



Staff Handbook

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Code of Conduct

Fostering Professionalism, Reliability, and a Safe Environment

Purpose

This Code of Conduct establishes clear expectations for behavior, professionalism, and attendance to ensure a safe, nurturing, and supportive environment for children, families, and employees. By adhering to this Code, we uphold the trust placed in us by families and contribute to the well-being and development of the children in our care.

1. Professionalism

Staff members are expected to maintain a high standard of professionalism at all times. This includes:

1.1 Positive Communication

- Speak respectfully to children, families, colleagues, and supervisors.
- Address concerns privately and constructively.
- Avoid gossip, inappropriate language, or unprofessional behavior.

1.2 Commitment to Excellence

- Follow the daycare's policies, procedures, and daily routines.
- Strive to provide the best care and education for each child.
- Demonstrate a strong work ethic and commitment to your responsibilities. Complete tasks efficiently and accurately.
- Maintain professionalism even in challenging situations with children, parents, or colleagues.

1.3 Personal Presentation

- Dress appropriately and maintain good hygiene.
- Wear attire suitable for engaging with children in a hands-on, active environment, and adhere to the Dress Code Policy.

2. Attendance and Punctuality

Reliable attendance is essential to maintaining a safe and effective daycare environment.

2.1 Punctuality

- Be punctual and reliable. Notify your leader in advance of any expected absences or lateness.
- All employees should arrive on time for their scheduled shifts, ready to conduct their duties. Chronic tardiness will be addressed and may result in disciplinary procedures.

- Notify the Director at least 1 hour in advance if you are unable to attend your shift due to illness or an emergency.

2.2 Absence Policy

- Repeated or unexcused absences will result in disciplinary action.
- Provide a doctor's note if absent for more than 3 consecutive days.

2.3 Shift Coverage

- If you are unable to work your shift, make every effort to assist in finding coverage, following the daycare's established protocol.

3. Childcare Standards

The safety, development, and well-being of the children are our top priorities.

3.1 Supervision

- Maintain active supervision at all times.
- Avoid distractions, including personal phone use, during shifts (except in emergencies).

3.2 Behavior Management

- Use positive reinforcement and age-appropriate discipline methods.
- Never engage in yelling, shaming, or physical punishment.

3.3 Developmental Support

- Engage children with enriching activities that promote learning and creativity.
- Foster a caring, inclusive environment for all children.

4. Parent Relations

Respectful, transparent, and constructive communication between parents and the organization is key to fostering a positive and supportive environment.

4.1 Respect

- Treat all clients with respect and courtesy. Listen to their needs and provide accurate information.

4.2 Transparency

- Clearly explain policy details, terms, and conditions. Avoid misleading or deceptive practices.

4.3 Conflict of Interest

- Avoid any conflicts of interest. Disclose any potential conflicts to management.

5. Teamwork and Collaboration

A collaborative approach ensures a positive work environment and the best outcomes for children.

5.1 Respect for Roles

- Recognize and respect the roles and responsibilities of colleagues and leadership.
- Work cooperatively to resolve conflicts or challenges.
- Use professional and respectful language in all communications. Avoid gossip, harassment, or discrimination.

5.2 Sharing Responsibilities

- Assist employees when needed, especially during busy times or emergencies.

6. Confidentiality

Protect the privacy of children, families, and employees.

6.1 Child and Family Information

- Do not share personal information about children or families with anyone outside the daycare unless required by law.
- Do not disclose sensitive information to unauthorized individuals. Client and administrative confidentiality must be upheld at all times. Any breach of confidence will be considered grounds for dismissal with “Just Cause.”

6.2 Internal Matters

- Keep discussions about daycare operations or employees issues within appropriate channels.
- Adhere to all regulatory requirements and company policies. Report any violations or unethical behavior immediately.

6.3 Digital Confidentiality

- Do not share photos, videos, or other identifying information about children or employees on social media or personal devices without prior authorization.
- Follow all daycare policies related to digital communication and media sharing.

6.4 Honesty

- Be truthful in all interactions, both internally and externally.
- Misrepresentation of information is strictly prohibited.

7. Accountability and Consequences

Ensuring responsibility for actions and enforcing fair responses to violations.

