

PARENT/CHILD INCORPORATED (PCI) of San Antonio & Bexar County

"Growing San Antonio's Tomorrow...Today!"



EMPLOYEE POLICY HANDBOOK

Dr. Sharon M. Small, Chief Executive Officer

PARENT/CHILD INCORPORATED EMPLOYEE HANDBOOK

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I. INTRODUCTION AND AGENCY INFORMATION

PURPOSE OF HANDBOOK

Parent/Child Incorporated (PCI) was founded February 1979 and is a private, non-profit 501(c)(3), Human Services Educational Agency chartered by the State of Texas.

The purpose of this handbook is to describe the policies governing personnel management for Parent/Child Incorporated (PCI) of San Antonio, Bexar County, Texas. This handbook is not meant to be a contract nor should it be construed to confer contractual rights between PCI and the employee.

This handbook gives you information regarding policies which pertain to all employees. PCI also has Program/Center and Parent Policies, some of which will apply to your job responsibilities. In addition, each department has rules and procedures concerning its operations. Memorandums are issued periodically with information and instructions on policies and procedures. Your supervisor will explain those policies and procedures that influence your job and department functions and point out where notices are posted. While working with PCI, you should remember that your supervisor is your key contact person. The supervisor's job is to assist you in performing your responsibilities by assigning and explaining your duties, scheduling your working hours, evaluating your performance and counseling you on how to perform your job better. Likewise, it is with your supervisor that you should discuss all questions, problems, comments, complaints, and suggestions. This communication between you and your supervisor is vital for the efficient and effective operation of PCI.

The Board of Directors issues this statement of personnel policies as the official position of the Board, relative to the mutual obligations of PCI and its employees. The goals of these policies will be managed so that the purposes for which PCI was organized and chartered are met while providing equitable and consistent guidelines for responsibilities and development.

STATEMENT OF RESPONSIBILITY

The Board of Directors of PCI, adhering to regulations issued by its funding sources, is the primary source of authority for PCI. PCI is responsible for implementing these policies and enforcing any and all administrative procedures consistent with the Board's intent.

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

On Behalf of the Board of Directors and Policy Council, I welcome you to Parent/Child Incorporated (PCI) of San Antonio & Bexar County and wish you every success as you begin your career with one of the most rewarding places to work, to learn how to support children in their early years and for parents to feel confident enrolling their child for a quality early childhood program.

Parent/Child Incorporated is a nonprofit organization committed to the belief that every child, regardless of circumstances at birth, has the ability to succeed in life. We're very proud of the many programs we have to offer our children and families in San Antonio and Bexar County. Children are served in Head Start, Early Head Start, Early Head Start-Child Care Partnership/Expansion and the Child and Adult Care Food Program as well as the Day Care Homes Nutrition Program. Since 1979, PCI has worked diligently to ensure our children have access to the Head Start model of support for the whole child, the family and the community.

Our most important assets are our children and our employees. We believe that each employee contributes directly to the Agency's mission and success, and we hope you will take pride in being a member of our team. Our staff members are selected for specific positions in the belief that they have a favorable combination of integrity, skills, education, willingness, and personality to contribute to the success of every child and family we serve. We hope that you enjoy your work and realize a sense of satisfaction in a job well done.

This handbook was prepared to explain to you our personnel policies and procedures and to acquaint you with the benefits and policies affecting you during your employment here. One of our objectives is to provide a work environment that is conducive to both personal and professional growth. Accordingly, you should familiarize yourself with the contents of this document as soon as possible, as it will answer many questions you may have related to your employment with us.

We truly hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome to the PCI family, where we are "Growing San Antonio's Tomorrow...Today!"

Sincerely,



Dr. Sharon Small
Chief Executive Officer

MISSION STATEMENT

The mission of Parent/Child Incorporated is to provide high-quality early childhood developmental and educational services in order to empower our children and their families to become responsible citizens who value education and community.

VISION STATEMENT

Our vision is to provide the best quality child development program for all eligible children using the Head Start/Early Head Start Model which enables families, children, and staff to be empowered by creating a caring, safe, and healthy environment that encourages learning and wellness.

CORE VALUES

PCI's most valuable asset is its dedicated staff, families, and community. We fully recognize their integrity, industriousness, and professionalism. We operate in an environment that empowers staff to continuously improve in service delivery and make innovations to meet stakeholders' needs. This environment encourages professional growth, teamwork, and problem solving. We want everyone to work in an environment where the focus is on taking responsibility and accountability for solving problems and improving our processes.

PROGRAM GOALS

- Provide maximum high-quality comprehensive service to our stakeholders (children, families, community)
- Promote school readiness by providing a well-managed, comprehensive family development program
- Provide an efficient and accurate, objective measure of service delivery
- Develop a customer focus and a proactive relationship with our families, community and service-delivery partners
- Produce a timely reporting system
- Prepare children to be ready for kindergarten
- Develop an excellent staff
- Respond to internal users' needs
- Broaden our partnership base
- Maximize the use of data systems (technology)
- Continue to integrate technology into the classroom curriculum and business environment to enhance the educational process and support service provided
- Obtain the funding necessary to achieve program goals.

II. EMPLOYMENT

EQUAL OPPORTUNITY EMPLOYMENT

Non-Discrimination Statement

PCI will not discriminate because of race, creed, age, sex, color, national origin, disabilities or military status, in employment practices, promotion, demotion, reassignment, recruitment, advertisement, layoff and termination, rate of pay or other compensation, selection for training, or any other benefit. PCI will comply with all rules, orders, and regulations of operations including, but not limited to those concerned with Equal Employment Opportunity and Affirmative Action.

PCI is an “at will” employer and the Agency can terminate an employee at any time for any reason.

Recruitment

It is the goal of PCI to comply with the Civil Rights Act of 1964, as amended, Americans with Disabilities Act (ADA), Civil Rights Act of 1991, The Age Discrimination in Employment Act, and the Pregnancy Discrimination Act in prohibiting discrimination in employment because of race, color, age, sex, national origin, or disability.

- The Chief Executive Officer shall be responsible for the appointment of a Human Resources Representative with authority to carry out the following activities:
 - Receive and attempt to resolve all equal employment opportunity complaints on an informal basis.
 - Provide aggrieved employees with information and advice on equal employment opportunity procedures.
 - Assist in preparing formal complaints based on alleged discrimination pertaining to age, race, national origin, sex, religious, or disability.

PCI Human Resources Office

- The aggrieved employee and the Human Resources Representative shall be free from restraint, interference, coercion, discrimination, or reprisal in connection with the filing or handling of the grievance.
- The Human Resources Representative shall keep the complaint and the identity of the complainant confidential only to the extent permitted by law.
- The Human Resources Representative shall be given access within PCI’s System, to any information deemed necessary to provide the aggrieved employee with a basis for determining whether there are grounds for filing either a formal Civil Rights complaint or a personnel grievance.
- All employees called upon to provide information and facts regarding an EEO case must fully cooperate with the Human Resources Representative. Failure to cooperate with providing factual information relative to an investigation, or providing

false information or failure to adhere to the confidentiality policy will lead to appropriate disciplinary action.

Immigration Reform Act (I-9)

New employees and the Human Resources Department must complete an "attestation" (contained on the I-9 Form) under penalty of perjury. The employee must attest that he/she is authorized to work in the United States and employer ensures that documents presented for use in the Form I-9 process are valid and can reliably establish both identity and employment authorization. PCI does not guarantee that the documents are genuine. PCI will merely attest that the employee's documents have been examined and appear to be in order. The I-9 Form must be completely filled out. An applicant who refuses to complete this form will not be eligible for employment.

ELIGIBILITY FOR EMPLOYMENT AND CONTINUED EMPLOYMENT

The following situations shall make the applicant or employee ineligible for employment or continued employment:

- A charge, indictment, criminal complaint or a conviction of a felony under Title 4 (Chapter 15, Preparatory Offenses, 15.031), Title 5 (Offenses Against the Person), Title 6 (Offenses Against the Family), Title 7 (Offenses Against Property), Title 8 (Offenses Against Public Administration), Title 9 (Offenses Against Public Order and Decency), Title 10 (Offenses Against Public Health, Safety, and Morals, Offenses Under the Health and Safety Code Chapter 481 Texas Controlled Substance Act, Subchapter D, Offenses Under the Texas Alcoholic Beverage Code 106.06, Chapter 43 (Public Indecency of Title 9 of the Penal Code), designated or sustained findings of Neglect, Physical Abuse or Sexual Abuse.
- Behavior or health status that constitutes a direct threat to the health, safety, and well-being of children and/or staff, and/or to the employee.
- A positive drug test for alcohol, illegal drugs or non-prescribed drugs. PCI will incur the cost for such testing.
- A violation of the Nepotism Policy.
- Two (2) or more violations under Chapter 545, Operation and Movement of Vehicles under the Texas Transportation Code, within a 3 year timeframe.
- Where there is an actual Conflict of Interest or the appearance of a Conflict of Interest.

Where the employee or a member of his/her immediate family serves on any board or policy council of a grantee agency that either by rule or by practice, regularly nominates, recommends, screens or selects candidates, or has authority to order

personnel actions affecting his/her job for the particular grantee or program in which he/she is employed.

NEPOTISM

The Agency will not allow a person in an administrative or supervisory capacity or any other staff position to supervise directly or indirectly a member of his or her immediate family. The term "immediate family" applies to the employee's spouse, child, mother, father, sister, brother, mother-in-law, father-in-law, daughter-in-law, son-in-law, sister-in-law, brother-in-law, grandparents and grandchildren. It applies to step-father and step-mother if the employee is living with or has been raised by them and also includes step-brother, step-sister, and step-children. In any case where there may be a possibility of violation of this policy the employee should contact the Human Resource Department for instructions on handling the situation.

Failure on the part of an applicant or an employee to advise the Human Resources department of his/her kinship with an Agency employee, who would constitute nepotism as defined herein, may be terminated.

REFERENCES

Reference checks are conducted for all new candidates for employment.

FILLING OF VACANCIES

Management reserves the right to determine the area of consideration from which applicants will be solicited. Postings will consist of pertinent information, which shall include, but not be limited to: summary of job, minimum qualifications, hourly base pay, opening and closing dates.

Vacancies will be filled with fully qualified candidates.

Vacancies will be advertised for a minimum of five (5) work days, or until the position is filled. Interviewing is at the discretion of management.

Supervisors are authorized to make selections.

The Chief Executive Officer is authorized to select administrative and managerial positions, with approval of the PCI Board of Directors.

HIRING

No person shall be hired prior to the expressed written approval of the Chief Executive Officer, or as otherwise delegated to the Human Resources office. PCI shall not have pecuniary liability for any commitment to hire that has not been approved by the Chief Executive Officer or delegated staff.

The Agency will verify employment eligibility of all new hires and rehires in order to comply with all federal and state laws and funding requirements.

The Human Resources department shall be responsible for notifying all candidates of their selection/non selection for employment.

Former employees wishing to be re-hired by PCI are subject to the same hiring procedures as all other prospective employees. Should the former employee be re-hired, employee benefits will be acquired according to new employee criteria because seniority and all other benefits are lost upon termination/resignation.

Applicants' employment will be contingent with passing a complete criminal background check, a drug screening test and submission of the required documents.

Required Documents

Listed below are the required documents all potential employees must present or sign in order to be assigned to a position with PCI. An employee will need to present applicable documents upon hire or at the annual employee update:

- Health Exam/TB Screening Questionnaire
- Three (3) letters of reference – **No relatives** (All three (3) letters must be original and include the name, address, phone number, and signature of the reference individual).
- Original First Aid/CPR Certification for positions that require the certifications.
- Social Security Card (No receipts will be accepted)
- Texas Driver's License, or a Texas Identification Card (Name on the ID must be the same as on the Social Security Card).
- DOT Physical Results (if applicable)
- Proof of auto insurance and vehicle registration (If applicable to position).
- Education (G.E.D., High School or College Transcript) – Original diploma and Original Transcript (if applicable)
- CDA Certificate (if applicable)

If an employee fails to provide any of the required documents for a position currently held, the employee may be offered another position within PCI, providing he/she meets the requirements for the other position offered. When the employee obtains all appropriate documentation, he/she will be placed in an existing vacant position for which he/she qualifies. The employee will be allowed up to 7 workdays to secure the required documents and will be placed in a leave without pay status. Failure to secure the documents within the allotted timeframe will be means for termination from employment with the agency.

CLASSIFICATION OF EMPLOYEES

PCI's employee classifications are as follows:

Probationary Employee

The probationary period for a new employee is 90 calendar days unless otherwise stipulated in a funding agreement. Once an employee has completed a successful 90-day probationary period, the employee is eligible for benefits as described in this handbook. All benefits remain in effect for a "Regular" employee placed on probation due to a promotion, re-classification or disciplinary action. The employee is entitled to use paid time off (PTO).

All EHS Administrative and Non Administrative staff will be hired on a probationary status pending the approval of the Early Head Start Policy Council. The PCI Board of Directors will approve the hiring of all individuals immediately subordinate to the Chief Executive Officer to include all agency staff.

Regular Full-Time Employee

An employee is one who works full-time, 40 hours per week, whose position is not considered temporary, and who has successfully completed the 90 calendar days probationary period.

Regular Part-Time Employee

A Regular part-time employee is one who works less than a 40 hour week, whose position is not considered temporary, and has successfully completed the 90 calendar days probationary period.

Temporary Full-Time Employee

A temporary full-time employee is defined as an employee who works 8 hours a day, and 40 hours a week. A temporary full-time employee is paid on an hourly basis, and is not entitled to PTO, group insurance coverage, participation in the employee retirement plan, or any other benefits and may be terminated without advance notice.

Temporary Part-Time Employee

A temporary part-time employee is defined as an employee who works less than 8 hours a day or 40 hours a week for an undetermined length of time. A temporary part-time employee is paid on an hourly basis, and is not entitled to PTO, group insurance coverage, participation in the employee retirement plan, or any other benefits and may be terminated without advance notice.

Driving Requirements

Any employee in a position that requires driving an Agency vehicle, must have a good driving record, must be 25 years of age or older and must be eligible to be placed on the Agency's insurance. Any employee with 2 or more violations in the previous 3 years under Chapter 545, Operation and Movement of Vehicles under the Texas Transportation Code,

is not qualified to drive any Agency vehicle. Failure to maintain a driving record meeting all of PCI's regulations requires forfeiting continued employment in that position. An employee is required to report driving violations immediately to Human Resources. Failure to do so may result in disciplinary action being taken against the employee.

Driving records are checked before such a position is offered, and periodically throughout employment. If an employee becomes ineligible to qualify to drive an Agency vehicle and is currently employed, he/she may be offered another position within the Agency, for which he/she qualifies and does not require driving any Agency vehicle. If there are no positions available that he/she qualifies for, the employee will be terminated.

Agency ID Badges

Employees will be issued an Agency ID Badge upon employment. Employees are required to wear their ID Badge at all times when entering Agency facilities and while on Agency property. Failure on the part of an employee to adhere to this policy will result in the employee not being permitted access to an Agency facility. This policy will be strictly enforced for the safety of PCI's children, staff and parents served by the Agency.

Damaged or lost ID Badges will be replaced. ID badges may be secured in the Human Resources department.

ID Badges are the property of PCI and are not to be tampered or altered in anyway by the employee. Upon separation from employment or layoff, ID badges are to be returned to PCI by the employee's immediate supervisor.

NEW EMPLOYEE ORIENTATION

PCI will conduct or facilitate orientation for new employees.

CLASSROOM AND CENTER PLACEMENT FOR THE PROGRAM YEAR

Placement of employees will be in support of the agency's mission statement. Requests for reassignment of center staff must be made in writing and consideration will be made to the HS/EHS Coordinator for approval or disapproval.

PERFORMANCE EVALUATION

The performance evaluation is a tool for maximizing employee productivity, and clearly defining expectations held by both the employee and the supervisor. The performance evaluation will also be used to provide a basis for decisions on promotions, salary advancement, and other personnel actions. Performance evaluations are conducted annually for all employees.

In addition, performance evaluations can be conducted periodically to appraise and measure the competency of the employee's day-to-day job performance. If the following circumstances prevail, a performance evaluation will be conducted:

- When an employee changes position or the position description is revised, even though the immediate supervisor remains the same, or
- When the immediate supervisor feels that the performance has been so exceptionally outstanding as to warrant special recognition, or
- When the immediate supervisor feels that performance is so inadequate as to warrant special action, or
- Whenever necessary to appraise and measure the competency of the individual's day-to-day job performance.

Performance evaluations will become a permanent part of the employee's Personnel Files, and the evaluation may be taken into consideration for promotional or reclassification purposes. An employee whose annual evaluation is rated "Limited" will require a Quality Improvement Plan.

Performance evaluations must be signed by the employee to acknowledge the employee's receipt of the evaluation. A refusal by the employee to sign the evaluation is considered insubordination and may result in disciplinary action up to and including termination. The employee can either concur or not concur with the evaluation and is encouraged to make comments on the evaluation form.

Newly Hired Evaluation

During the first 90 calendar days of employment, the employee and the supervisor will formulate a system of communication in order to develop a good working relationship.

- An employee's probationary period is 90 days from the date of hire.
- Written documentation of an employee's progress will be completed by the immediate supervisor at the end of the third month. This same policy also applies for employees who are promoted or re-classified. On the 3rd month evaluation, the employee must be recommended for "Regular" (retention) status, termination, or extension of the probationary period.
- The employee's status is not considered "Regular" until he/she has completed the probationary period in an acceptable manner.
- An employee who has successfully completed the probationary period as stated above, shall be evaluated annually thereafter at the end of the program year, unless otherwise required by policy.
- The immediate supervisor may recommend the termination of a newly hired employee up to 10 days prior to the end of the 90-day probationary period.
- All employees who complete a 90 new employee probationary period are eligible for all applicable benefits on the 91st day of employment.
- Failure of a supervisor to conduct a new hire evaluation within 90 days of employment will automatically render an employee to a "Regular" employee with all rights and benefits.

Annual Evaluation

An annual evaluation will be completed on every employee during June of each program year. The annual evaluation will be used as a tool in identifying staff training and professional development needs, modifying staff performance agreement, as necessary, and assisting each employee in improving his/her skills. An employee whose evaluation is rated "Limited" will require a Quality Improvement Plan. In order to be assigned to a position of employment for the summer program or the upcoming program/school year, an employee must have an annual evaluation on file from the previous school year with a rating of "adequate" or better. This does not apply to a new hire for the summer program.

DEMOTIONS

Demotion is defined as the assignment of an employee to a lower pay classification.

- If the Agency chooses to demote an employee due to poor job performance, prior to the demotion, the employee will be informed of specific performance problems through a counseling session, receive a quality improvement plan, and be given a reasonable amount of time to improve his/her performance.
- The employee will be placed into the pay classification of the new position with the appropriate wage reduction.
- Agency seniority will be retained as per official date of hire. Seniority within the job classification will be as per the date placed into the job classification.

Request to Take a Lateral or Lower Paid Position

If an employee requests to be considered for a lateral or lower paid position, the Agency will consider the request. The employee's request will be acted on if the employee meets the requirements for the position and it is in the best interest of the Agency to place the employee in the position requested. The employee will be placed into the pay classification of the new position with an appropriate wage reduction if applicable.

Transfers

A transfer is defined as a movement by the employee within the same job classification and pay classification.

- When an employee accepts a transfer to a position within the same job classification the wages will remain the same.
- As program needs vary from time to time, the Agency reserves the right to change the employee's position, job classification, and/or worksite location as required by programs changes. Involuntary transfers will take the place upon approval by the Chief Executive Officer. Employees who refuse to transfer may be terminated.

RECLASSIFICATION

If, for a period of thirty (30) consecutive working days or more, the preponderance of an employee's duties involves tasks that are substantially beyond those duties reflected in the employee's job description, management will either remove the duties or upgrade the job classification with the approval of the Chief Executive Officer.

TEMPORARY PROMOTIONS/DETAIL

A temporary promotion may periodically develop in any job classification.

- Temporary promotions are a non-competitive promotion approved by the Chief Executive Officer to fill a compelling need.
- Employees considered for a temporary promotion must qualify for the position. The employee will receive a 10% increase in pay.
- If an employee does not have the credentials required for the position, the employee may be detailed at the discretion of management, with no increase in pay.
- The termination of temporary promotions/details shall be made at the discretion of the employer. An employee will receive his/her previous rate of pay upon the end of the acting job assignments.
- Temporary promotions/details must be approved by the Chief Executive Officer.

LAYOFF

Layoff shall be defined as separation from employment other than termination or resignation.

1. Notice of Layoff shall be issued at the directive of the Chief Executive Officer. The notice of layoff shall be issued no later than 2 weeks before the effective date thereof.
2. In the event it becomes necessary to layoff employee within the same job classification and program, employees shall be laid off accordingly as reflected below:
 - a. Education, Experience, and training as applied to the particular job
 - b. Review of past job performance
 - c. Seniority when all the above factors are equal
3. While on a layoff status, in the event of an illness or injury restricting work activities, or recent childbirth, an employee is required to present to Human Resources and original doctor's note indicating the employee can return to work without any restrictions. An employee returning from a layoff status will not be assigned to a position or work until a doctor's notice is presented to the Human Resources Department releasing the employee to return to work. Since the employee is not in a work status during the layoff period, his/her position cannot be held. The employee must contact Human Resources in writing when he/she is expected to return to work.

