeal (grievance) procedure is available to all regular full-time and part-time employees.

Any staff employee who has a complaint or concern arising from an interpretation, application, or claim of violation of any Playmates policy, rule, or regulation may initiate a grievance as outlined below.

1. The employee must present the problem to his/her supervisor who shall give the matter prompt attention and respond within five (5) working days. Most matters should be resolved at this level.

2. If the employee is not satisfied with the determination of his/her supervisor, he/she should present the grievance in writing to and request an appointment with the Executive Director who will meet with the employee and other involved parties within fifteen (15) days and submit a written decision to the employee and other involved parties thirty (30) days. This decision will be considered final.

Playmates employees may use this procedure without penalty or fear of reprisal.

E-mail

Personal use of e-mail or the Internet is allowed as long as it does not include offensive materials and does not interfere with organization work. Messages or information sent by an employee to one or more individuals via an electronic network (e.g. e-mail, bulletin boards, on-line services or Internet) are statements identifiable and attributable to Playmates Preschool and Child Development Centers, Inc. Users should not communicate via electronic network anything that they would not communicate on Playmates letterhead. Employees shall not be permitted to add software or screen savers without permission from the manager assigned to manage the computers.

Computing Systems Security

Playmates Preschool and Child Development Centers, Inc. provides computer equipment for efficient communication and documentation of Playmates business. Any work product composed, installed or received via the computer is considered Playmates' property.

Some software programs may be incompatible with Playmates computer systems or may contain viruses. Do not install any

software onto your PC without prior approval of the manager responsible for the computer system. Ensure that the Playmates-approved virus checking software is installed and always running on the computer. Never insert any disks into the PC or download any files from outside sources without first checking them for viruses. Report any virus to the manager responsible for the computer system.

Personal adaptation of the equipment is not permitted without permission from the manager responsible for the computer system.

To ensure compliance, Playmates Preschool and Child Development Centers, Inc. may conduct periodic and random computer system audits, including, but not limited to individual personal computers, e-mail logs, the Internet, telephone activity, disks or back-up tapes.

Laptop Security

It is of critical importance to maintain strict personal control of all Playmates Preschool and Child Development Centers, Inc. electronic equipment. Laptops must remain in ***your immediate possession*** at all times and should never be left unattended.

If you should experience the loss of a Playmates Preschool and Child Development Centers, Inc. computer left in your care, it is extremely important that you report the theft in a particular way. Notify the police and your supervisor immediately. When reporting your losses to the police, refrain from disclosing that any item is Playmates property. For example, simply report that your laptop has been stolen, if applicable. Do not discuss the matter further except with those possessing a legitimate business need-to-know.

The use of Facebook and other social media by Playmates employees may constitute a breach of confidentiality and/or may result in legal liability for Playmates and/or the employee, regardless of intent. As such, it is critical that each and every Playmates employee fully understand the context and consequences of Personnel Policy PPG-1, Use of Wireless Communications at Work. The policy is included in total in this handbook. If you ever have a question regarding this policy, see your immediate supervisor or call the Administrative Office.

USE OF WIRELESS COMMUNICATIONS AT WORK

<p>PLAYMATES PRESCHOOL & CHILD DEVELOPMENT CENTERS, INC. PERSONNEL MANUAL</p> <p>SECTION: Administrative SUBJECT: Use of cell phones and related devices at work</p>	<p>Policy # PPG-1 Total Pages: 2</p> <p>Effective Date: February 15, 2010</p> <p>Approved: Board of Directors</p> <p>Review Date:</p> <p>Revised:</p> <p>Replaces # Dated:</p>
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Purpose: This document sets forth the policies of Playmates Preschool and Child Development Centers, Inc. (Playmates) regarding the use of cellular telephones, computers, and other electronic devices during worktime and applies to all employees. For the purposes of this policy, “wireless communication devices” refers to any wireless electronic device with the capability of receiving or transmitting voice, text, or data messages (including but not limited to cellular telephones, computers, digital wireless telephones, telephone pagers, or PDA’s.)

This policy is meant to ensure that the use of wireless communication devices while at work is both safe and does not disrupt business operations. Playmates reserves the right to modify or update this policy at any time.

Policy: Use of wireless communication devices, including computers, while supervising children is strictly prohibited! Otherwise, usage is subject to a few common-sense rules that you are expected to observe when you bring or use wireless communication devices during worktime. The rules are:

1) Turn your ringer off when you come to work: If you need to know when someone is trying to reach you, set your phone to "vibrate" to alert you to an incoming call.

2) Let phone calls go to voice mail: If you are in doubt about whether an incoming call is important, let voice mail pick it up.

3) Use wireless devices only for important messages: What should you classify as an important message? The school nurse calling to say your child is ill, or your child calling to say they have arrived home from school safely, or family emergencies that you must deal with immediately are important.

4) Never bring your cell phone to any meeting: Even if you have your cell phone set to vibrate, if you receive a call you will be tempted to see who it is. Taking calls during a meeting is like taking a phone call during dinner -- it is rude and sends a clear signal that you are not 100 percent focused on what you are supposed to be doing. ALL calls can wait until your meeting is over -- or until there is a break.

5) Computer usage while at work: Use of computers as communication devices (receiving or transmitting voice, text, or data messages, checking email, surfing the Internet, twittering, blogging, accessing FaceBook, MySpace, or any other form of non business-related communication) is strictly prohibited while supervising children. This applies to all agency employees.

6) Cell phone usage while driving: Playmates strictly prohibits the use of cell phones or similar devices for any purpose while driving! This prohibition includes making or receiving calls, text messaging,

surfing the Internet, receiving or responding to email, checking for phone messages, or any other purpose. In the event of an emergency, employees must pull to the side of the road and stop and secure the vehicle prior to responding to the emergency call. In all other cases, employees are to allow the call to go to voice mail and respond to the voice mail at such time as policy allows.

Supervisors and managers are expected to set a personal example in the strict adherence to and enforcement of this policy.

Policy Violations: Playmates Preschool and Child Development Centers, Inc. considers the safety of children under our care to be of the highest professional priority. Any violation of this policy by agency personnel shall result in disciplinary action up to and including discharge.

Conclusion

In conclusion, we again welcome you to the Playmates Preschool and Child Development Centers, Inc. family. Playmates' goal is to have each employee working together to support the noble vision, mission, and values of Playmates Preschool and Child Development Centers, Inc. You are an important member of this mission. It is our sincere hope that your association with Playmates Preschool and Child Development Centers, Inc. will be productive, enjoyable, challenging, fulfilling, and long-enduring.

This Playmates Preschool and Child Development Centers, Inc. handbook supersedes all previous editions that have been issued.