7.1 Ethical Conduct

- Engage in fair competition and avoid unethical practices such as rebates, bribes, or kickbacks.
- Take responsibility for your actions and decisions. Acknowledge and correct mistakes promptly.

7.2 Consequences for Violations

Violations of this Code of Conduct will result in a review and may lead to the following:

1. Verbal or Written Warnings
2. Performance Improvement Plans
3. Suspension or Termination

8. Health and Safety

Health and safety in the workplace ensure a secure, hazard-free environment that promotes the well-being of all employees.

8.1 Workplace Safety

- Follow all health and safety guidelines.
- Report any hazards or incidents to management promptly.
- Familiarize yourself with emergency procedures and participate in drills.

Final Notes

As a valued employee of Rosetown Kid Kare Inc., you have a responsibility toward your employer, the parents, your colleagues, and the children. By adhering to these guidelines, we can ensure a positive, productive, and respectful work environment for everyone.

These guidelines are to ensure that everyone's rights are protected and to promote mutual understanding and cooperation. All employees are expected to adhere to the following guidelines outlined in this handbook. Thank you for your cooperation and commitment to maintaining these standards.

Confidentiality

- Privacy and Confidentiality in Complaints:
All details concerning any complaints will remain confidential. The Director will not disclose the names of the complainant, the alleged harasser, or the circumstances of the complaint except when necessary for investigation, corrective action, or as required by law.
 - Results of Investigation:
Once an investigation is complete, the Director will inform both the complainant and the alleged harasser of the results. These discussions will occur in separate, private meetings with a Board member present.
- Harassment or Discrimination Allegations:
Alleging harassment or discrimination will not jeopardize any aspect of an employee's employment at Rosetown Kid Kare Inc.. All employees are responsible for disclosing any knowledge of ongoing investigations to the Board of Directors, who will decide the appropriate next steps.

Performance Review

Purpose:

Rosetown Kid Kare is committed to fostering the growth and development of its employees. Performance reviews provide a structured opportunity to assess and acknowledge an employee's contributions, offer constructive feedback, and set goals for continued development.

Frequency:

Performance reviews will take place twice a year:

- First Review: April
- Second Review: October

Purpose of the Review:

- Constructive Feedback: The Director will provide feedback on job performance.
- Goal Setting: Review employees' achievements, areas for improvement, and set goals for future growth.
- Training & Development: Identify any training opportunities or developmental needs.
- Rewards & Recognition: Discuss performance-based rewards and recognition.

Termination, Action, and Appeals

Purpose:

To outline the process for handling employee performance and conduct issues, including warnings, disciplinary actions, and grounds for termination.

Disciplinary Process:

1. First Warning:
A verbal warning will be issued for a first offense, where appropriate.
2. Second Warning:
A written warning will be issued, summarizing the event. The written warning will be acknowledged by both the Director and the employee's signature.
3. Third Warning:
After a third warning, the employee may face a suspension, either paid or unpaid, as determined by the Board and the Director.
4. Fourth Warning:
After a fourth warning, termination will take effect immediately.

Immediate Termination:

Employees may be terminated without warning for actions that are of distinct severity. Examples of reasons for immediate dismissal include:

- Failure to comply with licensing regulations as directed by the Director.
- Falsification of employment information.
- Failure to meet employment requirements.
- Consistent failure to carry out assigned duties.
- Excessive tardiness.
- Discrimination or harassment towards anyone within the Centre.
- Fraud or theft from the daycare.
- Corporal punishment or verbal abuse.
- Intoxication or being under the influence on premises.

Discipline

Purpose:

To ensure that employees adhere to high standards of conduct, respect, and professionalism within the workplace.

- **Discrimination or Harassment:**
Any cases of discrimination or harassment will be addressed immediately and may lead to corrective action up to termination.
- **Retaliation:**
Retaliation against the victim, witness(es), or others involved in reporting misconduct is strictly prohibited. Any proven retaliation will result in disciplinary action against the employee responsible for the retaliation.

Use of Cell Phone Policy

Purpose:

To ensure that employees maintain professionalism and focus on their duties, the use of cell phones for non-work-related purposes during working hours is strictly prohibited.

Procedure:

- **First Offense:** A verbal warning will be issued if an employee is found using their cell phone improperly on the floor.
- **Second Offense:** A written warning will be issued.