4. When an employee is on a layoff status, he/she is not eligible to request for a leave of absence. However, while on layoff status, the employee must continue to pay for all medical, and/or any other insurance coverage.

RECALL

Recall shall be defined as the process by which an employee who has been laid off is returned to employment in his/her former classification or a like or associated classification, if available.

Employees of Head Start or Early Head Start and all other programs who are laid off due to the summer close downs and are recalled for the new school year will not be considered new employees.

1. The employee shall be recalled from layoff according to seniority, to his/her former classification or a like or associated classification, if available.
2. The employee will receive notice of recall at the last home address on record with the Human Resources Department, by regular mail.
3. An employee will then have **3** working days, including the day of recall to decline or accept any position for which he/she is qualified.
4. An employee may decline up to **3 times** re-instatement to a position of a similar or lesser salary level than the one from which he/she was laid off. The employee will voluntarily forfeit his/her eligibility for re-instatement after the 3rd refusal.
5. If the employee cannot return to work upon receiving the recall letter due to medical reasons, he/she must contact Human Resources Department and explain the reason he/she cannot report to work.
6. It is understood that continued employment for regular staff is contingent upon continuing financial resources for the position which employment is related.
7. An employee should provide transcript(s) of all certification, diploma, training, etc., acquired during the past program year. For the benefit of the employee, updates should be provided to the Human Resources Department and the Professional Development Department as soon as possible, after attainment of certificate, diploma or training.
8. An employee must provide record of current vehicle insurance, driver's license, and vehicle registration, if applicable at the time of recall.
9. Assignments to a specific position for the upcoming year does not end the staff member's layoff period. An employee is on a layoff status until the actual first day of work.

ADMINISTRATIVE TIME OFF

At the beginning of each program year a schedule will be provided by the Chief Executive Officer delineating time off with pay.

SENIORITY

Seniority is an employee's length of continuous service within the Agency.

REDUCTION IN FORCE

Reduction in force is a reduction in personnel that results from cut backs in agency funding, reduction in the level of services, or for reasons of operational efficiency. When reduction in force procedures are implemented, seniority is the first consideration and performance evaluations is the second consideration. The last employee hired will be the first to be dismissed within a job classification.

Part-Time Employees' Seniority

Part-time employees shall be able to exercise their seniority rights with all employees. When a part-time employee transfers to a full-time position, he/she will receive credit for service and seniority as provided herein and may exercise those rights as any other full-time employee.

Loss of Seniority

An employee shall lose his/her seniority upon separation from the agency.

EMPLOYEE RECORDS

Human Resources Office shall be the custodian of all personnel files.

All personnel files are confidential and are kept under lock and key or secured data access. Access to information contained in these files shall be limited to the employee and authorized personnel in the performance of their assigned job responsibilities.

Personnel files and related documents are the property of PCI. When the employee terminates, these records shall be transferred to the inactive files, and retained as a permanent source of confidential information regarding the former employee's work history with PCI.

Time and Attendance Forms and W-4 Forms are kept on file in the Human Resources Office.

All employee health information, drug testing and worker's compensation information is kept in a separate file.

Review of Personnel File

Upon written request, the employee may review his/her personnel file in the Human Resources. Such a request shall be complied within 5 work days.

An employee requesting copies of document/s in his/her personnel file must submit a written request. The first 10 pages are free of charge. The employee will be charged 10 cents for each single-sheet copied thereafter. Human Resources will inform the employee of the total amount due, and the date and time the copies will be available for pick-up. Copies will be made after payment is received.

Disciplinary Action - Removal from File

After 18 working months of good service, disciplinary actions in the form of Corrective Conference shall be removed from the employee's personnel files upon approval of the Chief Executive Officer. The employee is responsible for making this request in writing.

Updating Employee's Personnel File

It is the responsibility of the employee to report any changes in name, address, telephone number or dependents by updating information in Paycom.

JOB DESCRIPTION

Each position has a job description, which identifies its role, responsibilities, essential functions and relevant qualifications.

- Each employee, when hired and whenever changing job positions, shall be provided a copy of his/her job description by Human Resources.
- When an employee changes position, the employee shall be given a copy of the job description for the new position.
- The employee's personnel files shall contain a copy of the job description for the current position, plus one of each position formerly occupied within PCI.

WORK HOURS AND SCHEDULES

PCI has the right to rotate working hours of the employee so that optimum services may be provided. Each employee will be assigned his/her work schedule by the immediate supervisor.

Regular attendance during all scheduled hours of work, reporting for work on time, and continuing to work until the end of the scheduled time is required of every employee. Tardiness may result in disciplinary action.

Making Up Time

Employees will follow their assigned work schedules daily. Employees **must not MAKE UP TIME** by working outside of their scheduled hours of work by:

- Starting the workday earlier

- Working past assigned schedule
- Not taking a lunch break (those scheduled to take a 1-hour lunch break)
- Working on the weekend without proper authorization

Under no circumstances will any employee work outside of their assigned work schedule without proper authorization obtained from the Chief Executive Officer through the Executive beforehand.

Administrative Office Staff

A normal work scheduled day requires that full-time employees work 8 hours a day with 1-hour lunch break. Office hours are from 7:30 a.m. to 5:30 p.m. Supervisors will schedule an employee's 8-hour workday within this schedule. Lunch breaks shall be between 11:00 a.m. and 2:00 p.m., unless otherwise requested by the employee and agreed to by the supervisor. Unpaid time for late arrival or early departure cannot be made up during an employee's lunch break.

Staff Working Directly with the Children at the Centers/Central Kitchens

The employee working at a child development center, who eats with and assists children during meal service, does not receive a 1-hour unpaid lunch break. This employee works a straight 8-hour scheduled day.

Non-Classroom Staff housed at the Centers

Non-classroom employees assigned to a center are allowed 1-hour unpaid lunch period and are permitted to leave the work site. The employee must clock in/out for the lunch hour. If he/she wishes to eat with and assist the children, arrangements can be made with the immediate supervisor. If this is the case, the one hour lunch hour does not apply.

Rest Breaks

The employee will receive two 15 minute rest breaks each day; 1 in the morning and 1 in the afternoon. The rest breaks are beneficial to the employee and should be scheduled according to the workload at the worksite. An employee is not paid for unused rest break time. PCI will no longer allow center teaching staff to take (2) 15 minute rest breaks due to the child/staff classroom ratio policy of 4 children to 1 staff at all time in Early Head Start Classrooms and 2 staff at all times for Head Start classrooms. All teaching staff will receive a 20-minute planning time daily. Head Start Teachers' will share their 45-minute planning time and assist with coverage in Early Head Start classrooms.

Attendance

One of the most essential functions of employment is attendance and punctuality. It is an essential function of the job that the employee be at work when scheduled and on duty at the designated time. If the employee cannot be at the work site, he/she must notify the supervisor no later than one hour prior to the scheduled time to report to work. If the employee is ill or out on an emergency for one day or more, he/she is to notify the supervisor every day until he/she returns to work. Absences may be counted as unexcused absences. Excessive absences or tardiness will be cause for termination.

Non-exempt employees are to follow their assigned work schedule on a daily basis. Non-exempt employees will not be allowed to make up time missed from work by working outside of their normal scheduled work hours.

Non-exempt employees will not make up time by:

- Starting the workday earlier
- Working past assigned schedule
- Not taking a lunch break (those scheduled to take a 1-hour lunch break)
- Working on the weekend without the prior written approval of the CEO.

Under no circumstances will a non-exempt employee work outside of their normal assigned work schedule without prior written authorization from the Chief Executive Officer.

TRAVEL

Mileage Reimbursement Report

Mileage reimbursement forms must be completed by the employee requesting reimbursement (in black ink only). Mileage rate will be paid at an appropriate prevailing rate. Employees eligible for mileage reimbursement must possess a valid Texas Driver's License and liability insurance as required by law. The employee is required to record odometer readings before and after each trip during the business day. Mileage records are subject to spot checks. The employee must ensure that the shortest route is always taken during his/her travel.

Mileage requests must comply with the following actions:

- Employee will record beginning odometer reading from point of departure and then record ending odometer reading when destination is reached.
- Employee must include: place of departure, destination, person contacted, and the purpose of trip (all blanks must be filled).

Evidence of required Texas Driver's License, Liability Insurance and Vehicle Registration must be current and on file in the Human Resources Department, prior to employee using his/her vehicle in the performance of job duties and responsibilities. Even though PCI requires an employee to have liability insurance, the Agency liability insurance covers the employee when performing job duties.

Out-of-Town Travel

All out-of-town trips are to be properly requested and approved by the Chief Executive Officer prior to travel.

PERSONAL BUSINESS

Work duties cannot be properly accomplished if the employee spends work time on personal business. All solicitors, friends, and relatives should refrain from calling or visiting while the employee is on duty. In case of an emergency, the immediate supervisor will contact the employee, and if necessary, proper arrangements will be made for the employee to leave the premises.

Personal calls should be made during non-working hours such as meal (when applicable) or rest breaks. The employee must request permission from the supervisor to use the telephone. Telephones are used to conduct business for PCI and personal calls will be limited.

Employees are not permitted to use personal beepers, video telephones and/or cellular telephones to make or receive calls during the employee's work hours. Abuse of this policy will lead to disciplinary action.

An employee, who brings personal belongings to decorate the workspace, or to facilitate his/her work, must ensure that such items are prominently marked to prove ownership. These items must be limited, not excessive and appropriate for a professional work environment. PCI is not responsible for loss or damage to the employee's personal property.

Employees are restricted from securing additional employment outside of PCI that interferes with their duties and responsibilities.

Employees may not use PCI as their personal mailing address. All mail, including personal mail, delivered to this address will be opened. Any personal mail received will be routed to the person at their work site.

SEPARATION FROM WORK

Employees are requested to give a two week notice of their intent to resign from employment. This must be in writing and submitted to the employee's immediate supervisor and a copy to Human Resources.

If an employee decides not to separate from PCI during the two week period, a letter stating that the employee is rescinding his/her resignation must be submitted to the immediate supervisor and Human Resources for approval prior to the final day of the two week notice.

Terminated employees are not permitted in PCI facilities without prior permission from the Chief Executive Officer.

Exit Interview

Each employee is requested to schedule an exit interview upon separation with Human Resources. The interview will be conducted from the Human Resources office and the following issues will be addressed during the exit interview:

- Type of separation
- Exit Interview/Questionnaire
- Benefits and Entitlements
- Final Paycheck
- Return of equipment and/or property of agency

III. COMPENSATION

SALARY AND WAGES

Wage Comparability

PCI attempts to maintain its salary ranges at a competitive level within the community through periodic review and adjustments.

Cost of Living Adjustment (COLA)

All eligible employees shall be entitled to receive a cost-of-living allowance pending allocation of funds and mandates from the various funding sources.

Overtime

PCI compensates each of its employees in accordance with the requirements of the Fair Labor Standards Act

Incentive Awards

Employees may be considered for Incentive Awards consistent with the requirements of the funding source. Funds may be used to create financial incentives or bonuses as a recruitment and a retention tool. These incentives may be spread over time to make it an ongoing retention tool to retain staff. All recommendations or incentive awards must be supported by documentation.

Pay Day

The pay period is a 2-week time frame, beginning on Sunday of one week and ending on Saturday of the second week. Payday is the Friday following the close of the pay period. Earning statements will reflect earnings as verified by Paycom's Time and Attendance and will be issued each payday.

Direct Deposit

All employees of PCI are required to enroll and receive their pay through Direct Deposit to the banking institution of their choice. Enrollment is handled through Human Resources.

Exempt Employees

Exempt Employee positions are certified and assigned exempt status through the tests prescribed in the Fair Labor Standards Act. All positions that have been designated as exempt will be noted on the position job description. Employees who hold an Exempt position are to adhere to and subject to the following:

- Exempt employees will be paid for reporting to work for any period of a work day, excluding Saturday, Sunday and holidays. They will not be compensated for any hours of work exceeding the 40-hour workweek.
- Exempt employees must report to work as scheduled by their immediate supervisor.

Revised Summer 2021

- Exempt employees must be fully accountable to their supervisor during the workday.
- Exempt employees must use Paid Time Off (PTO) hours for any full work day not at work.
- The Chief Executive Officer is authorized to grant administrative time off for exempt employees who have worked in excess of their normal duty schedule.
- Under no circumstances will any employee be monetarily compensated for unused PTO and/or administrative time.

Non Exempt Employees

For the first 40 hours worked of the work week, employees are compensated on a straight-time basis.

When an employee works more than the regularly scheduled hours within that week the immediate supervisor has the authority to ask an employee to adjust his/her work schedule in order not to exceed a forty hour work week. This is accomplished by having the employee to arrive late or leave early another workday within the work week.

Compensation is paid on a time-and-a-half basis for each hour worked over 40 hours during the regularly scheduled work week. Supervisors must receive written approval from the Administrative Manager when there is reason for an employee to work overtime.

Holiday compensation, including leave, is paid on a straight-time basis for all employees.

Paid Time Off (PTO)

Employees will accrue Paid Time Off (PTO). Employees will be entitled to (PTO) as soon as they are employed and may use PTO for personal reasons. Employees will be given 2.5 days (20 hours) of PTO at the beginning of each fiscal quarter: August 1st, November 1st, February 1st and May 1st.

All "Regular" full and part-time employees who will be on lay off status for the summer months will have their May 1st and August 1st 20 hours allotment of Paid Time Off (PTO) prorated in accordance with the time they are working for the period covering May 1st and July 31st, and August 1st through October 31st. PTO will be recorded upon their return to PCI employment. Employee will be given PTO at the beginning of each quarter. Hours earned on August 1st will be 16 hours to cover the months of (Aug., Sept., & Oct.). Hours earned for November 1st will be 20 hours to cover the months of (Nov., Dec., & Jan.). Hours earned February 1st will be 20 hours to cover the months of (Feb., Mar., & Apr.). Hours earned for May 1st will be 8 hours to cover the months of (May, June, & July). Employees who submit a letter of resignation during the time PTO is being accrued for any of these months, PTO will be prorated. Employees who are laid off for the summer months must use all earned Paid Time Off (PTO) before their layoff date.

PTO must be used prior to using Leave without Pay. No Exceptions. Employees may request PTO in increments of no less than 1 hour. All part-time employees shall be entitled to PTO on the same basis as provided above in proportion to their work schedule.

PTO may accrue from quarter to quarter, but will not carry over beyond the end of the Agency fiscal year; January 31st. All accrued PTO will be zeroed out on that date.

PCI will grant approved holidays with pay. In addition, the Agency will grant Agency Time Off with pay during the Winter and Spring Breaks. Under no circumstances, other than death, will any employee be monetarily compensated for unused PTO.

Compassionate Time

An employee is granted one (1) day of compassionate time for any employee for the funeral of a family member that is designated under the Agency Nepotism policy.

This will be handled internally, with the employee submitting the required support documentation to Human Resources and Human Resources requesting approval from the CEO for the one day compassionate time which is the day of the funeral.

Military Leave

All employees of the Agency who are subject to the Uniformed Services Employment & Reemployment Rights whose absence from a position of employment necessitated by reason of military service shall be entitled to reemployment rights and any other benefits of employment pursuant to said Act.

Employees returning from active duty will be restored to the same or equivalent position held at the time of activation, seniority, status and pay, if physically and mentally qualified to perform the essential functions of that position. This is dependent upon an employee being discharged from military service under honorable conditions and upon timely return from military leave.

PCI will pay the difference between the employee's regular salary and military pay up to fifteen (15) days per calendar year. Employee must provide proof of military pay.

Jury Duty

Employees shall be granted Jury Duty Leave with pay during such time the employee is present for jury duty or service. Employees who perform jury duty/services are expected to return to duty within 60 minutes after release.

Family and Medical Leave Act

The Agency will comply with all provisions of the Family and Medical Leave Act.

The Agency will provide up to twelve (12) weeks of unpaid job protected leave during a "rolling" 12-month period.

HOLIDAYS

The Chief Executive Officer will publish not later than the 31st of August a list of approved paid holidays for employees based on their respective programs.

PAID BREAKS AND HOLIDAYS:

Two (2) additional days for Thanksgiving Holiday Break, which will make it a week that staff will be on a paid holiday status. (see holiday schedule)

VACATION (5 CONSECUTIVE WORKDAYS)

Employees will not be permitted to schedule vacation during the School Year. Vacation time is during the Summer layoff period for Head Start. Early Head Start staff's vacation is designated for the Fourth of July week.

Administrative staff vacation commences the second week in June and ending the first week in August.

In order for employees to receive compensation for vacation, they must save PTO hours that is earned in February and May. If you do not have sufficient hours, then you will receive **Leave Without Pay**.

BLACK OUT DAYS

Black out days are dates during which employees cannot schedule time off namely **before** and **after** a holiday, but other days could be included based on the needs to the Agency. **Emergencies and unexpected situations will be reviewed by the CEO. Taking the day(s) off when not approved by the CEO will result in an unexcused absence.**

During the School Year employees are not allowed to take days off before or after the holidays, Spring Break, Winter Break, and Thanksgiving Break. Mandatory staff trainings are also considered black out days. In order to receive pay for an authorized holiday/s, an employee must be on a "work" or "paid leave" status on his/her scheduled workday immediately preceding and immediately following the holiday/s.

IV. STANDARD OF CONDUCT

PCI operates and governs by the following standard of conduct. Each employee is held to this standard of conduct as part of his/her job requirements.

- It is the policy of PCI that all employees shall treat all colleagues and parents without discrimination. They will respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability.
- Evidence of discrimination on the basis of race, color, religion, national origin, age, sex, political affiliation or disability, shall be grounds for termination.
- The employee and program consultants must be familiar with the ethnic background and heritage of families in the program and must be able to serve and effectively communicate, to the extent feasible, with children and families with no or limited English proficiency.
- The employee will follow the chain of command.
- The employee will maintain good relations with others.
- The employee will respect the privacy and dignity of others. They will follow program confidentiality policies concerning information about children, families, and other staff members.
- The employee will not gossip, speculate or spread rumors.
- The employee will be courteous at all times in dealing with children, their families, volunteers, and his/her fellow employees.
- No child will be left alone or unsupervised while under their care.
- They will use positive methods of child guidance and will not engage in corporal punishment, emotional or physical abuse, or humiliation. In addition, they will not employ methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of basic needs.
- The employee's conduct and standard of dress should also be favorable to public opinion.
- The employee shall treat colleagues in PCI with the utmost respect, and at all times act so as to support rather than to obstruct colleagues in fulfilling their responsibilities. The employee shall assume responsibility for sharing pertinent knowledge with their colleagues, treating respectfully their differences of opinion and expressing any complaints or dissatisfactions to one's immediate supervisor so as not to create dissension among fellow employees by airing differences of opinion and dissatisfaction to persons other than the immediate supervisor.
- Fraternalizing with colleagues and/or parents is prohibited during working hours.
- Gambling during working hours in any form is prohibited and violators will be terminated

The employee shall conduct him/herself in such a manner as to enhance the credibility of PCI. Our goal is to show the community that PCI has loyal, well-trained and dedicated staff members.

REPORTING FRAUD

It is an employer's responsibility to report fraud or suspected fraud within the Agency or its governing bodies. The employee understands that PCI will not retaliate against any person who in good faith reports perceived fraud or financial improprieties and that suspicion of fraud should be reported to the Chief Executive Officer or the Human Resources department. Fraud may also be reported anonymously through the PCI Hotline.

CRIMINAL COMPLAINT

Any employee or temporary employee who has been charged with, is under indictment, or has an official criminal complaint returned against him/her, must report such information to Human Resources within 24 hours of receiving such a charge, indictment or official criminal complaint. This includes a charge, indictment, criminal complaint or a conviction of a felony under Texas Statutes and Code: Title 4 (Chapter 15, Preparatory Offenses, 15.031), Title 5 (Offenses Against the Person), Title 6 (Offenses Against the Family), Title 7 (Offenses Against Property), Title 8 (Offenses Against Public Administration), Title 9 (Offenses Against Public Order and Decency), Title 10 (Offenses Against Public Health, Safety, and Morals), Offenses Under the Health and Safety Code Chapter 481 Texas Controlled Substance Act, Subchapter D, Offenses Under the Texas Alcoholic Beverage Code 106.06, Chapter 43 (Public Indecency of Title 9 of the Penal Code), designated or sustained findings of Neglect, Physical Abuse or Sexual Abuse.

The employee will be required to bring the official documents that describe the charge, indictment or conviction activity and the current status or disposition of the case for review by Human Resources staff. Based on the circumstances an employee may or may not be able to return to his/her job.

If the circumstances do not preclude the employee from being in the presence of children, the employee will be permitted to return to his/her job.

If the circumstances preclude the employee from being in the presence of children, the employee will be sent home and placed on leave without pay status and there will be no retroactive compensation. If the employee is found innocent, acquitted or charges dismissed he/she will be reinstated to his/her original position or to an "equivalent position with equivalent employment rights, and benefits, pay and other terms and conditions of employment."

Failure to report the designated or sustained findings of neglect or abuse, the charge, indictment or official criminal complaint to the Human Resource Department will constitute grounds for disciplinary action up to and including termination of employment.