- Third Offense: The employee will receive an unpaid suspension.

This policy is in place to ensure that employees maintain their attention on the children in their care and the work at hand.

Resignations

Purpose:

To outline the expectations for employees who wish to resign from their position at Rosetown Kid Kare Inc.

- Employee Resignation:
Employees who wish to resign must submit a written resignation to the Director at least two weeks prior to their intended resignation date.
- Director Resignation:
The Director is required to provide one-month notice to the Board of Directors prior to their resignation date.

Wages Policy

Purpose:

To establish clear guidelines for employee compensation at Rosetown Kid Kare Inc., ensuring fairness and alignment with qualifications and responsibilities.

General Policy:

1. Pay Scale:
All employees will be compensated according to the current wage scale, which reflects the qualifications and responsibilities of each position.
2. Starting Pay Rate:
Employees will start at the minimum level of the wage scale for their respective position. Wage increases will be applied retroactively once proof of a Ministry Certificate for Early Childhood Education (ECE) is provided.

Rosetown Kid Kare Inc. Wage Summary:

Position	Wage Range
No Education	\$15.00-18.00
Cook	\$15.00-20.50
Level 1 (ECE Certification)	\$16.00-21.06
Level 2 (ECE Certification)	\$18.00-25.06

Position	Wage Range
Level 3 (ECE Certification)	\$20.00-28.93
Supervisor	\$17.00-30.07 (depending on level)
Assistant Director	\$19.00-32.62(depending on level)
Director	\$20.00-35.53 (depending on level)

Holiday Pay Policy

Purpose:

To outline vacation and statutory holiday pay entitlements for employees at Rosetown Kid Kare Inc., in alignment with their employment status and length of service.

Vacation Entitlement:

Full-Time Employees:

Permanent Full-Time (40 hours/week) employees are granted annual vacation based on the length of service as follows:

1. 3 months to 9 years of employment: 3 weeks of vacation entitlement.
2. 10 years and above: 4 weeks of vacation entitlement.

Part-Time Employees:

Vacation pay for part-time employees is paid out each pay period instead of accruing vacation time.

Accrual & Scheduling:

Vacation entitlement is credited to employee accounts after the 3-month probationary period.

Vacation time must be scheduled and approved by the Director.

In special circumstances, if vacation time is not used by the end of the year, up to 7 days (one week) can be carried over to the next year.

Unused Vacation Days:

Unused vacation days may not be carried over unless approved by the Director. Up to 7 days may be carried over to the next year.

However, if an employee does not take their vacation leave, vacation pay must be paid out within 11 months of the time the employee became entitled to the vacation.

Statutory Holidays:

The following statutory holidays are recognized by Rosetown Kid Kare Inc.:

- New Year's Day (January)
- Family Day (February)
- Good Friday (March or April)
- Victoria Day (May)
- Canada Day (July)
- Civic Day (August)
- Labor Day (September)
- Thanksgiving (October)
- Remembrance Day (November)
- Christmas Day (December)
- Boxing Day (December) (not a STAT, taken as a holiday or unpaid)
 - **Statutory Holiday Pay:**
 - Statutory holiday pay is calculated as 5% of the last 4 weeks worked for all employees.
 - **Holiday During Vacation Period:**
 - If a statutory holiday falls during an employee's normal vacation period, that day will not be counted as a day of vacation. An additional paid vacation day will be provided, mutually agreed upon between the employee and the Director.
 - **Centre Closure:**
 - If Rosetown Kid Kare Inc. is unexpectedly closed for any period, full-time employees may:
 1. Take the time off as a paid holiday from their holiday pay allowance.
 2. Opt to take the time off as unpaid days off.

Benefits Policy

RRSP Match Program:

Upon completion of the probation period, employees are eligible to enroll in the RRSP Match program. Under this program, Rosetown Kid Kare Inc. will match 2% of the employee's gross

wages. This benefit provides employees an opportunity to save for retirement with company support.

Health Insurance Plan:

To qualify for the Chamber of Commerce Insurance Plan, employees must work a minimum of 20 hours per week and must have completed the probationary period. The plan includes Dental and Health coverage, available for both single and family coverage options. Enrollment is voluntary, and if an employee chooses not to enroll initially but wishes to do so later, they may submit a request, and enrollment will be granted.

Sick Time Policy

Purpose:

To outline the entitlements and procedures for sick time for full-time employees at Rosetown Kid Kare Inc. and to ensure clarity regarding the usage and carry-over of sick days.

Sick Time Entitlement:

- **Full-Time Employees:**
Full-time employees will earn 12 sick days per year. These sick days are earned and may only be used once they have been accrued.
- **Carry-Over:**
Employees are eligible to carry over unused sick days into the next year. This carry-over entitlement will be re-evaluated annually.

Procedure for Sick Time Usage:

- **Advance Notice:**
Employees should make appointments well in advance and inform the Director ahead of time to ensure appropriate scheduling arrangements.
- **Sick Leave:**
Sick days are intended for personal illness or immediate family illness and appointments only.
- **Medical Certificate:**
If sick leave extends more than 5 consecutive days, employees are required to provide a medical certificate from a healthcare provider.
- **Vacation Time for Appointments:**
If an employee attends a morning appointment and requires the rest of the day off, the remainder of the day should be taken as vacation time.

Sick Time Before It Is Earned:

- **Repayment of Used Sick or Vacation Time:**
If sick or vacation time is used before it is earned, the employee is responsible for repaying

the amount used at the time of resignation or termination, as outlined in the Payroll Deduction Authorization Forms.

Personal Days Policy

Purpose:

To provide employees with personal time off for non-sick, non-vacation related needs.

Personal Days Entitlement:

- **Full-Time Employees:**
Full-time employees are entitled to two (2) personal days each year. These days are separate from sick and vacation time and are to be used for personal matters that do not fall under sick or vacation categories.
- **Carry-Over:**
Employees are allowed to carry over up to two (2) personal days into the next year, subject to approval from the Director. Any unused personal days beyond this will not carry over.

Procedure for Personal Days Usage:

- **Notice and Scheduling:**
Employees must inform the Director in advance when requesting a personal day, so appropriate scheduling arrangements can be made.
- **Approval:**
All personal days require approval from the Director.

Overtime Policy

Purpose:

To clarify the approval process and payment structure for overtime worked by employees at Rosetown Kid Kare Inc.

Overtime Approval and Payment:

- **Overtime Approval:**
Overtime must be approved by the Director before being worked.
- **Payment for Overtime:**
Any overtime worked will be paid out as it is earned.

Leaves Policy

Purpose:

To outline the types of leave available to employees and the guidelines for each leave type, ensuring fair treatment and compliance with applicable regulations.

Compassionate Leave

Eligibility:

Compassionate leave may be granted to full-time and part-time employees at the Director's discretion. Employees may be granted up to 5 paid days of compassionate leave per calendar year. For part-time employees, the 5 days will be prorated based on their Full-Time Equivalent (FTE).

Purpose:

Compassionate leave can be used to attend the funeral or to handle matters related to the death in the immediate family or the immediate family of the employee's spouse, or at the discretion of the Director.

Immediate Family includes:

- Husband, wife, brother, sister, father, mother, son, daughter, or grandparent.

Spouse includes:

- A legally married partner, common-law partner, or at the discretion of the Director.

Civic Duty Leave

Eligibility:

A employees member who is required to serve on jury duty or appear as a witness in a court case shall be granted leave without pay.

Voting:

Employees are granted paid leave to vote in elections as set out by statute.

Parental Leave

Eligibility:

Employees are entitled to unpaid parental leave for up to 1 year to 18 months for the birth or adoption of a child.

Reemployment:

Employees returning from parental leave will be re-employed in the same or comparable position. They will not incur any loss of seniority, pension benefits, or other employment benefits as a result of taking parental leave.

Emergency Callouts for Volunteer Fire Department

Eligibility:

Employees who are members of the Volunteer Fire Department and receive a callout while on shift at Rosetown Kid Kare Inc. will be allowed to attend the callout at the discretion of the Director.

Staffing Consideration:

If multiple employees are members of the Volunteer Fire Department and receive a callout, it will be at the Director's discretion to determine how many employees can attend based on employeesing availability and the need to maintain child-to-employees ratios.