CRIMINAL HISTORY, CENTRAL REGISTRY BACKGROUND CHECKS AND RISK EVALUATION SUBMISSION

Parent/Child Incorporated will submit a complete criminal background on all recommended applicants; employment is contingent on the results of the background. The law requires a Federal Bureau of Investigation (FBI) fingerprint check for anyone that is currently required to have a background check in a child day care center.

CONFIDENTIAL INFORMATION

It is the legal and moral obligation of each employee to maintain the confidential aspects of PCI's business, and that of children, families, and other employees.

- The employee shall not discuss or reveal PCI or employee confidential affairs with fellow-employees or persons outside the Agency.
- Official information concerning PCI shall be released by the Chief Executive Officer.
- Unauthorized release of confidential information may be grounds for dismissal from PCI.

CONFLICT OF INTEREST

The employee will adhere to Head Start Performance Standard 1304.50 (b) where it states that: No staff member (nor members of their families as defined in of the applicant or delegate agencies shall serve on the local council or committee in a voting capacity.

GRATUITIES, GIFTS, AND FAVORS

An employee engaged in the award and/or administration of contracts or other financial decisions will sign a statement pledging to refrain from soliciting or accepting personal gratuities, favors, or anything of significant monetary value from contractors or potential contractors.

Violation of this policy will result in disciplinary action to include termination.

Registered Family Day Home Nutrition providers are not to solicit or accept gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to subcontractors.

Non-Soliciting Policy

Solicitation by employees or non-employees in any form during working hours is prohibited. This includes asking for donations, buying or selling of chances, placing of orders for merchandise, the selling of tickets or subscriptions, or any solicitations of contributions or memberships. In addition, distribution by an employee of written or printed material is prohibited during his/her working time, during non-working time to others who are working, or during non-working time in working areas. The annual Head Start Dollar Per Child Campaign, United Way Campaign, Parent Club fundraisers, and any other function authorized by the Chief Executive Officer are the only exceptions to this policy.

Sales for Personal Gains

Employees are not permitted to solicit staff, parents, volunteers, or visitors to sell or take orders for goods and/or services for personal gain. This includes selling or delivering items of sale for non-employees during company time.

Employees may sell items for non-profit activities, such as school fundraisers. However, this must be done on the employee's break time, lunch hour, before or after work. The person selling these items may not coerce or make an employee feel that he/she must purchase the item.

POLITICAL ACTIVITIES

No agency funds shall be contributed or used to conduct political activities for the benefit of any candidate for elective public office, partisan or nonpartisan, nor shall the personnel be assigned to work for or on behalf of any partisan or non-partisan political activity.

No agency funds provided may be used in any way to attempt to influence, in any manner, a member of Congress or any other State or local elected or appointed official.

Policies shall not be construed to prohibit any person from exercising his or her right to express his or her opinion or to limit any individual's right to vote. Further, staff are not prohibited from participating in political activities on their own volition, if done during time not paid for with Agency funds.

PERSONAL APPEARANCE

PCI expects that all employees regardless of their position dress in an appropriate manner for the workplace and set a good example to the children and families that we serve. An important way for PCI employees to reflect the proper attitude toward work is to display proper dressing and grooming practices. In addition, PCI staff located at the ISD and Charter School classrooms abide by the dress code of their facility.

V. HEALTH AND SAFETY

EMERGENCY PREPAREDNESS

PCI facilities have been supplied with an Emergency Preparedness Resource Manual. The Crisis Manual provides each facility with instructions and resources needed to develop its own unique and appropriate crisis management plan. Guidelines for prudent response in a variety of crisis/emergency situations are included in the manual. Employees required to respond in emergency situations should thoroughly review the crisis manual.

The Agency has also enacted the PCI Hotline, a 24-hour anonymous safety call-in program. Anyone that sees or hears something that could cause someone to get hurt or that may cause property damage is encouraged to call 475-5171.

SMOKING

There are no designated smoking areas inside or outside any Parent/Child Incorporated property, child development centers, facilities, office, parking lots or vehicles. Any employee found in violation of this policy will receive Disciplinary Action in accordance with the Disciplinary Action Procedure. It is the responsibility of the employee to report any abuse of this policy to the immediate supervisor and who is responsible for taking action.

WEAPONS

The possession of weapons, both prohibited (Texas Penal Code 46.05 - Prohibited Weapons: explosives, machine guns, short-barrel firearms, firearms silencer, switchblade knives, knuckles, armor-piercing ammunition, chemical dispensing device, and zip guns) and non-

prohibited (those authorized by a concealed handgun license), are not permitted in any facility or function associated with PCI. Concealed weapons, even if licensed or registered are prohibited. Possession is a serious infraction of PCI's policy, and will result in immediate termination.

Law enforcement officers, U.S. military personnel, security guards, and/or security couriers in performance of their duties are exempt from this rule.

EMERGENCY CLOSING

Employees are instructed to listen to local radio and television stations for emergency closing information. In these circumstances, supervisors are responsible for notifying staff of attendance or non-attendance to work.

Other situations, including but not limited to, electrical power failure, lack of water, lack of heat or air conditioning, hazardous road conditions, or other situations which may endanger the safety or health of children and employees, may result in PCI facilities being closed at the discretion of the Chief Executive Officer. Employees will be advised of the appropriate procedures in these situations.

CELLULAR PHONES

Employees may not use cell phones during work hours while driving nor while supervising children.

VI. DISCIPLINARY ACTION AND GRIEVANCES

DISCIPLINARY ACTION

PCI uses a progressive disciplinary policy.

GRIEVANCES

A complaint is an employee's dissatisfaction with some condition of the job and/or relationship with others on the job which are out of the employee's control. The Grievance Procedure will offer a means of prompt and fair settlement of grievance affecting the employee's employment.

PARENT/CHILD INCORPORATED

“A Family Oriented Corporation”



EMPLOYEE PROCEDURES

(Compliment to the Employee Policy Handbook)

Dr. Sharon M. Small, Chief Executive Officer

“Growing San Antonio’s Tomorrow...Today!”

Parent/Child Incorporated Procedures

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I. CRIMINAL COMPLAINT/CRIMINAL BACKGROUND CHECK

Purpose: PCI complies with all State and Federal regulations regarding hiring or employing person with a criminal history background that prohibits them from working with or being in the presence of children. The following policies and procedures ensure that all employees are eligible to work with and be in the presence of children.

Procedures:

Criminal Complaint

Any employee or temporary employee who has been charged with, is under indictment, or has an official criminal complaint returned against him/her, must report such information to Human Resources within 24 hours of receiving such a charge, indictment or official criminal complaint. This includes a charge, indictment, criminal complaint or a conviction of a felony under Texas Statutes and Code: Title 4 (Chapter 15, Preparatory Offenses, 15.031), Title 5 (Offenses Against the Person), Title 6 (Offenses Against the Family), Title 7 (Offenses Against Property), Title 8 Offenses Against Public Administration), Title 9 (Offenses Against Public Order and Decency, Title 10 Offenses Against Public Health, Safety, and Morals, Offenses Under the health and Safety Code Chapter 481 Texas Controlled Substance Act, Subchapter D, Offenses Under the Texas Alcoholic Beverage Code 106.06, Chapter 43 (Public Indecency of Title 9 of the Penal Code), designated or sustained findings of Neglect, Physical Abuse or Sexual Abuse.

The employee will be required to bring the official documents that describe the charge, indictment or conviction activity and the current status or disposition of the case for review by Human Resources staff. Based on the circumstances an employee may or may not be able to return to his/her job.

If the circumstances do not preclude the employee from being in the presence of children, the employee will be permitted to return to his/her job.

If the circumstances preclude the an employee from being in the presence of children, the employee will be sent home and placed on leave without pay status and there will be no retroactive compensation. If the employee is found innocent, acquitted or charges dismissed he/she will be reinstated to his /her original position or to an “equivalent position with equivalent employment rights, and benefits, pay and other terms and conditions of employment.”

Failure to report the designated or sustained findings of neglect or abuse, the charge, indictment or official criminal complaint to the Human Resource department will constitute grounds for disciplinary action up to and including termination of employment.

Criminal History, Central Registry, FBI Fingerprint Check and Risk Evaluation Assessment

Parent/Child Incorporated will submit a complete criminal background on all recommended applicants; employment is contingent on the results of the background. The law requires a Federal Bureau of Investigation (FBI) fingerprint check for anyone that is currently required to have a background check in a child day care center.

There are seven types of background checks that DFPS is authorized to perform:

- **Texas Criminal History check:** A name-based search of the Texas Department of Public Safety (DPS) database of crimes committed in Texas.
- **National Criminal History check:** A fingerprint-based search of both the DPS database of crimes committed in Texas and the Federal Bureau of Investigation (FBI) database of crimes committed within the United States.
- **Texas Law Enforcement Telecommunications System (TLETS) check:** A name-based search of the TLETS system which contains national crime information databases. This system can only be accessed in specific circumstances when investigating reports of child abuse, neglect, or exploitation.
- **Central Registry check:** A search of the Central Registry of reported cases of child abuse and neglect in Texas. The Central Registry is maintained by DFPS and identifies people who have been found by Child Protective Services, Adult Protective Services, or Child Care Licensing to have abused, neglected, or exploited victims under age 18.
- **DFPS History check:** A search of the records of abuse/neglect/exploitation investigations in Texas and any services provided as a result of these investigations. These internal records are maintained by DFPS and the search identifies all Child Protective Services, Adult Protective Services, and Child Care Licensing case documentation that references the specific person, regardless of the person's role or relationship in the case. Not all results found by a DFPS History search will constitute a match for the purpose of a background check, as this is dependent on the policy for that particular population and the parameters that apply.
- **Out-of-State Abuse/Neglect History check:** A search of another state's or territory's records of reported child abuse and neglect cases that identifies people who have been found to have abused or neglected a child. Checks for abuse and neglect history in other states may be required by DFPS for good cause, such as a reasonable belief that the subject of the check may have history.
- **Out-of-State Criminal History check:** A search of another state's or territory's database of crimes committed in the other state or territory and dispositions. Checks for criminal history in other states may be required by DFPS for good cause, such as a reasonable belief that the subject of the check may have history.

A criminal background check will be completed on all applicants recommended for positions within the company and for all current employees working with or around children. This process will also be completed for all current employees reaching their five year criminal background check renewal.

Child Care Licensing will send you a Background Check (BGC) Required Notification if you need to schedule an appointment for fingerprinting or request results from other states where you have lived in the past 5 years.

2. If you have any BGC history, we send you a Match Letter to Subject. This letter also provides details about anything else you need to do to finalize the BGC.

3. When all BGCs are completed, we send you an Employment Eligibility Notification stating whether you can be present at the child care operation. You will receive this notification even if you are not an employee (for example, you are a volunteer, household member, etc.).

How do I correct my personal information that is incorrect?

Incorrect Information

Date of Birth

Steps to Correct Information

Email your driver's license or state issued ID to your CBCU contact or CBCUBackgroundchecks@hhsc.state.tx.us.

Incorrect Information

Name or preferred method of contact

Steps to Correct Information

Notify the childcare operation of the issue so they can resubmit your BGC with the correct information.

How do I schedule a fingerprint appointment?

If the BGC Required Notification instructs you to submit fingerprints, schedule your fingerprint appointment by:

- Going online to <https://uenroll.identogo.com/> (recommended); or
- Calling this number: 855-845-7434.

If a potential applicant or employee schedules fingerprinting on their own, they will need to provide payment at time of appointment. PCI does pay for applicant's/employees fingerprinting. When scheduling fingerprinting, please schedule appointment 2-3 days in advance and forward confirmation notification to HR Department so that a check for fingerprinting can be requested from the Fiscal Department. Once the check for fingerprinting is ready, HR will contact you to pick up check prior to your appointment. If applicant/employee pays for fingerprinting, then PCI will reimburse the applicant/employee for the amount paid minus the service fee, when applicant/employee turns fingerprinting receipt to HR Department.

How do I complete an Out-of-State (OOS) BGC?

If you receive a BGC Required Notification stating that you must complete an OOS BGC, please see the [Out-of-State Resource Guide¹](#) for directions or contact the childcare operation that submitted your background check if OOS information is incorrect.

How do I get BGC results?

Notifications are sent to the email address you gave to the childcare operation that submitted your BGC. If you did not provide an email, notifications are mailed to the address you provided. Notifications are received faster if you provide an email address.

We send notifications from this email: CLASSProductionNotification@hhsc.state.tx.us. Please do not send replies to this email address as they will not be received. Check your email's spam/junk folder if you have not received any communication from us within a week after the childcare operation submitted your BGC. If you do not complete required checks within 30 days from the date on your notification, your BGC will be closed and you will have to restart the process. See the [CBCU's Background Check FAQs²](#) for more information on notifications.

What does Provisional status mean?

If you receive an Employment Eligibility Notification stating that you are in provisional status, your BGC is incomplete. Refer back to notifications you've received to identify the reason your BGC is incomplete or contact the CBCU.

How do I complete a Risk Evaluation?

If you are eligible for a Risk Evaluation:

- Complete Form 2974 Request for Risk Evaluation Based on Past Criminal History or Central Registry Findings³. See page 3 for a checklist of required documents.
- Send completed form and documents in one email to the CBCU Representative listed at the bottom of the Match Letter – Subject.

How Do I Contact CBCU?

Your CBCU contact is at the bottom of the Match Letter – Subject. If you have not received this notification, go to:

1. Centralized Background Checks Unit Contacts on HHSC Website⁴
2. Select "Child Care Licensing Contacts."

- THHS will e-mail the fingerprint check results to the employee's email that was provided during initial interview. It is the potential employee or current employee to forward results to PCI Human Resources.

Once results are received from THHS, Parent/Child Incorporated (PCI) will act in accordance with instructions given in the official THHS communication.

- If the results of the Risk Evaluation submitted to TDFPS determine that the employee poses a risk to children in care, he/she will be terminated immediately upon official notification.

Employees who falsify information on the Affidavit, Form 2985, and such is proven, will be terminated immediately.

II. TUBERCULOSIS TESTING AND HEALTH EXAM

Purpose: The PCI EHS Health Services Advisory Committee with guidance from local health authorities has determine that each PCI employee must complete a Tuberculosis Questionnaire each year and a Health Exam once every 3 years.

Procedure: All employees must be screened annually for Tuberculosis by completing the TB Questionnaire form. Should the TB Questionnaire indicate the need for a skin test or chest x-ray, the employee will be sent home until a negative TB test is brought to Human Resources Department. Employee's having a positive TB results can use Paid Time Off (PTO) while waiting for the results. In this case, if an employee does not return to work within 5 working days from the date the employee was sent home, disciplinary action will be given which may include termination. In addition, an employee and/or volunteer should have a skin test after exposure to active tuberculosis or if symptoms develop. The employee is responsible to ensure their TB skin test is current.

All employees must provide proof of a Health Exam every 3 years. A physician form is acceptable or an employee can secure a form from Human Resources to take to their physician. The exam must demonstrate that an employee is free of communicable disease.

III. DRUG AND ALCOHOL TESTING

Purpose: PCI is strongly committed to the health, safety, and welfare of its children, families and the employee and is required to maintain compliance with all federal and state regulations. A drug and alcohol policy has been established in order to safeguard PCI's integrity and commitment to the above entities.

Policy: PCI Drug and Alcohol policies are adopted in accordance with the requirements of the Drug-Free Workplace Act and the Texas Workers' Compensation Act relating to the elimination of drug abuse. In particular, these practices are intended to inform employees of the dangers of drug abuse in the workplace, available assistance programs, and penalties that may be imposed for violations. All employees are given a copy of these practices and are required to comply with them as a condition of continued employment.

Procedure: Employees must comply with all applicable laws whenever they are conducting PCI business or are present on PCI property.

PCI prohibits the use, sale, transfer, manufacture, distribution, dispensation, consumption, or possession of illegal drugs, alcohol or non-prescribed prescription drugs (i) on PCI property; (ii) when employees are working; and (iii) when employees are operating Company vehicles.

Employees may not report to work, perform work, operate Company vehicles, or be present on Company property while they are under the influence of illegal drugs or alcohol. The possession or giving of limited quantities of alcohol in unopened, sealed containers while on PCI property will not violate this policy provided such possession is lawful and the alcohol container is not opened or consumed while on PCI property.

All PCI employees and managers are responsible to make sure that alcohol is never served to a person who appears intoxicated or impaired by alcohol or drugs, and that no person who appears intoxicated or impaired is permitted to drive a vehicle or engage in other unsafe behavior.

Whenever they are working or operating Agency vehicles, or are present on Agency property, employees are expected to be in condition to perform their jobs safely and effectively. Employees who are not able to safely or effectively perform their jobs, or whose physicians impose work restrictions, should immediately notify their direct supervisor. If an employee's inability to safely or effectively perform the essential functions of his or her job or need for work restrictions is due to a disability, PCI will make reasonable accommodations if it can do so without undue hardship.

Compliance with these Practices is a condition of initial and continued employment.

Definitions

"PCI Property" means all buildings, offices, facilities, grounds, parking lots, places and vehicles owned, leased, managed by PCI or where PCI business is taking place.

"Illegal Drugs" means substances whose use or possession is controlled by the federal Controlled Substances Act and inhalants. The term does not include prescription drugs prescribed by a licensed medical practitioner for the person using or possessing them, provided that such drugs were lawfully obtained and are not consumed at a frequency or quantity greater than the dosage prescribed. The term includes inhalants, heroin, opiates, cocaine, PCP, amphetamines, marijuana, LSD, and so-called "designer drugs."

"Under the Influence of Alcohol" means having any alcohol concentration in the sample taken under circumstances when alcohol consumption is prohibited. Under circumstances where alcohol consumption is permitted, it means that the employee meets or exceeds the applicable legal level of intoxication or is otherwise having difficulty performing his or her job safely or effectively due to the use of alcohol as determined by PCI management. Thus, employees may be "under the influence" and in violation of this policy even if alcohol consumption was permitted and the alcohol concentration in the sample taken is less than the legal level of intoxication.

"Under the Influence of Drugs" means having any detectable level of illegal drugs in the person's body regardless of where or when it may have been consumed or that an employee is otherwise affected by illegal drug use as determined by PCI management.

"Reasonable Suspicion" means that an employee's observed behavior, involvement in an on-the-job accident, commitment of an unsafe practice, or other circumstances indicate the employee is or may be violating these Practices. Except when the employee is involved in an on-the-job accident or commits an unsafe practice, reasonable suspicion will be based on specific, personal and articulated observations, or information concerning the employee's actions, performance, appearance, speech, or body odor. Reasonable suspicion to support a decision to test an employee for alcohol shall include evidence that

the employee is having difficulty performing his or her job safely or effectively due to the suspected use of alcohol.

“Refuse to Cooperate” means attempting to in any way circumvent or thwart the purposes and requirements of these Practices, including, without limitation, failing to consent to searches and urine, breath, blood and/or other testing; obstructing the specimen collection process; submitting an altered, adulterated or substitute sample; or, failing, without an adequate medical basis, to promptly provide specimen(s) for testing when directed to do so.

IV. CONFLICT OF INTEREST

Purpose: This procedure details various conflicts of interests that may prevail during an individual’s employment with the Agency. An employee should avoid activities or actions that may be a potential conflict of interest to maintain their good standing with the Agency.

Policy: The employee will adhere to Head Start Performance Standard 1304.50 (b) where it states that: No staff member (nor members of their families as defined in of the applicant or delegate agencies shall serve on the local council or committee in a voting capacity. Staff members may attend the meetings of councils or committees in a consultative non-voting capacity upon request of the council or committee.

Procedures:

In addition to the policy, PCI will not allow any conflicts of interest or potential conflicts of interest and will maintain a written code of standards of conduct. PCI will not allow any member of governing body, agent, consultant, contractor, or other employee to:

- Rent or lease from a firm in which a governing member, agent, consultant, employee or relative has an interest.
- Solicit or accept gratuities, favors, or anything of monetary value from contractors, potential contractors or parties to subcontractors.
- No member of PCI’s governing body or of its staff shall possess any interest in or uses their position for a purpose that is or gives the appearance of being motivated by desire for private gain for themselves or others, particularly those with which they have family, business, or other ties.

Registered Family Day Home Nutrition Program (RFDHNP) Day Home Provider will operate as a day home provider only and not as a paid employee of PCI. PCI will not solicit donations or fees from day home providers. PCI will not ask day home providers to engage in any kind of business on its behalf. PCI will not solicit or accept gratuities, favors, or anything of monetary value from sponsored day home providers. A PCI employee cannot be actively engaged in the day-to-day operations of the sponsored Registered Family Day Home Nutrition Program (RFDHNP), either full-or part-time nor participate in the Child and Adult Care Food Program (CACFP) as a family day home provider.

PCI will not place an employee in the same facility where there is a binding contract for a Child Development Center between PCI and a Facility Provider or where there is an immediate family member in the facility that is in a leadership or a decision making

position. Immediate family includes husband, wife, father, mother, grandmother, grandfather, son, daughter, brother, sister, aunt, uncle, niece, nephew, step-child, step-parent, cousins, mother-in-law, father-in-law, brother-in-law, sister-in-law, son-in-law and daughter-in-law and any other member of the employee's household.