Salary During Callout:

Rosetown Kid Kare Inc. will maintain the employee's regular salary while they attend an approved fire callout that occurs while the employee is already on shift.

Medical Leave Policy

The company provides medical leave for employees who are unable to work due to a serious health condition.

Eligibility:

Full-time employees are eligible after completing 90 days of employment.

Duration:

Employees may take up to 12 weeks of unpaid leave per year, in accordance with applicable labor laws.

Documentation:

A medical certificate from a licensed healthcare provider is required for absences exceeding three consecutive workdays.

Request Process:

1. Employees must notify their supervisor and Human Resources as soon as possible.
2. A formal leave request form must be submitted, along with medical documentation.
3. Approval is subject to company policy and applicable legal requirements.

Job Protection & Benefits:

The company will make every effort to hold the employee's position for the duration of the approved leave.

Benefits eligibility during leave will be subject to company policy and applicable laws.

Return to Work Policy

Employees returning from medical leave must follow the company's return-to-work process to ensure a smooth transition.

Medical Clearance:

Employees may be required to provide a fitness-for-duty certificate from their healthcare provider before resuming work.

Notification:

Employees must inform Human Resources at least seven days before their intended return date.

Work Accommodations:

If an employee requires work modifications due to medical reasons, the company will evaluate reasonable accommodations in compliance with applicable laws.

Reintegration Plan:

Employees returning from extended leave may be required to complete refresher training or follow a phased return schedule based on their job responsibilities.

Staff Dress Code Policy

Purpose:

The employees dress code aims to promote a professional appearance, ensuring comfort and safety while maintaining a welcoming environment for children, families, and visitors. Educators and caregivers need to be able to move freely, sit on the floor, bend, and engage in physical activities with children.

Permitted Dress Code for All Employees:

- Tops: Must have a shoulder width of approximately two inches (5 cm) or more, and cleavage should not be shown.
- Pants: Low-cut pants, capris, or anything below the knee are acceptable.
- Leggings or Tight-Fitting Exercise Clothing: Such as bicycle shorts, as long as they are appropriate for the environment.
- Footwear: Covered shoes are required for safety reasons.

Prohibited Dress Code for All Employees:

- Flip-flops are prohibited due to safety concerns.
- Tops: Tube tops, halter tops, and tops with spaghetti straps are not allowed.
- Cleavage: Should not be exposed.
- Shorts, Skirts, or Dresses: Should be of a length that allows for comfort and modesty when bending or engaging in activities with children. The length should be appropriate to prevent exposure that may be considered inappropriate by others (e.g., parents, children, visitors, or colleagues).

This dress code is designed to ensure that all employees are comfortable, professional, and safe while working in an active childcare environment.

Staff Boot Allowance Policy

Purpose:

To promote a safe and professional work environment by ensuring all employees members have appropriate footwear while on duty. This policy reflects the daycare's commitment to the safety and well-being of both employees and children.

Eligibility:

- All full-time and part-time employees members are eligible for a boot allowance after successfully completing a three-month probationary period.

Allowance Details:

- Each eligible employees member will receive a boot allowance of \$100 every two years.
- The allowance can be used toward the purchase of appropriate footwear, including closed-toe shoes or boots that provide adequate support and are suitable for a childcare environment.
- Staff members must submit a receipt for the purchase to the administration within 60 days of purchase to receive reimbursement.

Footwear Guidelines:

- Footwear must be closed-toe and have a non-slip sole.
- Secure sandals with Velcro closure are permitted if they provide proper support.
- Shoes should be comfortable and suitable for active work with children.
- High heels, flip-flops, and other footwear deemed unsafe are not permitted.

Staff Meetings Policy

Purpose:

Regular employees meetings are an essential part of maintaining communication, addressing concerns, and fostering collaboration among the team. These meetings provide an opportunity to discuss updates, share feedback, and ensure the smooth operation of the daycare.

Meeting Frequency and Attendance:

- Regular employees meetings will be held monthly, with mandatory attendance for full-time employees.
- Any issues that concern the Board of Directors will be included in the monthly Director's report.

Compensation:

- Full-Time Staff: Straight time will be paid for 3 hours for the length of the meeting or above this if it is longer.
- Part-Time/Casual Staff: Straight time will be paid for 3 hours for the length of the meeting or above this if it is longer.

Duration and Structure of the Meeting:

- Staff meetings will last 3 hours.
- A portion of the meeting will involve a sit-down discussion, and the remaining time will be used for cleaning and organizing the daycare.

- The cleaning and organizing portion of the meeting is not mandatory, but employees are encouraged to participate.

This policy ensures that all employees members are compensated fairly for their time and attendance at employees meetings and helps in maintaining a well-organized and effective daycare environment.

Education Policy

Purpose:

Rosetown Kid Kare Inc. strives to support employees in advancing their knowledge and skills within the field of Early Childhood Education (ECE), creating opportunities for personal growth and professional development.

Education Requirements:

- Employees who are scheduled to work 65 hours or more per month are required to have a Level 1 ECE, which is achieved by completing three courses from the ECE Certificate Program.
- 20% of employees working 65 hours or more per month must meet or exceed the qualifications for a Level 3 ECE.
- Employees are encouraged to exceed these minimum educational standards to further their professional growth.

Financial Support for ECE Courses:

- Tuition & Course Support:
To assist employees in advancing their ECE education, Rosetown Kid Kare Inc. will cover the costs of tuition and books for approved ECE courses. Employees must enter into an agreement with Rosetown Kid Kare Inc. to take advantage of this benefit.
- Service Commitment:
If Rosetown Kid Kare Inc. covers the cost of ECE courses, employees are expected to remain with the organization for one year after successfully completing the course.
 - If the employee leaves before completion of the ECE course or within one year after completing it, they will be required to reimburse Rosetown Kid Kare Inc. for the course costs.
 - If the employee fails to successfully complete the course, they may be responsible for reimbursing Rosetown Kid Kare Inc. for the course (and books), unless unforeseen circumstances impacted their ability to finish the course. Employees may submit a letter to the Board of Directors to explain these circumstances. The Board will review each request and may grant exemptions from the reimbursement policy.

- Exemption Policy: An employee granted an exemption will be required to continue employment for one full year from the exemption.
- Exemption Limit: No more than one exemption per calendar year, and no more than two exemptions total for an employee.

Course Documentation Requirements:

- Upon successful completion of any ECE course, employees must submit the following documentation:
 - College/University invoice or statement indicating fees charged and the amount paid (must include the school's name and address).
 - Grade card/report from the institution showing the employee's name, term, course names, and grades.

ECE Exemption Policy:

- Loss of ECE Exemption: If an employee has their ECE exemption revoked, they will have a 3-month period to have it reinstated.
 - If the exemption is not reinstated within this period, the employee's salary will be moved to the lower salary range.
 - Placement within the salary range will reflect the percentage of the higher salary range the employee was at.
- Extension Request:
If there are no available ECE classes to enroll in and the exemption cannot be reinstated within 6 months, the employee may submit a written exemption request to the Board of Directors. The Board may choose to extend the period at their discretion.

Personal Development Courses:

- Employees are encouraged to participate in online personal development courses, with compensation provided upon successful completion.
 - Full-Time Staff: \$20 per course, up to \$100 per year.
 - Part-Time Staff: \$20 per course, up to \$60 per year.
 - Employees must submit proof of successful course completion in order to receive compensation.

ECE Level Two and Three Bonus Policy

Purpose:

To encourage and reward the professional development of employees members at Rosetown Kid Kare Inc. who complete levels two and three of the Early Childhood Educator (ECE) program.

Bonus Details:

- **Bonus Amount:**
Once an employee member has completed Level Two of the Early Childhood Educator program, they will be given a bonus of \$500.
Once Level Three is completed, the employee member will be awarded an additional \$500 bonus.
This results in a total bonus of \$1000 after the successful completion of both levels.
- **Payment:**
The bonus will be awarded after the successful completion of each level of the ECE program (Level Two and Level Three).

Criminal Record Check Policy

All employees, volunteers, and contractors of Rosetown Kid Kare Inc must provide a valid Criminal Record Check (CRC) and Vulnerable Sector Check (VSC) before beginning their duties. These checks must be renewed every two (2) years and kept up to date to continue working in roles involving vulnerable individuals. Failure to provide current checks may result in suspension or removal from duties. All records will be handled confidentially and securely.