Examples of Potential Conflict Of Interest

All agency employees are prohibited from engaging in any activity, or association that creates, or appears to create, a conflict between the employee's personal interest and the Agency's business interests.

Employees must avoid any situation in which his/her obligation to the Agency competes with his/her own financial interests, his/her obligation to another agency or governmental body, or his/her relatives or friends. Some examples of (but not limited to) potential conflicts of interest are:

- Placing Agency business with relatives or friends, or working on an Agency project that will have a direct impact on the financial interests of relatives or friends.
- Encouraging companies dealing with the Agency to buy supplies or services from a relative or friend
- A personal relationship with another employee or vendor affects the employee's ability to do his/her job disrupts the workplace.
- Working for another agency that conflicts with an employee's duties and responsibilities at the Agency by affecting his/her ability to do the job, work his/her regularly shift, or work his/her stated available hours.
-

Employees should avoid even the malicious intent to create the appearance of impropriety when none exists.

Personal activities or involvement from which personal benefit or obligation may potentially result should be avoided as it may create or appear to create a conflict with the employee's responsibility and loyalty to the Agency. No gifts, gratuities, favored business interests or other thing of value may be accepted without the approval of the Agency. The protection of the Agency's interest requires that each employee be free of any material investment, association, or other relationship that could conflict with his/her responsibility to act objectively in matters that affect the Agency. Our policy requires that each employee disclose any potential conflict of interest to the Agency. It is each staff member's continuing obligation as an employee to observe the requirements of this policy at all times.

Each employee is responsible for recognizing situations which a conflict of interest is present or might arise and for taking appropriate action to eliminate or prevent such conflict, including reporting the situation to the appropriate level of management. Where the employee believes it is not possible to avoid any of these situations, or to avoid any other conflict of interest, the employee must forward written disclosure (in advance whenever possible) to the Human Resources department through the immediate supervisor.

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Management will make a decision whether or not a conflict of interest exists and then inform the employee in writing of the results within thirty (30) calendar days.

Violation of Provision

The Agency recognizes the problem of conflicts of interest in the workplace and believes the Agency has a legitimate right to know of possible conflicts between an employee's interest and those of the Agency.

Any employee found guilty of conflict of interest will receive appropriate disciplinary action, which may include termination.

GRATUITIES, GIFTS, AND FAVORS

An employee engaged in the award and/or administration of contracts or other financial decisions will sign a statement pledging to refrain from soliciting or accepting personal gratuities, favors, or anything of significant monetary value from contractors or potential contractors.

Violation of this policy will result in disciplinary action to include termination.

Registered Family Day Home Nutrition providers are not to solicit or accept gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to subcontractors.

PUBLIC STATEMENTS

The employee shall not presume to speak for or on behalf of PCI or the Chief Executive Officer concerning PCI.

When authorization has been granted by the Chief Executive Officer for an employee to speak on behalf of PCI, the employee shall at all times be accurate, exercise proper restraint, and show respect for the opinions of others.

Failure to adhere to the above policies may be grounds for immediate dismissal.

V. BENEFITS

COMPENSATION

SALARY AND WAGES

Wage Comparability

PCI attempts to maintain its salary ranges at a competitive level within the community through periodic review and adjustments.

Cost of Living Adjustment (COLA)

All eligible employees shall be entitled to receive a cost-of-living allowance pending allocation of funds and mandates from the various funding sources.

Overtime

PCI compensates each of its employees in accordance with the requirements of the Fair Labor Standards Act

Incentive Awards

Employees may be considered for Incentive Awards consistent with the requirements of the funding source. Funds may be used to create financial incentives or bonuses as a recruitment and a retention tool. These incentives may be spread over time to make it an ongoing retention tool to retain staff. All recommendations or incentive awards must be supported by documentation.

Pay Day

The pay period is a 2-week time frame, beginning on Sunday of one week and ending on Saturday of the second week. Payday is the Friday following the close of the pay period. Earning statements will reflect earnings as verified by Paycom's Time and Attendance and will be issued each payday.

Direct Deposit

All employees of PCI are required to enroll and receive their pay through Direct Deposit to the banking institution of their choice. Enrollment is handled through Human Resources.

Exempt Employees

Exempt Employee positions are certified and assigned exempt status through the tests prescribed in the Fair Labor Standards Act. All positions that have been designated as exempt will be noted on the position job description. Employees who hold an Exempt position are to adhere to and subject to the following:

- Exempt employees will be paid for reporting to work for any period of a work day, excluding Saturday, Sunday and holidays. They will not be compensated for any hours of work exceeding the 40-hour workweek.
- Exempt employees must report to work as scheduled by their immediate supervisor.
- Exempt employees must be fully accountable to their supervisor during the work day.
- Exempt employees must use Paid Time Off (PTO) hours for any full workday not at work.
- The Chief Executive Officer is authorized to grant administrative time off for exempt employees who have worked in excess of their normal duty schedule.
- Under no circumstances will any employee be monetarily compensated for unused PTO.

Non-Exempt Employees

For the first 40 hours worked of the work week, employees are compensated on a straight-time basis.

When an employee works more than the regularly scheduled hours within that week the immediate supervisor has the authority to ask an employee to adjust his/her work schedule in order not to exceed a forty hour work week. This is accomplished by having the employee to arrive late or leave early another work day within the workweek.

Compensation is paid on a time-and-a-half basis for each hour worked over 40 hours during the regularly scheduled work week. Supervisors must receive written approval from the Administrative Manager when there is reason for an employee to work overtime.

Holiday compensation, including leave, is paid on a straight-time basis for all employees.

Compensatory Time

Parent/Child Incorporated does not offer compensatory time to employees. Employees accrue Paid Time Off (PTO).

Paid Time Off (PTO)

Employees will accrue Paid Time Off (PTO). Employees will be entitled to (PTO) as soon as they are employed and may use PTO for personal reasons. Employees will be given 2.5 days (20 hours) of PTO at the beginning of each fiscal quarter: August 1st, November 1st, February 1st and May 1st.

All "Regular" full and part-time employees who will be on lay off status for the summer months will have their May 1st and August 1st 20 hours allotment of Paid Time Off (PTO) prorated in accordance with the time they are working for the period covering May 1st and July 31st, and August 1st through October 31st. PTO will be recorded upon their return to PCI employment. Employee will be given PTO at the beginning of each quarter. Hours earned on August 1st will be 16 hours to cover the months of (Aug., Sept., & Oct.). Hours earned for November 1st will be 20 hours to cover the months of (Nov., Dec., & Jan.). Hours earned February 1st will be 20 hours to cover the months of (Feb., Mar., & Apr.). Hours earned for May 1st will be 8 hours to cover the months of (May, June, & July). Employees who submit a letter of resignation during the time PTO is being accrued for any of these months, PTO will be prorated. Employees who are laid off for the summer months must use all earned Paid Time Off (PTO) before their layoff date.

Employees may request PTO in increments of no less than 1 hour. All part-time employees shall be entitled to PTO on the same basis as provided above in proportion to their work schedule.

PTO may accrue from quarter to quarter, but will not carry over beyond the end of the Agency fiscal year; January 31st. All accrued PTO will be zeroed out on that date.

Employees needing to take time away from work with pay must request such time off from their immediate supervisor. The Paid Time Off (PTO) request must be approved by the

supervisor for the employee to be paid. If the employee takes off without the supervisor's approval, the employee will be given time off without pay and is subject to progressive disciplinary action.

PCI will grant approved holidays with pay. In addition, the Agency will grant Agency Time Off with pay during the Winter and Spring Breaks. Under no circumstances, other than death, will any employee be monetarily compensated for unused PTO.

Severance Pay

Parent Child Incorporated does not provide severance pay for employees. PTO may accrue from quarter to quarter, but will not carry over beyond the end of the Agency fiscal year. Under no circumstances, other than death, will any employee be monetarily compensated for unused PTO.

Military Leave

All employees of the Agency who are subject to the Uniformed Services Employment & Reemployment Rights whose absence from a position of employment necessitated by reason of military service shall be entitled to reemployment rights and any other benefits of employment pursuant to said Act.

Employees returning from active duty will be restored to the same or equivalent position held at the time of activation, seniority, status and pay, if physically and mentally qualified to perform the essential functions of that position. This is dependent upon an employee being discharged from military service under honorable conditions and upon timely return from military leave.

PCI will pay the difference between the employee's regular salary and military pay up to fifteen (15) days per calendar year. Employee must provide proof of military pay.

Jury Duty

Employees shall be granted Jury Duty Leave with pay during such time the employee is present for jury duty or service. Employees who perform jury duty/services are expected to return to duty within 60 minutes after release.

Family and Medical Leave Act

The Agency will comply with all provisions of the Family and Medical Leave Act.

The Agency will provide up to twelve (12) weeks of unpaid job protected leave during a "rolling" 12-month period.

Employees must apply for Family Medical Leave under the Family Medical Leave Act (FMLA) if additional time is needed for family medical situations. Human Resources will provide the employee with all necessary FMLA information and regulations.

HOLIDAYS

The Chief Executive Officer will publish not later than the 31st of August a list of approved paid holidays for employees based on their respective programs.

BENEFITS

Purpose: In order to maintain a competitive advantage in the local employment market and provide for employee well-being, PCI strives to provide the highest level of employment benefits that the various program funding levels can afford.

Procedures: Employees become eligible for enrollment in the Agency benefit programs at various times during their employment. Human Resources will contact each employee as they become eligible for enrollment in one of the following benefits:

Life Insurance

Employees will be enrolled in a PCI sponsored \$15,000 Life Insurance Policy at no cost to the employee upon completion of 90 days employment as a regular employee. Any changes with respect to the employee's beneficiary must be made by the employee at Human Resources.

Health Insurance

All regular employees are eligible to participate in the health insurance program. Any changes with respect to the address, and/or last name must be made in person, since insurance forms must be completed and signed by the employee. Employees that will be laid off for the summer, will have deductions prorated to cover for the Summer months.

PCI abides by the mandates of the Affordable Care Act. The employer and employee are responsible for payment of premiums. The employee's share is made through payroll deductions. In the event the employee is out on leave without pay or any other circumstances, he/she will need to pay their portion of premiums through the Human Resources Office no later than the 25th of each month. Negligence to pay premiums in a timely manner will result in the cancellation of health insurance coverage. However, the employee would still be responsible for the outstanding balance.

COBRA Notice

The Comprehensive Omnibus Budget Reconciliation Act of 1989 (COBRA) requires the sponsors of most group health plans to continue coverage for terminated employees at group rates for 18 or 36 months after the occurrence of certain events that would otherwise result in termination of coverage under the plan. COBRA requirements apply to all employers who "normally" employ 20 or more employees "on a typical business day during the preceding calendar year." COBRA requires that employers who provide health insurance benefits to employees advise them of their rights under the law.

If you need more information regarding COBRA, please contact the Human Resources department.

Retirement Plan

All “Regular” full-time and part-time employees having completed 12 work months with PCI, are encouraged to participate in the 403(b) Tax Sheltered Annuity retirement program. If the employee chooses to participate in the retirement program, then on the first day of the 13th month of employment the employee will be enrolled in the retirement program.

PCI is responsible for contributing 3% of an employee’s gross annual salary, and the employee is required to match PCI’s contribution of 3% through payroll deductions. Deductions will commence on the 1st of the 13th working month.

New IRS Code requirements state that all full time and part time employees are given the opportunity to voluntarily participate in Parent/Child Incorporated of San Antonio and Bexar County Retirement Plan underwritten by VOYA, Reliastar Retirement Plan 403(b) Tax Sheltered Annuity from their first day of employment. PCI does not match the employee’s contributions at this time. If you later decide to participate, there will be a waiting period of 12 months to be eligible for participation.

At the age of 59 ½ employees will have the following options to their 403(b) Plan.

- A. Surrender (contract must be at least five (5) years old or if you become disabled, VOYA will waive withdrawal charges. If either one is not met, a withdrawal charge of 10% will be deducted.
- B. Continue to participate on a voluntary basis or surrender at any time.
- C. Upon surrendering, the employee can re-enroll at any time.

Any changes with respect to the employee’s beneficiary, address, and/or name must be made in person in Human Resources.

Workers Compensation

PCI has worker’s compensation insurance coverage from the Texas Workers’ Compensation Insurance Fund to protect employees in the event of a work-related injury or illness. Any injuries or illnesses, which occur, will be handled by the Texas Workers’ Compensation Insurance Fund abiding by all rules and regulations of the insurance fund.

VI. TIME AND ATTENDANCE PROCEDURE

Purpose: The Time and Attendance Procedure will give guidance to ensure that they properly account for time worked and are paid appropriately each bi-weekly pay period.

Policy: The pay period is a 2-week time frame, beginning on Sunday of one week and ending on Saturday of the second week. Payday is the Friday following the close of the pay period. Earning statements will reflect earnings as verified by Paycom's Time and Attendance and will be issued each pay day. PCI will use Paycom time and attendance recording system to record time worked by assigned employees.

Procedures:

Enrollment in the Paycom Time and Attendance System. All PCI regular employees are entered into the Paycom system during employee processing. All new hires are issued a PCI Identification Badge with an employee ID number on the card. When an employee is hired, the immediate Supervisor will be emailed with the New hired Paycom login instructions for the employee to setup.

Clocking In and Out. All designated staff is required to clock in and out each day work. All designated employees who are assigned a lunch break must also clock out and in at lunchtime. The instructions for utilizing Paycom will be provided to the employee by HR once the employee gets processed and entered into the Paycom system.

If persistent problems prevent staff from clocking in or out, contact the Human Resources department immediately.

In order to receive a complete paycheck employees must adhere to procedures to ensure they are paid for all time worked. Staff who chose to work outside the system and do not follow the procedures as set forth will be subject to receive an incomplete paycheck and will be disciplined accordingly.

The Paycom Time and Attendance System will record actual time worked including extra hours (overtime) and employees will be paid accordingly. Supervisors or employees are not permitted to change times that have been recorded in the system. In the event an employee's actual time recorded in the Paycom Time and Attendance System needs to be adjusted, the employee's Supervisor MUST submit an email to the HR Department to edit the time.

All extra hours (overtime) must be recorded through the Paycom Time and Attendance System and must have prior authorization from the Head Start/Early Head Start Coordinator or appropriate Supervisor. Approved Paid Time Off (PTO) and emails requesting edits and/or corrections to an employee's time must be submitted to Human Resources on a daily basis. Do not wait until the end of the pay period for submission.

Unapproved Paid Time Off will not be processed for payment to the employee. Any unapproved Paid Time Off will be processed as leave without pay.

All staff are held accountable to ensure they submit PTO requests using Paycom and ensure that they notify their Supervisor of any edits or corrections that need to be made in Paycom. Failure to do so could result in an employee's check being short for the pay period. All documents (leave request, manual timesheets, etc.) must be signed by the employee and the supervisor.

Supervisors are held accountable to ensure the documentation is submitted to Human Resources by the designated deadline. Failure on the Supervisor's part to submit the documentation could result in causing the employee's paycheck to be short for the pay period. Any corrections to an employee's time will be corrected and processed on the following payday. The supervisor will be appropriately disciplined for continuous failure to properly submit time and attendance documentation.

Employees needing to take time away from work with pay must request such time off from their immediate supervisor. The Paid Time Off (PTO) request must be approved by the supervisor for the employee to be paid. If the employee takes off without the supervisor's approval, the employee will be given time off without pay and is subject to progressive disciplinary action.

Immediate Supervisors are **no longer** authorized to grant up to 5 days of PTO/Leave Without Pay to an employee.

Employees must apply for Family Medical Leave under the Family Medical Leave Act (FMLA) if additional time is needed for family medical situations. Human Resources will provide the employee with all necessary FMLA information and regulations.

Employees are expected to be responsible for clocking in and out properly through the Paycom Time and Attendance System. Employee's repeatedly using the excuses such as the "the clock did not take my punch" or "I forgot to clock in/out" are not acceptable and will be subject to disciplinary action.

All extra hours worked and overtime must be approved by the department head and allocated by the Administrative Manager. No employee is authorized to work overtime without prior approval. Any extra hours should be backed out within the pay week (Sunday through Saturday). Example: If an employee works two extra hours on a Wednesday, the supervisor should schedule the employee to come in two hours later or leave two hours later before Friday of the same week.

Exempt Employees

All exempt employees are expected to work a full 8 hour workday and are accountable to their immediate supervisor for hours work. In the event that an exempt employee needs to take a full day off, the employee must use PTO and it must be approved prior to the exempt employee taking off.

VII. MILEAGE AND TRAVEL REIMBURSEMENT

Purpose: These procedures establish ensure Fiscal records, are accurate, complete, and well documented with regards to, travel expenses and employees are properly reimbursed for authorized travel they conduct for the Agency.

Mileage Reimbursement

Mileage reimbursement forms must be completed by the employee requesting reimbursement (in black ink only). The mileage rate will be paid at the appropriate prevailing rate approved by the PCI Board of Directors. Employees that are required to claim mileage reimbursement must possess a valid Driver's License, a vehicle registration and vehicle liability insurance as required by Texas law. This information must be current and on file in Human Resources at the time the mileage is claimed.

Mileage must be recorded at the time of travel and records are subject to spot checks by the employee's immediate supervisor. The employee must ensure that the shortest route is always taken during his/her travel. Unauthorized travel and claims for mileage reimbursement may be denied by PCI.

Mileage reimbursement forms must be completed as follows:

- ❑ The employee will record beginning odometer reading from point of departure and then record ending odometer reading when destination is reached.
- ❑ The employee must record the address/location of departure and arrival, person contacted, and the purpose of trip.
- ❑ Only mileage reimbursement reports in excess of \$10.00 dollars will be processed with the exception of the end of a program fiscal year. All others must be retained until the following month or until the employee exceeds the \$10.00 dollar minimum.
- ❑ Mileage reimbursements submitted for \$100 or more will need final approval of the CEO.

The employee will submit the reimbursement report to the immediate supervisor within 5 work days (deadline) after the end of the month claimed. The supervisor is responsible to ensure that the mileage claimed is authorized, required to fulfill job responsibilities, legible, actual distance between destinations recorded, and accurately computed.

If the supervisor determines that corrections are required, the employee will have 5 calendar days to correct and return the mileage reimbursement report to the supervisor. It is the employee's sole responsibility to correct and initial all corrections/edits.

After the supervisor and or CEO has approved the mileage, he/she will submit the reimbursement report to Human Resources for verification of the employee's liability insurance and current driver's license. Human Resources will forward the verified request to Fiscal within 5 days of receipt from the supervisor.

Fiscal will process the mileage reimbursement request. Fiscal is authorized to make any calculation error and appropriate monetary adjustment on an employee's mileage reimbursement request. If an employee does not concur with this correction; the employee has the right to submit a mileage reimbursement inquiry request. Any confirmed error

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adjustments will then be made on the employee's next mileage reimbursement. If there is any questionable mileage, Fiscal will return the reimbursement request to the employee, who in turn must address the questionable mileage and re-submit to the immediate supervisor for request.

The employee will be notified when their reimbursement check is ready for pick up in the Human Resources Department.

Out of Town Travel

All out-of-town trips are to be properly requested and approved by the Chief Executive Officer prior to travel.

To ensure documentation of authorizations are in accordance with OMB Circular A-122, Attachment B and 45 CFR Part 74, Appendix C, Part II, B, 28 and in order to meet the Federal Guidelines, PCI has established the following written policies addressing out-of-town travel. Travel expenses are allowable when properly authorized.

The following is directed by the Executive Assistant:

Travel Authorization Form is completed by the Executive Assistant. Projected expenses are identified in the Travel Authorization Form and will include:

- The amount given for meals. (The amount given is based on the GSA Cost Index).
- Lodging, if applicable
- Taxi fare - (include tip), if applicable.
- Registration fee

The travel check is forwarded to the Executive Assistant for distribution after processing by the Fiscal Department.

The check advancement and the memorandum addressing the itinerary and procedure is issued to the traveler.

All out-of-town travel will be properly settled with complete documentation of expenses and all original receipts.

To ensure documentation of expenses are in accordance with the Uniformed Guidance in order to meet the Federal Guidelines.

PCI has established the following written policies addressing out-of-town travel. Travel expenses are allowable when properly authorized.

The following must be performed by the traveler:

The employee must complete a Travel Expense Settlement form within five (5) days after returning from trip. Travel Expense Settlement Forms are provided in the travel package.

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The employee must attach (tape or staple) a sheet of paper with the following items to the Travel Expense Settlement Form. The items must be in chronological order.

- Lodging, attach hotel statement, if applicable
- Taxi fare, if applicable:
 - must have receipt
 - name of company
 - date of trip
- Registration fee, if applicable

Once completed, the employee must deliver/forward the Travel Expense Settlement Form to the Fiscal Department, wherein the following will take place:

- A receipt is given by the cashier, if necessary
- The form is reviewed for accuracy
- The sum is processed for clearance

A report is prepared by the Fiscal Department and submitted to the Executive Assistant listing the employees who have failed to submit and Expense Travel Settlement Form within 5 days from the return of the trip.

The listing will include the following:

- Date of trip
- Name of traveler
- Amount not settled

VIII. PERSONAL APPEARANCE

Purpose: Good grooming and hygiene should be the basis for each employee's professional image. The employee's attire should represent an image of people engaged in business and professional activities as opposed to sports or recreation.

Policy: PCI expects that all employees regardless of their position dress in an appropriate manner for the workplace and set a good example to the children and families that we serve. An important way for PCI employees to reflect the proper attitude toward work is to display proper dressing and grooming practices.

Dress or grooming that is not in accordance with reasonable standards of health, safety, modesty, and decency will be considered inappropriate. The immediate supervisor will send the employee home on leave without pay to change into appropriate clothing.

Because of the variety of jobs within PCI and sanitary and safety regulations, there are dress codes for each job category. Emphasis is placed on providing an example of a wholesome appearance to our children, families and communities.

Procedures: **PCI's guidelines for dress and grooming is; appropriate attire with emphasis on professionalism, neatness, safety, and serving as a role model for children. The employee's appearance should not disrupt the educational and professional environment of PCI.**

Dress Code

The dress code is in effect at all times during the employee's regular scheduled hours of work. Violators of this policy will be sent home on leave without pay to change into appropriate clothing. Furthermore, a reprimand will be given in accordance with the Disciplinary Action Procedure.

Acceptable business attire for **men in administrative/management** positions includes:

- Dress or Casual slacks
- Long or short sleeve dress shirts with or without a tie or polo shirts
- The following non-skid sole shoes are acceptable for males: Closed toe and heel, laced up oxford, boots, loafers
- Socks must be worn at all times.
- PCI Polo shirts

Acceptable attire for **women in administrative/management** positions includes:

- Tailored dresses, suits, skirts or loose fitting tailored slacks, with long or short sleeve, dress shirts or blouses
- Footwear that supports the foot
- The following non-skid sole shoes are acceptable for females: Pump with closed toe and heel, pump with closed back with small open toe, open toe and heel with supportive strap shoes
- PCI polo shirts with the appropriate slacks or skirts.

Acceptable attire for **women in center staff** positions includes:

- Casual slacks, loose-fitting stirrup pants, sport shirts/blouses, sweaters, polo, knit shirts/blouses, turtlenecks and jumpers.
- Denim jeans, jumpers, and skirts are allowed, as long as attire is not torn, tattered, or tightly fitted.

Acceptable attire for **men in center staff** positions includes:

- Casual slacks, polo, knit shirts, T-shirts
- Denim jeans as long as they are not torn, tattered or tightly fitted
- Nails must be no longer than tip of the finger or ¼ inch for both men and women.

Employees that are assigned to Early Head Start Centers at the School Districts or Charter Schools are to adhere to the dress code for that campus.

Acceptable attire for **transportation and custodial staff** includes:

- Maintenance staff, drivers and bus monitors must wear a non-skid work shoe with a completely closed heel and toe. Tennis shoes, bedroom slippers, sandals or dress shoes are prohibited.
- Protective gloves and goggles when appropriate as provided by the Agency.

Acceptable Attire for food service staff includes:

- Women must wear white tops or dresses. They may wear either white or dark colored slacks. Men must wear white shirts. They may wear either white or dark colored slacks.
- White shoes with non-skid sole, heel and toe completely closed, and low heels (Uniform type shoes are acceptable). Tennis shoes, bedroom slippers or sandals are prohibited.
- A hair restraint must be worn at all times.
- Fingernails must be no longer than the tip of the finger.
- Nail polish is prohibited and the only jewelry permitted are wedding rings.

Acceptable attire for health services staff includes:

- Must wear lab coat or medical scrubs at all times
- Shoes with non-skid sole, heel and toe completely closed, sneakers and low heels are permissible; bedroom slippers or sandals are prohibited.
- Fingernails must be no longer than the tip of the finger.
- Nail polish is prohibited.

Unacceptable Attire

Employees may not wear the following because it does not define professional **behavior** or for their safety and the safety of the children served. Unacceptable attire is as follows for **all** PCI Staff:

- Denim attire can be worn as long as it is not torn, tattered, or tightly fitted. (Administrative Staff: Friday Casual Day Only)
- T-shirts, shirts or caps that display images of religion, tobacco, liquor products, inappropriate or sexual language, sexual acts, violence, and/or drugs or drug paraphernalia.
- Tank tops, crop tops and halters are prohibited. Attire exposing midriffs are included.
- Women – clothing that exposes excessive cleavage.
- Long fingernails which exceed (1/4 inches long from fingertip to end of nail) are prohibited. Nutrition and Health Service Staff abide to stricter regulations.
- Warm-ups, leggings and spandex dresses or pants are prohibited.
- Sleeveless shirts, muscle shirts, T-shirts, and dresses are prohibited.
- Neither shorts nor skorts will be considered acceptable attire for any employee, during regular working hours.
- Shoes with the following characteristics are prohibited for all positions:
 - ◆ openings at the toes and heels (with the exception of Administrative/Management positions)
 - ◆ skid soles
 - ◆ slip on shoes
 - ◆ mules
 - ◆ clogs
- For staff coming in direct contact with children, loop earrings allowing more than the tip of the pinkie finger to fit into the loop are prohibited.
- Excessive jewelry and body piercing jewelry is prohibited.

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- Employee must cover visible neck tattoos/markings with clothing or some type of bandage while at work.
- No visible tattoos
- No visible neck markings

Violators of the Dress Code policy will be sent home on leave without pay to change into appropriate clothing. Furthermore, a reprimand will be given according to the Disciplinary Action Procedure.

Casual Day (Fridays)

Parent/Child Incorporated has set aside Fridays as “Casual Day” for its employees. On Friday of each week, employees are allowed to dress “business casual” and/or wear their Agency emblem shirt with denim or khaki. Employees must continue to adhere to the Dress Code policy as it relates to unacceptable attire. During the Summer Session, female administrative staff may wear Capri or crop slacks (slacks that fall below the calf of the leg).

The Summer Dress Code will be addressed by the Chief Executive Officer.

Responsibility for Enforcement

All managers/supervisors have a responsibility to serve as models for the dress code. Managers/Supervisors are also responsible for ensuring that their staff comply with these regulations and take appropriate action on staff not in compliance with the dress code.

IX. TRAINING & PROFESSIONAL DEVELOPMENT

Purpose: PCI strives to continuously develop our workforce and to assemble a well-trained and qualified staff to effectively perform their job duties, meet the evolving needs of the children and families serviced, and fulfill all training requirements set forth by all funding sources. To this endeavor, the following training and educational opportunities will be made available to staff funding permitted.

Procedures: Training and professional development is carried out through several venues that include, but are not limited to: Pre-Service Training, New Employee Orientation, In-Service Training, On-going Training, On-site T/TA, and Staff Development Days.

All newly hired staff will attend new staff orientation wherein the program’s philosophy and general Agency policies will be introduced.

Pre-Service Training is provided prior to the commencement of the school year, all employees will attend mandatory pre-service training.

In-Service and On-going Training will be conducted on a regular basis for all employees. All employees will be required to complete their mandated training hours according to the Texas Department of Health and Human Services and Head Start Performance Standards’ mandated 15 clock hours of Professional Development for the position that they hold. The following policies govern the Training and Development Services Content Area:

The employee will be encouraged to enroll in available training programs including, but not limited to, college classes, non-credit seminars, continuing education classes, skills upgrade training, self-improvement courses and any training sponsored by PCI, which is related to the employee's job duties. When possible, PCI will underwrite the cost of job-related training, which is successfully completed by the employee is committed to assisting the employee in his/her efforts toward upward mobility. Employees will be advised of training and college courses available outside the community for employees who would want to reach their academic goals.

Staff Professional Growth

Each staff member must obtain specific training hours (depending on job category) per year to continue employment. Hours are tracked via training certificates by the Training department. Each employee will receive training requirements which specifically list mandated training hours for each position.

Career Counseling

The primary objective of the career counseling is to provide opportunities and a support system for PCI staff to obtain their academic goals. Career counseling will provide information about the various career opportunities and resources available via area colleges and universities. The Training department maintains a variety of information on colleges and universities degree plans, financial aid, and scholarships.

Career counseling is available for all employees who need assistance in determining their own career aspirations. PCI staff is encouraged to contact the Training department to schedule an appointment to discuss their academic options.

X. CHILD GUIDANCE

Purpose: This procedure establishes the policies and procedures as they relate to child guidance. PCI will provide high quality services by adhering to all standards of performance.

All children will be involved in discipline and guidance that will be consistent, and based on the understanding of individual needs and development and must promote self-discipline and acceptable behavior.

There must be no cruel, harsh or unusual punishment or treatment; no shaking, biting, hitting, slapping, pinching, hair pulling, spanking of children or making children fight one another. Brief supervised separation from the group may be used if necessary, but at no time is a child to be placed in a locked room or in a dark room with the door closed. At no time is a child to be left unsupervised in the classroom, the bathrooms, on the playground, at clinics, therapy, on field trips, on the bus, or in any other setting.

Acceptable brief supervision with PCI is to redirect the behavior. Children will not be subjected to humiliation, abusive or profane language, and denial of food, naps or toilet usage. Bed wetter's shall not be shamed or punished.

All children and their families, within PCI centers shall be accepted as they are when they enter the center.

Staff shall use alternatives to physical punishment. Children in a child development center shall:

- Have good behavior recognized and encouraged.
- Be taught by example through use of fair and consistent rules and in a relaxed atmosphere with discipline relevant to the behavior involved.
- Be supervised by a person showing an attitude of understanding and firmness.
- Be given clear directions and receive guidance on the child's level of understanding.
- Be held firmly, so as to restrain, but not cause any bodily harm.
- Be redirected by stating alternatives when behavior is unacceptable.
- Example: Blocks are for building, not throwing; try throwing the ball
- Be helpful in the understanding why certain conduct is unacceptable and what is acceptable in any given situation.

Discipline must be:

- 1) Individualized and consistent for each child;
- 2) Appropriate to the child's level of understanding;
- 3) Directed toward teaching the child acceptable behavior and self-control; and
- 4) A positive method of discipline and guidance that encourages self-esteem, self-control, and self-direction, including the following: A) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior; B) Reminding a child of behavior expectations daily by using clear, positive statements; C) Redirecting behavior using positive statements; and D) Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

IDENTIFICATION PROCESS - RECOGNIZING CHILD ABUSE AND NEGLECT

The purpose of this chapter is to provide procedures and guidelines for response to allegations of physical, emotional or sexual child abuse against a child development center employee, Consultant, volunteer, parent, relative, guardian, visitor or any other person in association with any child in PCI system of services.

The Head Start/Early Head Start Coordinator is the designated person responsible of supporting staff in their efforts to prevent, identify, and report child abuse neglect.

Physical Abuse

Physical abuse is defined when a parent or other person who is legally responsible for the child's care inflicts or allows to be inflicted upon the child non-accidental physical injury, which causes or created substantial risk or impairment of the child's well-being. This may include severe beatings, burns, biting, strangulation and scalding with resulting bruises, welts, broken bones, and scars or serious internal injuries.

- Potential physical indicators and/or incidents of physical abuse are:
 - ◆ Unexplained bruises and welts
 - ◆ Unexplained burns
 - ◆ Internal injuries
 - ◆ Unexplained fractures and dislocations
 - ◆ Unexplained lacerations and abrasions
 - ◆ Unexplained head injuries
 - ◆ Injuries inconsistent with medical history
 - ◆ Injuries inconsistent with explanation for injury
 - ◆ Injuries inconsistent with developmental abilities of the child to injure him/herself

- Potential behavioral and emotional indicators of physical abuse:
 - ◆ Obvious attempts to hide the bruises or injuries
 - ◆ Inappropriate clothing relative to weather
 - ◆ Excessive absenteeism
 - ◆ Fearful of parents or adults
 - ◆ Appears frightened and apprehensive of caretaker
 - ◆ Attempts to avoid abusive situations
 - ◆ Runs away from home
 - ◆ Apprehensive when others cry
 - ◆ Behavioral extremes
 - ◆ Behavioral difficulties
 - ◆ Cognitive and intellectual impairment
 - ◆ Deficits in speech and language
 - ◆ Hyperactivity, low frustration tolerance
 - ◆ Lack of trust in others
 - ◆ Depression, low self-esteem, destructive behavior
 - ◆ Complains of pain or discomfort

Physical Neglect

A neglected child is one who's physical, mental, or emotional development is impaired as a result of the failure of the child's parent, legal guardian, or caretaker to provide the child with adequate food, clothing, shelter, education, or medical care. Failure to provide proper supervision, which put the child at risk, is also neglect.

- Potential indicators of physical neglect:
 - ◆ Underweight, poor growth pattern
 - ◆ Consistent hunger
 - ◆ Poor hygiene
 - ◆ Inappropriate dress
 - ◆ Consistent lack of supervision
 - ◆ Unattended physical problems or medical needs
 - ◆ Abandonment
 - ◆ Abdominal Distention
 - ◆ States that there is nobody at home to provide care

- Potential behavioral and emotional indicators of physical neglect:
 - ◆ Serious height and weight abnormalities
 - ◆ Developmental lags-toilet training, motor skills, socialization, language development
 - ◆ Listless, apathetic, non-responsive
 - ◆ Reports of being left alone, unsupervised, abandoned
 - ◆ Anti-social tendencies, delinquency
 - ◆ Chronically dirty

Sexual Abuse

Sexual abuse is any behavior with a child or the use of a child for the sexual gratification of someone else. Sexual abuse may include exhibitionism, fondling, oral sex, attempts to enter, or actual penetration of, the vagina or anus. The majority of cases involving sexual abuse will not have physical indicators of sexual abuse.

- Potential indicators of sexual abuse:
 - ◆ Difficulty in walking or sitting
 - ◆ Torn, stained, or bloody underclothing
 - ◆ Pain, swelling, or itching in genital area
 - ◆ Bruises bleeding, or lacerations in external genitalia areas
 - ◆ Pain upon urination
 - ◆ Vaginal or penile discharge
 - ◆ Venereal disease
 - ◆ Pregnancy
 - ◆ Frequent involuntary defecation or urination

- Potential behavioral and emotional effects of sexual abuse:
 - ◆ Simulation of sexual activity
 - ◆ Excessive masturbation
 - ◆ Seductive behavior and sexual acting out towards adults
 - ◆ Knowledge of sexual matters inappropriate to age
 - ◆ Lack of trust (especially of opposite sex)
 - ◆ Poor peer relationships
 - ◆ Has feelings of guilt or shame
 - ◆ Depression
 - ◆ Has nervous disorders

Emotional Abuse

Emotional abuse is a pattern of behavior that retards a child's development and sense of self-worth. Emotional abuse includes excessive, aggressive, or unreasonable demands that place expectations on a child beyond his or her capacity. Constant criticizing, belittling, insulting, rejecting and teasing are some of the forms these verbal attacks can take. Emotional abuse also includes failure to provide the psychological nurturing necessary for a child's emotional growth and development, such as providing no love, support, or guidance.

- Potential indicators of emotional abuse:
 - ◆ Speech disorders
 - ◆ Lag in physical development
 - ◆ Failure to thrive
 - ◆ Hyperactive/disruptive behavior
 - ◆ Sallow, empty facial appearance
 - ◆ Bed wetting
 - ◆ Distant from others

- Potential behavioral, emotional indicators and effects of emotional abuse:
 - ◆ Anxiety and unrealistic fears
 - ◆ Sleep problems
 - ◆ Developmental lags
 - ◆ Behavioral Problems
 - ◆ Depressed, withdrawn, isolated
 - ◆ Apathetic, indifferent
 - ◆ Biting, rocking, head banging, thumb sucking in an older child

The presence of one or more indicators should prompt a closer look at the child and the child's environment. Keep in mind that families where abuse is not occurring may also exhibit these indicators. A history of suspicious injuries, patterns of behavior, and verbal reports of abuse are all key elements in recognizing abuse and neglect.

PREVENTION PLAN

PCI will employ an adequate number of qualified staff to work with children, and will provide adequate supervision of program staff and volunteers.

The program environment, including both indoor and outdoor areas, will be designed to reduce the possibility of private, hidden locations in which any type of abuse may occur.

All program staff, substitutes, and volunteers will receive new employee pre-service orientation and refresher training at regular intervals that includes but is not limited to:

- an understanding of what constitutes child abuse,
- the program's discipline policy and appropriate guidance of children,
- means of preventing potential abuse situations in group settings,
- identification of signs of potential abuse, and
- individual obligations and procedures for reporting suspected cases of abuse.
- Provide staff with a copy of relevant laws. A copy of the Child-Care Minimum Standards & Guidelines will be available at every child development center. Chapter 11, Appendix 1 provides excerpts from the Texas Family Code (Amended).

PCI has clear policies and procedures for maintaining a healthy, safe and secure environment.

Teachers are supervised by qualified personnel on an ongoing basis.

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Parents or legal guardians will be encouraged to spend time in the program. PCI strongly encourages and provides ample opportunity for family participation.

Parents or legal guardians will have access to any part of the center to which children have access while their children are in care.

PCI will have screening and recruitment practices in place to increase the likelihood of selecting appropriate candidates as staff, substitutes, or volunteers to work with children.

Children will be released only to parents or legal guardians or to those persons authorized in writing by their parents or guardians.

Field trips will include parents or legal guardians when possible, and will be a collaborative effort between the teacher, the Education Center Coordinator, Operations and Transportation staff. Field trips must be approved by the Head Start/Early Head Start Coordinator, supervised by the center personnel, and be conducted with written parental permission for every participating child.

PCI will encourage close partnerships with families to help reduce the potential for child abuse by family members. Center staff will be knowledgeable about and alert to signs of family stress and provide support to families.

PCI will collaborate with state agencies, such as Texas Department of Family and Protective Services, Child Protective Services and other child advocacy programs, to promote understanding of child development, support and empower families, and advocate for children.

INVESTIGATORY PROCESS

Outcry Witness is the first person a child tells about the alleged abuse. Law allows the Outcry Witness to relate in court what was disclosed.

Before notifying any person outside of PCI, the outcry witness must sit down in a quiet room without interruptions and speak with the child. If a child has chosen you as the person to tell, you should take the time to speak with the child about his or her problem. If that is not possible, ask the child if he or she would feel more comfortable discussing it with someone else. If the child wants to tell you, you are to make every effort to listen and support the child in his or her disclosure.

Multiple interviews are not allowed. Only the outcry witness is allowed to speak with the child. Texas Department of Family and Protective Services (TDFPS) personnel will conduct the official investigation.

When you speak with the child, sit down together; assure him or her that you are concerned and want to know more and that it's all right to tell you. Allow the child to explain as much as he or she can. Do not in any way make suggestions to the child. Let the child talk as much as possible and allow the child to use his/her own words to describe the incident.

Assure the child that he/she is not to blame for what happened. Reassure the child that it was good to tell about what happened. Answer honestly any questions the child has, but do not promise him/her anything.

Your reaction to this information is very important. Demonstrate by words and actions that you will do everything you can to protect him/her from further abuse of any type.

The following are some Do's and Don'ts to keep in mind after a child has made a disclosure of abuse and during the process of investigation and intervention:

DO'S

- Allow the child to use his/her own words to describe the incident
- Assure the child that he/she is not to blame for what happened
- Treat the child normally
- Take care of the child's emotional needs
- Listen carefully and take notes
- Allow child to talk about the incident, in privacy, if he/she brings it up
- Write down concerns and questions for Texas Department of Family and Protective Services (TDFPS), Child Protective Services (CPS) personnel, police officers and therapist
- Support the child
- Reassure the child that nothing bad is going to happen to him/her for telling of the incident, praise the child for being brave. "You did well by telling me what happened".

DON'TS

- Use your language to help the child describe what happened
- Try to interview or investigate
- Overreact
- Express fear, anger and anxiety
- Initiate conversation about the incidents
- Let personal feelings influence the child
- Reward the child for giving information
- Ask "Why" questions to the child

Reporting Process

The law requires that any person who has cause to believe or suspects the likelihood of abuse or neglect or that has concerns regarding the welfare of a child must report it within 48 hours.

A person who reports child abuse or neglect in good faith is immune from either civil or criminal liability.

Upon listening to the child's report of abuse or neglect the Outcry Witness is to call the Texas Department of Family and Protective Services and its Child Protective Services branch at 1-800-252-5400.

If a child is in immediate danger of serious bodily harm, call 911 immediately.

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The employee is then to contact the Head Start/Early Head Start Coordinator.

Any employee who fails to report child abuse or neglect will be subject to disciplinary action to include termination.

Document all incidents of child abuse. In documenting the incident, be very specific in describing what took place.

Staff Action Process

The provisions of these procedures apply to all PCI employees.

- Upon notification of a child abuse allegation against an employee, the allegation will be reported to the Texas Department of Family and Protective Services.
- The employee will be immediately informed of the allegation by the immediate supervisor. The supervisor will give the employee the Notice of Allegation.
- The immediate supervisor will conduct a thorough investigation of the incident.
- The employee will be reassigned to an alternate work site during the investigation, unless TDFPS notifies PCI that the employee is to be removed from the workplace. The employee will remain assigned there until the internal investigation is completed and the validity of the allegations is determined. The reassignment to the alternate work site is temporary in nature.
- The immediate supervisor at the time of the alleged incident will complete the allegations incident report. This report is due in the Head Start/Early Head Start Coordinator's office within 24 hours of the incident.
- The work site supervisor at the time of the incident will obtain written witness statements from all concerned parties. These statements are to be made in the employee's own words without prompting from anyone.
- The witness statements are due to the Head Start/Early Head Start Coordinator's office within 24 hours of the incident.
- The internal investigation will not include interviewing the child.
- At no time is the internal investigation to overstep the investigation conducted by the Texas Department of Family and Protective Services (TDFPS).

- The supervisor will obtain the TDFPS report noting the allegations and final findings as part of its investigation but is not required to wait to make the staff action recommendation.
- Should the final TDFPS findings recommend stronger action than was recommended by the Operations Case Management Team the TDFPS recommendations will supersede.

Inappropriate Interaction with a Child

If an employee is accused of inappropriate discipline or interaction of a child, the employee will be placed at another PCI work assignment where they are not in contact with children. The employee will remain at the location until an investigation has been conducted and the outcome of the findings has been determined. During this time, the employee will remain at his/her same rate of pay and benefits. Unless PCI is notified by TDFPS or a law enforcement agency that the employee is to be removed from the workplace.

Once the investigation is concluded, the employee will be advised of the outcome and instructed to return to the classroom, reassigned to another center or appropriate disciplinary action taken on the employee.

- The employee will receive a written statement of the allegation. The form Temporary or Investigatory Suspension memorandum will be completed by the Human Resources department and presented to the employee.
- The employee will have 24 hours from receipt of the written allegation to submit a written statement to the Supervisor, in response to the allegation.
- The Head Start/Early Head Start Coordinator will assess the need for additional personnel to handle the workload at the center. Additional personnel may be assigned to allow the Education Center Coordinator to handle the additional duties resulting from the allegation.
- The Education Center Coordinator and the Head Start/Early Head Start Coordinator will be readily available to talk to parents in accordance with the Texas Department of Family and Protective Services (TDFPS) Representative.
- Upon analysis and review of the staff action recommendations by Human Resources and notification by the Head Start/Early Head Start Coordinator that the allegation is “unfounded”, the employee will be returned to the child development center with all rights and benefits.
- Upon return to the child development center, the Education Center Coordinator will determine room assignment and documentation will be made of such.
- Upon notification by the Head Start/Early Head Start Coordinator that the allegation is “founded” against the employee, the Supervisor will take the necessary disciplinary action up to and including the termination of employment. Human Resources will schedule a meeting with the employee and supervisor. The employee will be informed in writing of the disciplinary action to be taken.
- If the staff action recommendation includes remedial training the employee should receive eight hours to 24 hours in classroom training techniques, to include but not limited to, child discipline and guidance, classroom management, stress management. Four of the mandated training hours will be received prior to the employee being reassigned to the classroom. The Trainer will follow the instruction plan as outlined by the Training Department. This training will be provided within three working days of being returned to the classroom.
- The employee will be informed that failure to complete re-training, and/or failure to observe a noticeable improvement in employee’s behavior may result in additional disciplinary action.
- Employee will be informed that observations for improvement or lack of improvement will be completed, and documented in the employee’s file.
- Employee will be informed that re-training may also include, but not be limited to, permanent placement of the employee into another classroom, where observation and documentation will continue.
- The Supervisor’s or Human Resource’s recommendations for further education, prevention, and or for future treatment will be followed and the employee will be informed of such.

- If the severity of the child abuse or neglect warrants termination, supervisor will make recommendations to Human Resources for analysis and review. Upon obtaining written approvals the employee will be asked to report to Human Resources who will assist the supervisor to facilitate the formal termination process.
- The disciplinary paperwork will be forwarded to the Human Resources Office for placement in the employee's personnel.

CENTER OPERATIONAL POLICIES

The purpose of this chapter is to provide highlights of the policies and procedures regarding operational practices. **This chapter is not intended to be all inclusive with regards to regulations or methods.** The Minimum Standard and Guidelines set forth by the Texas Department of Family Protective Services, the Head Start Program Performance Standards set forth the Administration for Children and Families (ACF) established by the U.S. Department of Health and Human Services, Texas Health and Human Services Commission, San Antonio Metropolitan Health District regulations and Child and Adult Care Food Program regulations provide the guidelines by which all PCI Head Start/Early Head Start Centers must follow. Guidance and training is provided to familiarize employees with the above regulations. However, each staff member is ultimately responsible for learning and adhering to these guidelines and procedures. A copy of the above listed documents can be found at every center. Failure to adhere to any regulations will warrant disciplinary action as described in Chapter 16 Disciplinary Action.

- There are no religious instructions given, religious textbooks or materials used, or symbols or decorations displayed in PCI facilities.
- Information regarding PCI is available to anyone upon written or verbal request to the Executive Office. Anyone seeking information about a facility is referred to the Head Start/Early Head Start Coordinator.
- There are no partisan political activities in any PCI Child Development Facility.
- The only time a PCI Child Development Facility closes is on PCI designated holidays, PCI staff development days, or in an emergency or a very special occasion with permission from the Chief Executive Officer.
- The days of operation for all PCI Child Development Facilities are from Monday through Friday. The hours of operation for each facility do not exceed those on the center license issued by the Texas Health and Human Services Commission. However, they may vary from center to center, depending on the needs of the families served Head Start/Early Head Start is available on a limited basis and are regulated by the funding source.
- All PCI child development facilities include the following in their schedule of daily activities:
 - ◆ Arrival Activities
 - ◆ Meals and Snacks
 - ◆ Personal and Dental Hygiene Activities
 - ◆ Learning Center Activities
 - ◆ Group and Individual Activities
 - ◆ Rest Periods

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- ◆ Outdoor Activities
- ◆ Departure Activities

Classroom Education Program

All Head Start/Early Head Start Teachers are mandated to conduct the following:

- Staff parent conferences (2 per program year)
- Teacher home visits (3 per year)

According to Head Start Program Performance Standards – 1302.32(b-3)(b-7). In addition to the two home visits, teachers in center-based programs must conduct staff parent conferences, no less than two per program year.

- Teachers are permitted to claim mileage to conduct home visits. Teachers must have updated car insurance and vehicle registration on file in the Human Resources Department.
- Teachers must secure original parent/guardian signature on documents. Forging a parent's signature is unacceptable and illegal. If it occurs, remedial action will be taken accordingly.
- PCI requires that all home visits be made to PCI families in their homes. This includes Teacher and Family Service staff. Should it become necessary for a home visit to be made anywhere other than in the family's home, the Teacher or Family Service Staff must explain in writing the exceptional circumstances that exist, request and receive approval from their immediate supervisor before the visit can be made.

Home project activities must be sent home on a monthly basis, so that parents may participate in their child's education. All Teachers must file original copy in the child's Individual Educational Portfolio and submit the yellow copy to the Education Center Coordinator for filing purposes.

All outside representatives (i.e., insurance, vendors, union) wishing to visit any center or field office must have prior authorization from the Chief Executive Officer.

Employees are prohibited from signing-in or signing-out a child that is not their own, and/or taking a child home to care for him/her.

All applications made by PCI employees for enrollment of their child in the Head Start/Early Head Start Program will be submitted to and reviewed by the Head Start/Early Head Start Coordinator for review and prior approval from the Chief Executive Officer for enrollment in a PCI center.

If it is determined that the employee has knowingly given false information in order to secure enrollment of their child into a PCI Program, the employee will be terminated.

If it is determined that the any other PCI employee assisted or encouraged a PCI employee to falsify or omit information in order to secure enrollment for their child in a PCI program, that staff person will be disciplined to include termination.

Child Discipline and Guidance

All children enrolled in any PCI center or Day Care Home must be trained in discipline and guidance that will be consistent, and based on the understanding of individual needs and development, and must promote self-discipline and acceptable behavior as the goal for conduct.

All employees will use disciplinary and guidance methods which promote self-esteem, self-control, and self-direction. Children in a child development center shall:

- Have good behavior recognized and encouraged
- Be taught by example through use of fair and consistent rules and in a relaxed atmosphere with discipline relevant to the behavior involved.
- Be supervised by a person showing an attitude of understanding and firmness
- Be given clear directions and receive guidance at the child's level of understanding
- Be held firmly so as to restrain, but not cause any bodily harm, if behavior is such as to harm himself or others
- Be redirected by stating alternatives when behavior is unacceptable. Example: blocks are for building, not throwing; try throwing the ball.
- Be helped in understanding why certain conduct is unacceptable or what is acceptable in a given situation.

Corporal punishment is unacceptable at PCI. Corporal punishment, as defined by Texas Department of Family and Protective Services (TDFPS), is "to inflict physical pain on a child as a means of controlling behavior." Examples of inappropriate discipline are: shaking, biting, hitting, slapping, pinching, hair pulling, spanking, making children fight one another, placing anything in/on the child's mouth, humiliating, yelling, rejecting, using profane language, or punishing associated with food, naps, or toilet-training. Bed wetter's shall not be shamed or punished.

"Time Out", is an acceptable child guidance practice at PCI. "Time out" consists of having the child temporarily separated from the group, and not privileged to engage in any activity. However, the staff must ensure that proper supervision of the child is still provided. At no time is a child to be placed in a locked room or in a dark room with the door closed. One minute of "time out" is given for each year of age the child has.

Staff Responsibilities

Staff being considered in the child/staff ratio must:

- Know and adhere to the Minimum Standards and Guidelines, Performance Standards and all other regulations set forth by governing bodies.
- Suspected child abuse (physical, emotional, sexual) and/or neglect must be reported to the Child Protective Services (branch of TDFPS) according to the Texas Family Code. See Chapter 16 Child Abuse for details.
- Children must be properly supervised at all times (i.e., inside/outside activities, naptime, going to the rest room, learning center activities, clinics and field trips.) Supervision, as defined by Health and Human Services Commission (HHSC), is the "awareness of and responsibility for the ongoing activity of each child. It requires physical presence, knowledge of activity requirements and children's needs, and

accountability for their care. This includes staff intervention when needed.” If a child leaves a center/facility unsupervised, all staff directly responsible for the supervision of that child and the center, depending on the nature of the failure of supervision will be disciplined accordingly. Staff must be physically, emotionally, and intellectually capable of handling children. Duties must be executed with self-control and good judgment.

- The uniqueness of each child and family must be acknowledged and respected.
- Interact frequently with all children, showing affection, interest, and respect.
- Staff is to encourage independence in children according to each child’s developmental stage.
- Staff must be free of all duties except those duties, which directly involve the supervision of children, and maintaining the area directly occupied by the children clean. Duties such as housekeeping (aside from the group’s area noted above), preparing food, and clerical functions must not be undertaken by a staff member counted in the child/staff ratio.

If staff leaves a group of children and another staff is given responsibility for a group of children, the staff leaving must provide the incoming staff with a Shift Change Report, consisting of a list of children present in the group, and any significant information about a child or children.

Center Staff responsibilities regarding the Parent Committee are as follows:

- Education Center Coordinator, other designated Center Staff, and Support staff are to attend monthly Parent Committee Meetings on a scheduled basis.
- The Education Center Coordinator is to encourage parents to participate in the program, act as a resource in parliamentary matters and general activities, and act as liaisons between the Parent Committee and Administration.
- The Education Center Coordinator ensures that all documentation prepared by Parent Committee is correct and submitted on a timely basis.
- The Teacher is to encourage parent participation in the classroom, involve parents in curriculum planning, inform parents about classroom activities, help out with activities as requested, and attend scheduled meetings.
- Health Services staff will attend meetings on a regular basis and/or provide health-related information to Education Center Coordinators to distribute at meetings.

All children and their families, within PCI System’s Centers and Day Care Homes, shall be accepted as they are when they enter the Center or Day Care Home.

Meal Service Procedure

A physician’s written instruction is required to implement a special diet for medical reasons. The Education Center Coordinator must submit written diet instructions to Nutrition Services for proper implementation. A special diet can only be discontinued if the child withdraws or physician amends diet through written instructions. The parent will not be permitted to amend or cancel their children’s special diet without written permission from their doctor.

- All meals are served according to the manner specified in PCI's Family Style Meal Service Policy. Children are encouraged, but not forced to eat. When a child eats too little or too much, the problem is discussed with the parent(s). If necessary, a nutrition referral will be prepared and submitted to Nutrition Services.
- All food is properly stored, prepared, distributed, and served under sanitary conditions.
- All staff and volunteers involved in the direct preparation and transportation of meals must wear hair restraints at all times.
- Meal pattern guidelines - Center staff are to ensure each child receives the required serving size of each food component as listed on the classroom menu. In addition, second servings of food items are available for the children.
- Meal counts must be recorded at the point of service. Staff members must count the meals when a child serves him/herself, not before or after the mealtime.
- Feeding practices for infants and toddlers will be tailored according to each child's nutritional needs, requirements, and schedules
- During lunch, staff and volunteers are seated and eating the same foods prepared for the children. Staff and volunteers do not eat breakfast or p.m. snack food items.
- No food may be removed from the center or any PCI property at any time. This includes food that has been disposed of as leftovers, "scraps" or damaged food items.

PCI Disabilities Program

In order for a child to participate in PCI Disabilities Program, the child must first go through the development of the Individual Educational Plan (IEP) or the Individual Family Service Plan (IFSP). Children with an Individual Educational Plan (IEP) or Individual Family Service Plan (IFSP) are eligible and encouraged to participate in the Disabilities program.

Before enrollment is made official and services can be rendered on and/or away from the center, direct guidance on the IEP or IFSP must be made to the service provider, child's teacher, and the parent/guardian. In particular, methods of supporting the needs of the child will be identified.

The Special Services Content Area will provide the Teacher and the Education Center Coordinator with a written copy of the IEP/IFSP for each applicable child. In addition, a scanned copy of the Child's IEP/IFSP will be maintained in the ChildPlus tracking system. The teacher will use the IEP/IFSP to prepare appropriate lesson plans for individualization, and the Education Center Coordinator will also assist the teacher (if applicable) and for full implementation.

The child's progress depends on the implementation of the IEP/IFSP. Therefore, the following disciplinary action will be enforced for failing to adhere to a child's IEP/IFSP report:

- Education Center Coordinator, Teacher, applicable Content Area Staff and Immediate Supervisor proven guilty of not adhering to the IEP OR IFSP goals will receive disciplinary action.

IEPs and IFSPs are individually prescribed and cannot be modified or altered.

- Any teacher(s) or supervisor(s) who is/are proven guilty of implementing any activity, technique, or service not in accordance with an IEP/IFSP or not in accordance with rules and regulations of PCI Policies and Procedures will be grounds for termination.

Children's Health and Well-Being

- On a daily basis, each child receives an arrival check and if he/she has signs /symptoms of an illness, he/she is not allowed to remain in the facility. Parent must be told of the situation in private. A child also receives a departure check.
- When a child becomes ill at a facility, the child's parent(s) must be contacted. The child is isolated and supervised closely by a staff member until the child is picked up by the parent/guardian. Special attention and care must be given to a child with uncontrollable diarrhea or vomiting.
- Child(ren) found to have a communicable disease/illness are re-admitted to the facility based on the Texas Department of Health Communicable Disease Chart and/or physician release (Refer to Minimum Standards, Appendix III; available at all centers). All applicable Communicable Disease cases must be reported to the Health Services Content Area.
- When a communicable disease (hepatitis, meningitis, typhoid, scarlet fever, COVID-19, etc.) is confirmed in a PCI Early Childhood Facility, the Education Center Coordinator or designee will immediately contact the Head Start/Early Head Start Coordinator. The Head Start/Early Head Start Coordinator informs PCI Health Staff. PCI Health Services Staff then contacts the San Antonio Metropolitan Health District for guidance. PCI Health Services staff then informs the Education Center Coordinator, of the necessary action to take (notes to parents, medical attention, facility closure, etc...).
- When a request to administer medication is made by a parent, the following procedures are to be adhered to:
 - ◆ The medication must be in its original container, dated and prescribed by a licensed physician to that particular child.
 - ◆ Written permission from a parent must be on file. The permission must include the name of the medication, the dosage, the hours of administration and the time frame the medication is to be given.
 - ◆ Center staff identified to administer medication to the child at the center will administer medication according to physician's instructions and must document medication giving PCI Permission on the Medication Administration Log.
 - ◆ The prescribed medication is stored in a safe place out of the reach of children in the medication box (under lock and key). When refrigeration is required, it is stored in a locked covered container away from all food items.
 - ◆ The medication is returned to the parent(s) when it is no longer needed or expired. The medication will be returned to parent(s) before school breaks and/or closures. When medication is left at a facility because the child is withdrawn or the medication is depleted, the container is to be disposed of properly.

- ◆ When giving “as needed” medications, staff must inform the parent and document on the Medication Administration Log form that the parent was notified.

Accident Procedures

When an accident occurs at a PCI Early Childhood facility, staff must adhere to the following procedures:

- The staff member supervising the child immediately applies appropriate first aid and immediately reports the accident to the Education Center Coordinator or designee, Staff member applying first aid must be certified in First Aid/CPR.
- The Education Center Coordinator or designee immediately contacts the child's parent(s) and PCI Health Services Staff.
- All accidents, major or minor, must be documented in the Incident/Illness Report Form. A copy is given to the child's parent/legal guardian when he/she arrives to pick the child up or at the earliest opportunity. The parent/guardian must sign the form.
- All first aid supplies are to be kept out of reach of children. A First Aid and Emergency Care Guide is to be posted at each PCI Early Childhood Facility.
- When emergency treatment by a doctor/hospital is necessary any available center, staff member is to accompany the child to the hospital in the case of an emergency. A staff person from Health Services can assist in accompanying child to the hospital if he/she is at the center. If the Health staff is too far away, they will meet center staff and child at the hospital. The staff person accompanying the child must take the “Child and Family File” with him/her to ensure that the Health Services Form 500 is accessible, if a parent is not available. The Education Center Coordinator or designee must notify TDFPS of any injury to a child that requires treatment by a Health Care Professional as soon as possible.

Transportation Procedures

Parent/Child Incorporated only provides transportation services for Emergency Evacuation and approved Field Trips. Any employee in a position that requires driving an Agency bus/vehicle, must have the required CDL or current appropriate Driver's License with a good driving record, and must be eligible to be placed on the Agency's insurance. Failure on the part of the bus/vehicle driver to have a driving record that meets all of PCI's regulations, will forfeit his/her ability to drive an Agency bus/vehicle. Driving records are checked periodically throughout employment.

- PCI bus carries the mandated capacity only and is always equipped with a First Aid kit, seat belt cutter, and fire extinguisher.
- When an accident occurs, the bus driver and bus monitor immediately report it to his/her immediate supervisor and to the EHS/HS Coordinator. The EHS/HS Coordinator will report accident immediately to the CEO. The bus driver and bus monitor will complete an Accident Report, and a cover memorandum with details of the accident.

For Emergency Evacuations, the following will be adhered to:

- Education Center Coordinator (ECC) will immediately notify the EHS/HS Coordinator of the purpose for emergency evacuation. The EHS/HS Coordinator will immediately notify the CEO and Compliance Officer/Special Services Coordinator.
- ECC and center staff will immediately account for all children.
- Transportation Services will immediately be provided using Agency school bus/vehicle and transport children and staff to the approved designated location.
- Children's parents will immediately be notified of purpose of evacuation and where children will be relocating.
- ECC and center staff will ensure that First Aid kits, children's medication (if applicable), Sign In/Out forms, and the Authorization to Release forms are secured and accompanied with the center staff.
- PCI bus monitor will also be dispatched to assist with the emergency evacuation.
- Failure in any staff not adhering to the procedures will be disciplined as deemed necessary.

During Approved Field Trip Excursions:

- EHS/HS Coordinator will develop the Agency's Field Trip schedule.
- Education Center Coordinator (ECC) will submit the Field Trip request form to the EHS/HS Coordinator for all appropriate approvals.
- ECC and assigned classroom Teacher will ensure that appropriate First Aid kit(s), Sign In/Out sheets, children's medication (if applicable) and the Authorization to Release forms are secured for the field trip.
- PCI bus monitor will assist in loading and unloading all children. Will also assist in ensuring all children are seated and fastened in their appropriate seat prior to departure.
- PCI bus driver, bus monitor, ECC, and Classroom Teacher will account for all children going and returning from the field trip.
- Failure on any staff adhering to the procedures will be disciplined as deemed necessary.

Record Keeping

The following documentation is to be kept current and correct by designated staff:

- Education Center Coordinator
 - ◆ Staff Attendance
 - ◆ Daily Meal Count and Attendance Record Log
 - ◆ Daily Enrollment/Attendance
 - ◆ Parent/Guardian Sign-In and Out forms
 - ◆ Non-Federal Share Forms
 - ◆ Incident/Illness Reports
 - ◆ Reporting Child Abuse
 - ◆ Child/Family Files

- Teachers
 - ◆ Child's Profiles
 - ◆ Home Visits
 - ◆ Parent/Teacher Conference
 - ◆ Progress Notes
 - ◆ Developmental Screenings
 - ◆ Daily Attendance and Meal Count Logs
 - ◆ Dental Hygiene
 - ◆ Emergency Accountability Log
 - ◆ Arrival and Departure Checks
 - ◆ Classroom Shift Change
 - ◆ Infant Daily Report

Procedures for Ordering Supplies and Equipment

Each Education Center Coordinator is responsible for ordering supplies and equipment for all activities and maintenance of their assigned center. The ECC will follow procurement policies and procedures to obtain such supplies and equipment.

XI. ON THE JOB ACCIDENTS/INCIDENTS

Purpose: All employees and supervisor are responsible for reporting accidents which occur while performing work for PCI. This procedure provides guidance and requirement for reporting and acting on job related accidents, including Worker's Compensation.

Procedures:

Employee responsibilities

All accidents which occur during working hours must be reported promptly to the immediate supervisor, whether the injury requires medical treatment, first aid or no treatment at all. Failure by the employee to promptly report the accident may result in disciplinary action being taken against the employee by the immediate supervisor.

Supervisor Responsibilities

The supervisor will call Human Resources upon being informed of the injury. The supervisor will investigate the accident and complete an Incident Investigation Report. This report will be submitted to Human Resources within 24 hours of the incident. A written statement from the injured employee and one from each witness must be attached to the Incident Investigation Report. Failure to report the incident and submit a completed Incident Investigation Report to Human Resources within 24 hours of the incident may result in disciplinary action being taken against the supervisor.

Obtaining Medical Treatment

Human Resources will refer the injured employee to a physician or to the employee's personal physician if medical care is deemed necessary. Only Human Resources has the authority to refer injured employees for medical care.

In case of an extreme emergency, the on-site personnel is to call EMS (911) and then place a call to Human Resources. Only the supervisor or the injured employee is authorized to give the particulars of the injury or illness to the EMS personnel (unless injury is of immediate attention). No statement is to be given by any other staff member. The immediate supervisor will notify family members.

The employee, who is referred to a physician or hospital for medical treatment of an occupational injury, is required to report to Human Resources immediately following treatment of the injury. If the employee is unable to return to Human Resources due to the injury, the employee is to call Human Resources as soon as possible for instructions.

The injured employee must present written documentation from the treating physician to Human Resources. This documentation should state the date of treatment, the diagnosis, prognosis, follow-up appointments, return-to-work date, and any restrictions and/or limitations prescribed. The information on treatment, diagnosis, prognosis and follow-up appointments should relate only the occupational injury and not to any unrelated medical condition.

The injured employee must obtain a Return-To-Work Release from Human Resources prior to being admitted back to the work site. Human Resources will send an email releasing the

employee for work, supervisors are not to allow employees into the workplace without a Return-To-Work Release after each doctor's appointment.

Compensation

When an employee is injured on the job, he/she will be paid for the day of injury. The employee may choose, but is not required, to take PTO for the first 40 hours of lost time, for which the treating physician takes the employee off work. Thereafter, leave without pay will be used for all lost time from work due to therapy appointments, follow-up appointments with the physician, or absences of any kind due to the job related injury/illness.

After 7 days of continuous lost time, which includes a Saturday and a Sunday, the employee will be compensated by the workers' compensation insurance carrier at a rate allowed by TWCC Rule 12. If an employee is out of work for more than 14 days, then the first 7 days are compensated by the insurance carrier.

The employee is responsible for transportation to and from all appointments. The employee will be paid for 1-hour of travel time to attend a doctor's appointment or therapy session. The employee must follow the Time and Attendance System clocking in/out procedures, provide verification of the appointment and complete a Time and Attendance Correction form to be compensated. PCI or the insurance carrier will not compensate any additional travel time.

Should an emergency arise where the employee cannot keep an appointment, it is the employee's responsibility to contact the doctor's office and reschedule the appointment. The employee is also to call and inform Human Resource that the appointment was not kept.

The employee is fully responsible for informing his/her supervisor of any changes in the work schedule. In addition, the supervisor has the right to request verification of all scheduled follow-up appointments, and/or therapy sessions.

Return to Work and Medical Release

The injured employee must present written documentation from the treating physician to Human Resources. This documentation should state the date of treatment, the diagnosis, prognosis, follow-up appointments, and return to work date and any restrictions and/or limitations prescribed. The information on treatment, diagnosis, prognosis and follow-up appointments should relate on to the occupation injury and not to any unrelated medical condition.

A Return to Work Program is available to injured employees with limitation/restrictions upon the recommendation of the treating physician, immediate supervisor, and the Human Resources Specialist. A written bona fide offer of employment will be made in writing to each employee upon acceptance into the Return to Work Program.

The injured employee must obtain a return-to-work release form from Human Resources prior to being admitted back to the work site. Supervisors are not to allow employees into the workplace without presenting a return to work release.

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An employee, who will be out of work for more than 5 consecutive days, must comply with the Leave of Absence policy. Leave of Absence requests are the sole responsibility of the injured employee.

Failure to report to work within 3 working days after the scheduled return-to-work date will constitute a voluntary employment termination.

Failure to return to work within 3 days of a bona fide offer of employment will constitute a voluntary employment termination.

Failure to keep medical or therapeutic appointment, follow physician's written instructions, take medications as prescribed, or follow-up with the Human Resources Office can be grounds for termination of workers' compensation benefits as prescribed by law.

The employee is held fully responsible to make sure the attending physician provides PCI with all required documentation. PCI is not liable for non-receipt of electronic or faxed information.

Tampering with a physician's statement will be grounds for termination, and can be grounds for termination of workers' compensation benefits as prescribed by law.

Post-Accident Test

An employee involved in a work-related accident is subject to a urine and/or breath test for drugs and/or alcohol without prior notice. An employee who causes an accident, including but not limited to an automobile collision, can be subject to a drug test. PCI will pay for the drug test.

Workers Compensation

PCI has worker's compensation insurance coverage from the Texas Workers' Compensation Insurance Fund to protect employees in the event of a work-related injury or illness. This coverage has been effective since March 21, 1994. Any injuries or illnesses, which occur on or after that date, will be handled by the Texas Workers' Compensation Insurance Fund

All employees are eligible to receive workers' compensation benefits for work-related injuries or illnesses. Independent contractors, vendors, and visitors are not employees of PCI, therefore, are not eligible for workers' compensation benefits.

The Agency workers' compensation carrier will provide for authorized medical treatment, weekly disability income, or rehabilitation training as deemed medically necessary and in accordance with the term of its workers' compensation policy.

XII. Family and Medical Leave Act (FMLA)

Purpose: To ensure compliance with the federal Family and Medical Leave Act.

Policy: The Agency will comply with all provisions of the Family and Medical Leave Act.

Procedure: The Agency will provide up to twelve (12) weeks of unpaid job protected leave during a “rolling” 12-month period to eligible employees for the following:

- For incapacity due to pregnancy, prenatal medical care or birth of a child.
- To care for the employee’s child after birth, or placement for adoption or foster care.
- To care for the employee’s spouse, son or daughter, or parent who has a serious health condition.
- For an employee’s serious health condition.

Eligibility Requirements

To be eligible for unpaid family leave under this Act, an employee must:

- Be employed by the Agency.
- Have worked for the Agency for at least twelve (12) months and for at least 1,250 during the last year.

Spouses employed by the Agency will only receive a combined total of twelve (12) weeks for family leave for:

- The birth or adoption of a child; or
- Care for sick parent.

PCI will comply with FMLA regulations for employees on layoff who have been recalled and meet the requirements of the act.

Conditions

The Agency will allow a portion of unpaid leave to be substituted with any accrued leave from the employee’s leave bank upon request.

Employee Responsibilities

Employees must provide 30-day advance notice of the need to take FMLA when the need is foreseeable. When 30 days’ notice is not possible, the employee must provide notice as soon as practical and generally must comply with the normal Agency call-in procedures.

PCI does require employees to provide sufficient information to determine if the leave qualifies for FMLA protection and the anticipated timing and duration of the leave. Employees may also be required to provide a certification and periodic re-certification supporting the need for leave

Intermittent and Reduced Leave

As an alternative to 12 consecutive weeks of unpaid leave, an employee may request intermittent leave or a reduced leave schedule. An employee working fewer hours or taking occasional days to accommodate his/her illness or that of a family member, however, may

be required by PCI to transfer temporarily to an available alternative position for which the employee is qualified and that has:

- Equivalent pay and benefits; and
- Accommodates recurring periods of leave better than the employee's regular position.

Any exempt employee requesting intermittent FMLA leave for an entire day and/or for a partial day, if the partial day exceeds one hour, will be required to use leave. If the exempt employee has no leave, this portion of the day or full day will be leave without pay.

Military Leave Entitlements

- Employees with a spouse, son, daughter or parent in the National Guard or Reserves called to active duty status or on active duty may use their 12-week leave to address certain qualifying exigencies.
- Eligible employees may take up to 26 weeks of leave to care for a covered service member in the Armed Forces to include the National Guard or Reserves who has a serious injury or illness.

An employee taking Family and Medical Leave will be allowed to return to his/her original position or to an "equivalent position with equivalent employment benefits, pay and other terms and conditions of employment."

TIME LIMITATION

Employment will not be held open for an employee who cannot return to work and perform the essential functions of their positions after an absence from work of any kind in excess of 6 months. This policy applies to all employees whether they are absent from work due to a non-work-related injury, work-related injury, illness, worker's compensation, and/or leave without pay.

If the employee cannot return to work after the 6-months absence, the employee's employment will be terminated. Thereafter, the employee will be eligible to reapply for employment and the employee will be considered for any available position to which the employee is qualified. The employee will be eligible to re-apply with PCI and consideration for re-employment will be given.

EMERGENCY AND SPECIAL SITUATIONS LEAVE

Leave of absence may be granted for an emergency such as, personal business or extended serious illness. If request is due to an illness, a doctor's statement must be attached to the request. The doctor's statement should indicate the time frame the employee will be out on leave.

XIII. INFORMATION TECHNOLOGY SYSTEMS ACTIVITIES

Purpose: PCI is responsible for securing the Agency's IT Systems against unauthorized access and/or abuse, while maintaining accessibility for authorized and legitimate users. This responsibility includes informing users of expected standards of conduct and the consequences for not adhering to them. Any attempt to violate the provisions of this policy could result in actions to curtail future access, regardless of the success or failure of the attempt.

Policy: This policy of acceptable use applies to any and all forms of use of Agency Information Technology Systems (IT Systems) and does not supersede or limit any state or federal laws, nor any other agency policies regarding confidentiality, information dissemination, or standards of conduct.

All employees are required to sign the Agency's Information Technology Acceptable Use Policy issued by the Human Resources Department.

PCI's IT Systems may be used for **ONLY** legitimate PCI business only during the course of the employee's assigned duties, except as noted. PCI owns all IT Systems and the content there in such as but not exclusive to software applications (programs), data files and E-mails to include attachments created, transmitted to/from, or stored on any Agency IT Systems.

The users of the PCI IT Systems are responsible for respecting and adhering to local, state, federal and international laws. Any attempt to break those laws by use of the IT Systems may result in litigation against the offender. If such an event should occur, PCI will fully comply with the authorities to provide any information necessary for the litigation.

To ensure smooth system operations, the systems administrator will monitor accounts to support the efficiency of the system. Every effort will be made to maintain privacy and security in this purpose. IT Systems administrator will have full access to a user's account for maintenance purposes or to correct problems.

PCI shall not be liable for user's inappropriate use of electronic communication resources or violations of copyright restrictions, user's mistakes or negligence, or costs incurred by users. PCI shall not be responsible for ensuring the accuracy or usability of any information found on the Internet.

PCI reserves the right to periodically monitor system activities to ensure the proper use of PCI's IT Systems and services. All PCI staff shall be required to acknowledge receipt and understanding of all administrative regulations governing use of the system services and shall agree in writing to allow monitoring of their use and to comply with such regulations and guidelines.

TECHONOLOGY/COMMUNICATION POLICY & PROCEDURES

Technology is a positive, enabling force for staff engagement, operational efficiency, and student achievement when thoughtfully implemented. The trajectory of technology innovation will continue to create opportunities for Parent/Child Incorporated (PCI). Technology must be applied holistically, including the appropriate support systems and professional development.

PCI provides a wide range of technology resources to staff and children to advance the educational mission of our Agency.

Conduct Rules:

The policies & procedures outline in the Employee Handbook contains the appropriate and inappropriate usage of PCI's Technology Resources and personal electronic devices connected to the network.

This regulation does not attempt to articulate all required or proscribed behavior by the users. Employees are subject to the Employee Conduct Rules Policy found in the Employee Handbook.

The successful operation of the PCI's computer network system and the use of technology resources requires that all users conduct themselves in a manner consistent with PCI's policies, regulation, and rules. You, the user, are ultimately responsible for your actions in accessing and using PCI's technology resources and the Agency computer network. As a user of PCI's Technology resources, employees are expected to review and understand the guidelines and procedures outlined in the Employee Handbook.

Under PCI's Policy, "It shall be the duty of all employees to know the rules, policies, and regulations within Parent/Child Incorporated.

Appropriate Use:

The following policies apply to all staff, visitors, students, and covers all Agency technology resources, which include all computer equipment (including any desktop and/or laptop computers provided to staff (as assigned), all tablets or smart devices, agency-issued cell phones, the computer network, wireless network, and any software licensed to PCI. We expect everyone to exercise sound judgement and use of technology resources provided professionally. Any damage to PCI property outside the wear and tear, the employee will be required to reimburse PCI if discovered that the loss was due to negligence by the employee.

Policy Brief & Purpose:

Our employee internet usage policy outlines our guidelines for using PCI's internet connections, network, and equipment. We want to avoid inappropriate or illegal use that creates risks for our company's legality and reputation.

Scope:

This employee internet usage policy applies to all our employees, contractors, volunteers, and partners who access our network and computers.

EMPLOYEE INTERNET USAGE POLICY ELEMENTS:

What is appropriate employee internet usage?

PCI employees are advised to use our company's internet connection for the following reasons:

- To complete their job duties.
- To seek out information that they can use to improve their work.

We do not want to restrict our employees' access to educational websites of their choice, but we expect our employees to exercise good judgement and remain productive at work while using the internet.

Any use of our network and connection must follow our confidentiality and data protection policy. Employees should:

- Always keep passwords secret.
- Do not leave passwords in plain sight.
- Log into their corporate accounts only from safe devices.
- Use strong passwords to log into work-related websites and services.

What is inappropriate employee Internet usage?

PCI employees **must** not use our network to:

- Download or upload obscene, offensive, or illegal material.
- Send confidential information to unauthorized recipients
- Invade another person's privacy and sensitive information.
- Download or upload movies, music, pornography and other copyrighted material and software.
- Visit potentially dangerous websites that can compromise the safety of our network and computers.
- Perform unauthorized or illegal actions, like hacking, fraud, buying/selling illegal goods or more.

We also advise our employees to be careful when downloading and opening/executing files and software. If you are unsure if a file is safe, please ask your supervisor or FIOSTA by creating a service ticket. Employees may not deactivate or configure settings and firewalls without managerial approval or FIOSTA. We will not assume any responsibility if employee devices are infected by malicious software, or if their personal data are compromised as a result of inappropriate employee use.

Company-issued equipment:

We expect our employees to respect and protect our company's equipment. "Company equipment" in this computer usage policy for employees include company-issued phones, laptops, tablets, and any other electronic device belonging to PCI. We advise our employees to lock their devices in their desks when not being used. Our employees are responsible for their equipment whenever they take it out of their offices. Never leave PCI equipment in your car or in an insecure location.

Use of email:

Our employees can use their Agency email account for work-related purposes. Employees should not use their corporate email to:

- Register to illegal, unsafe, disreputable, or suspect websites and services.
- Send obscene, offensive, or discriminatory messages and content.
- Send unauthorized advertisements or solicitation emails.
- Sign up for a competitor's services unless authorized.

"Our company has the right to monitor corporate emails. We also have the right to monitor websites employees visit on our computers."

Disciplinary Action:

Employees who do not conform to PCI's Internet usage policy, will face disciplinary action. Serious violations will be cause for termination, or legal action when appropriate.

Examples of serious violations are:

- Using our internet connection to steal or engage in other illegal activities.
- Causing our computers to be infected by viruses, worms, or other malicious software.
- Sending offensive or inappropriate emails to our customers, colleagues, or partners.

Social Media Policy:

PCI's Social Media Policy provides a framework for using social media. Social media is a place where people exchange information, opinions, and experiences to learn, develop, and have fun. Whether you're handling a corporate account or using one of your own, you should remain productive and avoid damaging Parent/Child Incorporated (PCI) in any way. This policy provides practical advice to avoid issues that might arise by careless use of social media in the workplace.

Also, by "social media", we refer to a variety of online communities like blogs, social networks, chat rooms and forums-not just platforms like Facebook or Twitter. This policy is built around two different elements: using personal social media at work and representing our Agency through social media.

Using personal social media

We [allow] our employees to access their personal accounts during their lunch breaks, 15-minute break, or during a special occasion specified by the CEO. We expect you to act responsibly and ensure your productivity is not affected by usage outside the allotted time.

We ask that you use care when posting on social media, too. We also caution you to avoid violating anti-harassment policies or posting something that might make your collaboration with your colleagues more difficult (e.g., hate speech against groups where colleagues belong to). In general, please:

- **Ensure others know that your personal account or statements do not represent our company.** You should not state or imply that your personal opinions and content are authorized or endorsed by Parent/Child Incorporated. We advise using a disclaimer such as “opinions are my own” to avoid misunderstandings.
- **Avoid sharing intellectual property** like trademarks, logos, mottos on a personal account without prior approval. Confidentiality policies and laws always apply.
- **Avoid any defamatory, offensive, or derogatory content.** It may be considered as a violation of our company’s anti-harassment policy, if directed towards colleagues, clients, or partners.

Representing Parent/Child Incorporated (PCI)

Some employees represent our company by handling PCI’s social media accounts or speak on our company’s behalf. If you are not in that position as a public relations representative, you are not allowed to speak to media or outside entities without prior approval from the CEO. We expect you to act carefully, and responsibly to protect Parent/Child Incorporated’s brand and reputation always whether on the clock or not.

You should:

- Be respectful, polite, and patient when engaging in conversations with public. You should be extra careful when making declarations or promises towards parents, contractors, vendors, etc.
- Avoid speaking on matters outside your field of expertise when possible. Everyone should be careful not to answer questions or make statements that fall under somebody else’s responsibility.
- Follow your confidentiality/data policy and observe laws on copyright, trademarks, plagiarism, and fair use.
- Inform your supervisor/communications department when you are about to share any major-impact content.
- Never post discriminatory, offensive, or libelous content and commentary.

“PCI continues to monitor all social media postings on our Agency account.”

Disciplinary Action:

We may have to take disciplinary action leading up to and including termination if employees do not follow policy guidelines. Examples of non-conformity with the employee social media policy include, but not limited to:

- Disregarding job responsibilities and usage of social media at work outside the designated time.
- Disclosing confidential information through personal or agency accounts.
- Directing offensive comments towards other members of the online community through personal or agency social media accounts.
- If you violate this policy inadvertently you may receive a reprimand or termination. We expect you to comply after that, or stricter **disciplinary actions** will apply.

Employee Confidentiality Policy:

Purpose: PCI has designed our company confidentiality policy to explain how we expect our employees to treat confidential information. Employees will unavoidably receive and handle personal and private information about students, staff, clients, partners, and our Agency. We want to make sure that this information is well-protected. This policy affects all employees, including board members, contractors, and volunteer who may have access to confidential information.

We must protect this information for two reasons:

- Legally binding (e.g., sensitive data)
- Constitute the backbone of our Agency giving us a competitive advantage (e.g., business processes.)

Procedure:

Confidential and proprietary information is secret, valuable, and/or easily replicated.

Common examples of confidential information are:

1. Unpublished financial information.
2. Data of employees, children, parents/guardians, and visitors.
3. Patents, formulas, or new educational technologies.
4. Customer lists (existing and prospective).
5. Data entrusted to our company by external parties.
6. Undisclosed strategies.
7. Leadership PCI documents, lesson plans, videos, etc.
8. All PCI documents and processes explicitly marked as confidential.
9. Unpublished goals, forecasts, and initiatives marked as confidential.

Employees may have various levels of authorized access to confidential information.

What employees should do

- Lock or secure confidential information always.
- Shred confidential documents when they are no longer needed.
- Make sure they only view confidential information on secure devices.
- Only disclose information to other employees when it is necessary and authorized.

- Keep confidential documents inside our agency premises unless it is necessary to move them. Please request approval from your immediate supervisor before moving any documents or equipment.

What employees should not do

- Use confidential information for any personal benefit or profit.
- Disclose confidential information to anyone outside of our company.
- Replicate confidential documents and files and store them on insecure devices.

Confidentiality Measures:

When employees stop working for our company, they are obligated to return any confidential files, PCI electronic drives and delete them from their personal devices.

All staff is required to take measures to ensure that confidential information is well protected by:

- Store and lock paper documents.
- Encrypt electronic information to safeguard databases.
- Ask employees to sign non-compete and/or non-disclosure agreements.
- Always ask for authorization by your supervisor to allow employees to access certain confidential information.

Exceptions:

Confidential information may occasionally have to be disclosed for legitimate reasons.

Examples are:

- If the information is part of an on-going investigation or audit.
- If our Agency examines a venture or partnership that requires disclosing some information (within legal boundaries). In such cases, employees involved should document their disclosure procedure and collect all needed authorizations. We are bound to avoid disclosing more information than needed.

Disciplinary Action:

1. Employees who do not respect our confidentiality policy will face disciplinary and possibly legal action.
2. We will investigate every breach of this policy.
3. Our Agency will terminate any employee who willfully or regularly breaches our confidentiality guidelines for personal profit.
4. We may also have to punish any unintentional breach of this policy depending on its frequency and seriousness.
5. We will terminate employees who repeatedly disregard this policy, even when they do so unintentionally.
6. This policy is binding ever after separation of employment.

XIV. Employee Assistance Program

PCI offers help to employees with personal problems, including but not limited to substance abuse problems. This is accomplished through a referral program. Insurance benefits to cover some or all of the expenses of substance abuse treatment may be available under the terms of the medical insurance plans selected by eligible employees. Time off to obtain such treatment may be available under PCI's Family and Medical Leave Policy. Information regarding the use and availability of these assistance programs is available from the Human Resources Department

Employees convicted of (or who plead guilty to or are sentenced for) a drug crime occurring in the workplace must report the conviction to their immediate manager within five days. Such employees will be disciplined or discharged. If the convicted employee was directly engaged in performing work under a government grant or contract, the granting/contracting agency will be notified within ten days of when PCI learns of such conviction.

XV. EDUCATION BENEFITS

Purpose: PCI's Head Start and Early Head Start Program provides CDA assistance to Head Start Teachers, Early Head Start Teachers, and Teacher Assistant staff. Funds are available for Head Start and Early Head Start staff to acquire an initial CDA or renew CDA. These benefits are made available to ensure and assist and keep teaching staff current in their educational requirements.

Procedure: PCI provides educational funds for initial CDA and CDA renewals. Teaching staff will make an appointment with the Training Department to acquire information/materials for an initial CDA or CDA renewal.

The education benefits include:

- Enrollment in 120 hours online training at a low cost for Initial CDA
- Payment of CDA Application fee for Initial CDA
- Purchase of CDA Competency book
- Purchase of materials needed to complete CDA Portfolio
- Purchase of CDA Renewal application
- Purchase of CDA (45) on-line courses for CDA renewal

These opportunities and the requirement will ensure the agency complies with mandates of a CDA Credential.

All benefits and funds are available through funding and will be used to comply with the Head Start Performance Standards, which is the upmost interest of the Agency.

It is the hope of the agency that staff receiving education benefits through PCI will remain with the agency after completion of their CDA certification.

XVI. CAREER OPPORTUNITIES FOR CURRENT AND FORMER EARLY HEAD START PARENTS

Purpose: One of PCI's primary roles is to offer career opportunities for community residents, in particular parents of our children. PCI seeks to improve lives by offering career opportunities for those who, due to education, culture, social background and/or disability, are unable to compete for jobs in other institutions or agencies. Therefore, it is PCI's philosophy to employ individuals who have potential and interest in developing their skills, thus allowing them to become economically self-sufficient.

Procedure: Current or former Early Head Start and Head Start parents are given priority consideration in filling vacancies at PCI provided they meet the education and requirements of the position for which they are applying for. Substitutes are welcomed to apply for an Initial CDA credential, once they have obtained 480 hours of professional work experience in a center-base setting.

XVII. HARASSMENT AND VIOLENCE IN THE WORKPLACE

Purpose: All PCI employees have the right and are obligated to report in good faith acts of harassment or threats of violence in the workplace. This procedure provides information to each employee of their rights and duties regarding harassment or threats of violence.

Procedures:

Harassment

PCI prohibits, will not tolerate, and takes disciplinary action, to include termination, against discrimination and/or harassment of its employees, visitors, families, children and all others associated with the Agency.

It is Parent/Child Inc.'s goal to provide a workplace free of tensions involving matters which do not relate to company business. Treating employees differently because of race, color, religion, sex, national origin, age, disability or sexual orientation is prohibited.

"Harassment" is conduct directed towards an employee because of that employee's race, color, religion, sex, national origin, age, disability, sexual orientation or because the employee has engaged in protected activity that is sufficiently severe or pervasive to alter the conditions of employment.

"Protected activity" means that an employee has made a complaint or filed a grievance alleging unlawful discrimination; filed a charge of discrimination with the Equal Employment Opportunity Commission; or participated in an investigation under a charge of discrimination.

Employees are prohibited from engaging in any communication, whether verbal or written, based on race, color, religion, sex, national origin, age, disability, sexual orientation or prior protected activity in the workplace. Employees are prohibited from favoring one employee

over another employee in the terms and conditions of employment because of race, color, religion, sex, national origin, age, disability, sexual orientation or because the employee has engaged in protected activity. Employees are prohibited from engaging in any harassment of another employee on the basis of race color, religion, sex, national origin, age, disability, sexual orientation or because the employee has engaged in protected activity.

Any discussions, conduct, comments that are discriminatory or offensive on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, prior protected activity or any other status protected by law, are inappropriate in the workplace.

It is the practice of PARENT/CHILD INC. that any employee that has made a complaint or filed a grievance alleging discrimination or harassment or has filed a charge of discrimination with the Equal Employment Opportunity Commission or participated in an investigation arising out of a charge of discrimination shall not be retaliated against because of such protected activity.

Harassment / Discrimination Complaint Procedure:

Respond - Respond to the harassing actions by informing the person that the conduct is unacceptable, and continuation of it will be formally reported.

Record - Record what took place. Be descriptive by noting such items as time, place, witnesses, clothing being worn, dialogue held, etc....

Report - Any employee who experiences or witnesses any prohibited behavior is to report it to the immediate supervisor, or if it is inappropriate to notify the immediate supervisor, the employee should contact the Human Resources Office. This should be done without fear of retaliation.

Sexual Harassment Policy

The Equal Employment Opportunity Commission (EEOC) has established guidelines particularly for sexual harassment, as a form of sexual discrimination under Title VII of the Civil Rights Act.

Sexual Harassment directed toward an employee or applicant generally falls unto several categories of conduct:

- unwanted sexual advances;
- request for sexual favors during work or as a condition of employment;
- jokes of a sexual nature, whether implicit or explicit;
- verbal and/or physical conduct of a sexual nature or based upon a person's gender;
- sexual remarks, innuendos, ridicule and intimidation;
- offensive, humiliation remarks directed at women or men and work-sabotaging pranks;
- posters, calendars, computer screen savers, or other visible materials of a sexual nature.

Such conduct becomes illegal when:

- submission to the conduct is explicitly or implicitly a term or condition of an individual's employment;
- submission to/or rejection of this conduct is a basis for employment decisions;
- this conduct has the purpose or effect of substantially interfering with an individual's work performance, creates an intimidation, hostile, or offensive work environment.

A supervisory employee that has a close personal relationship with a subordinate employee is engaging in risky behavior. IT IS NO DEFENSE TO A CLAIM OF SEXUAL HARASSMENT THAT THERE IS A CLOSE PERSONAL RELATIONSHIP BETWEEN EMPLOYEES. Such a relationship should not exist in the first place. There shall be no conduct between employees that comes within the definition above of Sexual Harassment.

SEXUAL DISCUSSION OR CONDUCT, AND COMMENTS ARE INAPPROPRIATE IN THE WORKPLACE AND VIOLATE PARENT/CHILD INC.'S POLICY EVEN IF THEY DO NOT MEET THE LEGAL DEFINITION OF UNLAWFUL SEXUAL HARASSMENT.

PHYSICAL TOUCHING, APART FROM THE ORDINARY BUSINESS CONTACT THAT IS CONSIDERED APPROPRIATE IN THE WORKPLACE AND VIOLATES PARENT/CHILD, INC.'S POLICY EVEN IF IT DOES NOT MEET THE LEGAL DEFINITION OF UNLAWFUL SEXUAL HARASSMENT.

What You Should Do If You Believe There Has Been Discrimination/Harassment/Retaliation in the Workplace:

Immediately report the Incident(s) to the Human Resources Department at Parent/Child Inc. If you do not feel comfortable reporting the incident(s) to that person you may report it to the Chief Executive Officer of Parent/Child Inc. You should make a written statement of your complaint. Don't remain silent about it – you must report it.

Acts of Threat of Violence in the Workplace

This Agency is committed to ensuring the safety of our children, families and staff. We therefore, observe a "Zero Tolerance" policy regarding work place violence or threats of violence. We will take all acts or threats of violence seriously, and will include employment termination for such misconduct. Proper authorities will be notified, and all necessary action will be taken in such circumstances. Any employee who witnesses acts or threats of violence must report them to the immediate supervisor and the Human Resources Department immediately.

Personal situations or domestic disputes will not be allowed to infringe on PCI providing a safe and healthy environment for staff, children and families.

Reporting Procedures:

- You are to report the incident immediately first to the immediate supervisor and then refer to the Agency Emergency Response Guide.
- If danger appears imminent, call the police department at 911 and then the Human Resources Department.

All reports will be taken seriously and an assessment will be made to determine steps necessary to protect PCI employees, the children, and those who do business for or with the agency, and the agency itself.

Employees are cautioned to refrain from making jokes, frivolous remarks or gestures, which could imply violence.

PCI will cooperate fully with and seek assistance from law enforcement agencies. PCI will pursue civil and criminal prosecution or other measures, as appropriate, to ensure safety and maintain business continuity in all of its facilities.

XVIII. DISCIPLINARY ACTION

Purpose: PCI has established a procedure to address disciplining of employees to address an employee's inability to perform required work, violation of work rules, regulations, policies, procedures, and/ or misconduct.

Policy: PCI uses a progressive disciplinary policy.

Procedure: The Agency has the right to take disciplinary action for violation of any PCI rules and regulations and discharge, suspend, and/or take any disciplinary action against an employee for just cause. Just cause shall be defined as follows: but is not limited to an employee ability to perform required work, any violation of work rules, regulations, policies, procedures, and/or misconduct.

The discipline of an employee will normally follow the principles of progressive disciplinary action through a system of disciplinary action that shall consist of one of the following: Oral Reprimand, Written Reprimand, Suspension Without Pay, or Involuntary Termination. The following are the Guidelines for Disciplinary Actions as set forth in policy, but not limited to:

Involuntary Termination

All termination actions of Early Head Start and all other PCI Programs if applicable will be taken before the PCI EHS Policy Council and/or the PCI Board of Directors for approval or disapproval.

An employee who is terminated will be given an opportunity to "clean out" his/her desk, office, or work area with direct supervision at the time so designated by PCI. The employee will then be required to leave the premises.

Grounds for involuntary termination include, but are not limited to, the following acts:

- Reporting to work or working under the influence of any detectable level of drugs or alcohol
- Positive drug or alcohol test result
- An unauthorized absence of 3 or more consecutive work days
- Involvement in prohibited political activities (partisan)
- Acceptance of rewards, favors, or gifts in exchange for Agency services
- Revelation of confidential information without official written authorization
- Carrying firearms or other dangerous objects on Agency property or while performing work duties. A permit to carry firearms does not give an employee permission to carry a firearm.
- Stealing of Agency or staff property.
- Accepting or giving bribes of any nature.
- Any employee found guilty of conflict of interest or nepotism.
- Employee subsequently becomes physically or mentally incapacitated, which prevents him/her from performing the essential functions of his/her position. A person whose physical or mental condition or health status creates a direct threat to the health, safety, and wellbeing of children, staff or to the employee.
- Repeated violations by directly responsible persons of the rules and regulations as defined by funding sources, regulatory agencies and Agency program policies and/or jeopardizing of funding due to violations.
- Repeated (must be documented) violations by an employee on the dress code, time and attendance or uniform policies, in accordance with the Disciplinary Progressive Action Process.
- Writing or signing checks drawn on Center Committees funds.
- Handling any money at any time or helping Center Committees prepare for fund raising events during working hours. Any exception must be authorized in writing by Management.
- Employees who walk off the job may be cause for termination.
- Proven inappropriate physical or oral discipline of children.
- Any other conduct that is not in keeping with acceptable standards of behavior generally associated with employment, in accordance with the Disciplinary Progressive Action Process.
- Failure to supervise children at all times to include both inside and outside activities and going to the rest room. If a child leaves a center unsupervised, all staff directly responsible for the supervision of that child, if proven guilty, will be disciplined appropriately, up to and including termination.
- Engaging or attempting to engage in the sale, possession, transfer or misuse/abuse of prescribed drugs or illegal drugs.
- Unsatisfactory documented performance during probation period.
- Falsifying or misusing any records, including but not limited to the child's application and employment information.
- Documented gross discourteous treatment of the public.
- Falsifying or tampering of a physician's official documentation.

- Provoking and or being involved in fights on Agency property or threatening bodily harm to any person.
- Criminal History Matches for: Felony conviction under Title 5 (Offenses Against the Person), Title 6 (Offenses Against the Family), or Chapter 43 (Public Indecency) of Title 9 of the Penal Code. -Sustained findings of Physical Abuse or Sexual Abuse.
- Failure to return from WC/FMLA ESSL LOA without prior notification within three (3) working days after being released from his/her treating doctor will constitute a voluntary termination of employment.

Suspension Without Pay

Acts of the following nature (the acts are not limited by the list identified below) shall be grounds for suspension without pay for a period of not to exceed ten (10) work days. Insubordination is defined as, refusal to obey an immediate supervisor's, Department Head's or the Chief Executive Officer's verbal or written instructions in accordance with the Disciplinary Action Process.

- Public statements, oral or written, for or on behalf of PCI without prior approval.
- Acts of disrespect for the privacy or dignity of others and acts that tend to obstruct colleagues in fulfilling their job responsibilities, in accordance with the Disciplinary Action Process.
- Engaging in any type of immoral or indecent conduct on the job or in connection with the performance of job responsibilities
- Spreading rumors, slander, gossip or lies resulting in harm to any employee of the agency, in accordance with the Disciplinary Action Process.
- Proven unacceptable behavior or interaction related to the discipline of the children, in accordance with the Disciplinary Action Process.
- Any other conduct on the job that is not in keeping with acceptable standards of behavior generally associated with employment, in accordance with the Disciplinary Action Process.

Acts of the above nature can also be grounds for termination depending on the severity of the act.

Disciplinary Probation

Grounds for Disciplinary Probation for a period not to exceed sixty (60) work days include, but are not limited to, the following acts.

- Habitual tardiness for work or any other scheduled work related activity, regardless of the degree of time, in accordance with the Disciplinary Action Process.
- Habitual absences without prior written authorization, regardless whether such absences are with or without pay, in accordance with the Disciplinary Action Process.
- Unauthorized or approved absences, in accordance with the Disciplinary Action Process.
- Unsatisfactory job performance due to habitual tardiness, absences or diminished quality or quantity of work, in accordance with the Disciplinary Action Process.

- Proven inappropriate discipline of children, in accordance with the Disciplinary Action Process.
- Any other conduct on the job that is not in keeping with acceptable standards of behaviors generally associated with employment, in accordance with the Disciplinary Action Process.

Disciplinary Progressive Action Process

The severity of the policy violation may warrant the omission of some of the steps in the following Disciplinary Action Process. The type and degree of the policy will constitute the reprimand.

- First Incident - Oral Reprimand (Documented)
- Second Incident - Written Reprimand (Corrective Conference)
- Third Incident - Disciplinary Probation up to sixty (60) days
- Fourth Incident - Suspension without Pay for up to ten (10) days
- Fifth Incident - Termination

Note: An employee may not grieve an Oral Reprimand or a Written Reprimand. The Second through the Fifth incidents of disciplinary action can be grieved. The action will be placed in the employee's personnel file.

Disciplinary Action

Any employee that is interviewed concerning action or lack of action that may result disciplinary action is entitled to have a representative present should the employee reasonably believe or be informed that disciplinary action may result.

The employee is given 24 hours to respond in writing to justify or refute such actions. This must be presented to the immediate supervisor with a copy sent to Human Resources. The employee's response is reviewed and taken into consideration, along with all other evidence, interviews of other parties or written documentation prior to the actual disciplinary action is administered.

All disciplinary action will be documented on one of the following Disciplinary Action forms:

Oral Reprimand	Memo for the Record
Written Reprimand	Corrective Action Form
Suspension Without Pay	Suspension Without Pay Form
Involuntary Termination	Involuntary Termination

The immediate supervisor taking the action will complete the form and forward to Human Resources for review for accuracy. Once Human Resources advised the immediate supervisor that the form has been completed correctly, the supervisor will proceed with administering the discipline.

The supervisor will sign the form. The employee will sign the form to acknowledge receipt of the action. The original form is placed in the employee's personnel file and a copy is given to the employee.

Human Resources will assist the immediate supervisor to facilitate all Involuntary Terminations.

All Disciplinary actions shall be carried out in private and in a businesslike manner. If the employee believes such disciplinary action was taken without just cause the matter may be pursued through the grievance process.

XIX. GRIEVANCE PROCEDURE

Purpose: The Grievance Procedure will offer a means of prompt and fair settlement of grievance affecting the employee's employment.

Policy: A complaint is an employee's dissatisfaction with some condition of the job and/or relationship with others on the job which are out of the employee's control.

Procedure: The grievance begins with the person in the chain of command who has the authority to grant a remedy. A complaint does not become a grievance unless the employee has: (1) discussed the cause(s) of the complaint with the supervisor that can remedy the issue, (2) the supervisor has rendered a decision which is unsatisfactory to the employee and (3) the matter complained of is a proper subject for a grievance as defined herein. Most grievances arise from misunderstandings or disputes that can be settled in an informal basis at the supervisory level.

The following are proper subjects for a grievance: Agency policies and procedures that affect conditions of employment which include: failure to promote, termination of employment, involuntary demotion, written reprimand or suspension, other adverse employment action dealing with performance and or conduct, claims of discrimination, retaliation and/or harassment because of race, color, religion, sex, national origin, age, and disability retaliation and/or affecting the terms and conditions of employment.

A copy of PCI-Grievance and Appeals Procedures shall be accessible to the employees at all times. Any employee who is involuntarily terminated with the exception of employees on employment probation, suspended without pay or demoted shall be provided a copy of the grievance procedures and shall be advised in writing of his/her right to appeal such action.

The employee is encouraged to resolve the complaint with their supervisor by discussing the matter with the supervisor; the resolution of the complaint at the lowest possible level of authority is always encouraged.

Failure to submit a written grievance and/or appeal within the time periods identified in the Grievance and Appeal Procedure shall constitute abandonment of the grievance and the grievance shall be dismissed.

Failure of the employer to respond to a grievance or appeal within the time periods herein shall result in the grievant having the right to elevate the grievance the next higher step in the grievance procedure.

A grievance may be withdrawn by the employee at any time and at any step upon receipt of a signed statement from the grievant that the dispute has been resolved or withdrawn.

All time periods in the Grievance and Appeal Procedure are measured in full working days on a five (5) day workweek basis. Weekends, partial days and Agency designated holidays are excluded. The time periods start on the next working day after receipt of a decision; therefore if the decision is received on a Friday, day one shall be on Monday, unless the Monday is a designated holiday. Working days in this policy means Agency business days.

Employees are to use the form provided by the Agency to submit written grievances and appeals.

All grievances will be filed with the Agency's Human Resources department on the approved form.

Grievance Process

Step 1 Supervisor

- The written grievance may be filed with the Chief Executive Officer within fifteen (15) working days from the date circumstances giving rise to the grievance and of the grievant first knowledge of the circumstances.
- The employee's supervisor shall conduct a grievance meeting within ten (10) working days of the Agency's receipt of the written grievance. If the grievance is not settled at the meeting, the immediate supervisor shall provide a written response within ten (10) working days after the meeting. The written response shall either deny the grievance or acknowledge what steps will be taken to remedy the grievance.

Step 2 Chief Executive Officer

- If the grievance is not resolved at step 1, the grievance may be appealed to Step 2 by appealing in writing to the Chief Executive Officer within ten (10) working days of the receipt of the Step 1 response.
- The Chief Executive Officer shall conduct a grievance meeting. If the grievance is not settled at the meeting, the Chief Executive Officer shall provide a written a response within ten (10) working days after the meeting. The Chief Executive Officer may affirm, deny or modify.

Step 3 PCI Board of Director's Grievance Committee

- If the grievance is not resolved at Step 2, the grievance may be appealed to Step 3 by appealing in writing to the PCI Board of Director's Grievance Committee within ten (10) working days of the receipt of the Step 2 decision.
- The PCI Board Grievance Committee shall conduct a grievance meeting. If the grievance is not settled at the meeting, the PCI Board Grievance Committee shall provide a written decision within ten (10) working days after the meeting. The PCI Grievance Committee may affirm, deny or modify. If additional time is needed, the PCI Board of Directors may at its discretion extend the time to render a decision by an additional ten (10) working days. The decision of the PCI Board of Directors is final.

DISCLAIMER

Information in this handbook and procedural manual is not intended to create a contract, either expressed or implied, of any kind between PCI and its employees unless; there is a specific expressed contract between PCI and the employee. Employees of PCI are “At Will”; which means that both parties to the relationship, PCI and the employee, may sever their relationship at any time for any reason or no reason at all. All terminations must be approved by the Chief Executive Officer. PCI places special emphasis on its employees as individuals, and recognizes that no handbook can cover all situations. It is our hope that everyone will be able to achieve the highest level of performance and job satisfaction possible. This handbook, nor any other communications shall bind PCI to employment.

The purpose of this handbook is to set forth the personnel and administrative policies relative to the employee. It also explains benefits provided by PCI. The employee is encouraged to discuss any questions or concerns with the immediate supervisor or with the Human Resource Department Staff.

PCI reserves the right to amend this manual from time to time. Changes during the year will be announced via the Head Start/Early Head Human Resource Newsletter.