

Willow Woods Child Development Center
Personnel Policies
Approved: July 25, 2018

Willow Woods Child Development Center
110 Archibald St.
Kansas City, MO 64111
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816-753-5540

Our Philosophy, Mission, and Vision

Our philosophy at Willow Woods is that early childhood is a time of fun, warmth, security, exploration, and discovery. We strive to nurture and encourage these qualities in the children who attend Willow Woods. Our purpose is to provide an atmosphere that encourages the social, emotional, physical and intellectual growth and development of each child as a whole. Willow Woods, established in 1983, is licensed by the State of Missouri, and is an educational not-for-profit organization.

Welcome

Welcome to Willow Woods Child Development Center. We are glad to have you as an employee and a part of the Willow Woods Family! For over thirty years, this organization has dedicated itself to providing a safe, friendly, open environment where children feel protected and parents feel comfortable entrusting us with their children.

Willow Woods is a Not-For-Profit Corporation and operates within the by-laws of incorporation for both the federal and state governments. We operate the center with the regulations and guidelines of all licensing agencies that govern our operations. Willow Woods is governed by a Board of Directors and as such the Directors are the ones who set policies for the day to day operation of the school.

This handbook is a guide to the policies, expectations and behavior required from you while working at Willow Woods. The Policies also reflect what you can expect from Willow Woods to support you in your time of employment. The mutual goal is to maintain a high standard of care for children and the running of our operation in an effective and productive manner. We want to continue to be a successful organization for many more generations of children. This set of policies will set the standard for you to be a successful employee of Willow Woods.

Please read carefully, and if you have any questions or concerns please contact the director at the earliest possible moment. Please sign and return the last sheet of this document, which states that you have read and received a copy of these policies. This copy is for you to keep.

National Association for the Education of Young Children (NAEYC) Code of Ethics

Standards of ethical behavior in early childhood care and education are based on commitment to the following core values that are deeply rooted in the history of the field of early childhood care and education.

We have made a commitment to

- Appreciate childhood as a unique and valuable stage of the human life cycle
- Base our work on knowledge of how children develop and learn
- Appreciate and support the bond between the child and family
- Recognize that children are best understood and supported in the context of family, culture, community, and society
- Respect the dignity, worth, and uniqueness of each individual (child, family member, and colleague)
- Respect diversity in children, families, and colleagues
- Recognize that children and adults achieve their full potential in the context of relationships that are based on trust and respect

Contact Information

Sarah Cayton – co-director, 504-782-4542
Wanda Hewitt – co-director, 816-389-1646
Chuck Gleason, board president - gleasco@gmail.com
Courtney Wasson, vice president
Kaitlyn Bunch, secretary
Karen Elmer, treasurer
Kim Keaton, board member
Lezlie Paden-Dowdell, board member

Organization of Willow Woods Child Development Center

- I. Board of Directors
 - a. Sarah (administration)
 - i. oversee all staff
 - ii. documentation
 - iii. payroll
 - iv. parent concerns
 - b. Wanda (staff)
 - i. oversee all staff

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- ii. teacher supervision
- iii. classroom
- iv. parent concerns

Hours of operation

Willow Woods is open Monday–Friday, 7am– 6pm.

Holidays

Willow Woods is closed for the following holidays: New Year’s Day (or the day before, if a Saturday; the day after, if a Sunday), Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, Christmas Day (or the day before, if a Saturday; the day after, if a Sunday).

Calendar

Calendar is created and released quarterly.

Non-discrimination Statement

Willow Woods does not discriminate on the basis of race, color, age, religion, national origin, sexual orientation, gender identity, sex, marital status, disability, or status as a U.S. veteran. Willow Woods is an equal opportunity employer.

Willow Woods prohibits harassment of and by its staff members on the basis of gender, race, age, color, national origin, religion, marital or veteran status, sexual orientation, citizenship, disability, and other characteristics. Harassment includes, but is not limited to, making derogatory remarks about any of these characteristics, making jokes or stereotypical comments about ethnic or other groups, and engaging in verbal, physical, and visually offensive behavior. A staff member who feels harassed has the right to file a complaint with the Missouri Civil Rights Commission and/or the Equal Employment Opportunity Commission.

Hiring procedures/policies

At-Will Employer

Willow Woods Child Development Center is an at-will employer. No policy, benefit or procedure contained herein, creates an employment contract, for time, or a contractual obligation of any kind. All employees will be considered at-will employees and may be terminated for failure to satisfactorily perform their duties as outlined for each position.

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Definition of Employment Status

Full Time Employees are those who are hired to work 35 hours or more per week, on a regular basis. Part Time employees are those hired to work 34 hours a week or less, on a regular basis. Both full and part time employees receive full benefits, as outlined in the benefits section.

In compliance with state law, an individual personnel file will be maintained on each employee. It is the responsibility of the employee to provide accurate information to Willow Woods. Employees are responsible to keep all of their information up to date in their files. This includes required continuing education credits (detailed below), change of address, and all Medical Records. Any false information provided by the employee to the employer is grounds for dismissal.

Pre-Employment Medical Requirements

When beginning at Willow Woods, you must complete a health certification and TB test (or lung x-ray) before the start of your first full shift. WW contracts with Concentra to have these tests completed, and pays for all expense associated with these tests. It is your responsibility to get to the lab to have testing completed, and return to the lab for the final reading of the TB test. Once the tests are complete, Concentra will provide WW with a copy of the results. After a clear health screen, you may begin your first full shift (pending the progress of orientation).

Background Check Requirement

Missouri State Law requires a background check for all employees; it will be conducted as quickly as possible and failure to pass this check is grounds for dismissal. The background check will continue annually for the time of your employment.

Drug Testing Policy

In keeping with both Missouri State law and Willow Woods policy, all employees are subject to submit to a drug test upon demand. Potential methods for testing include blood, urine, or breath for the determination of alcohol and/or illegal drug use when there is a suspicion of a violation of the alcohol and drug policy. Testing may also occur when there is involvement in an accident or safety violation of any kind at work.

Violation of any part of this policy, including refusal to submit to testing will result in automatic termination. Willow Woods uses a certified, independent lab for all testing. The results of these tests are the property of Willow Woods. All tests are conducted at no cost to the employee.

Orientation procedures/initial training

Upon employment, every staff member will receive orientation.

Day 1 - Complete Health Certification and TB test placement 8am - 11am

- New hire paperwork (W4, review policies and procedures)
- Job description and performance expectations
- Child development milestones
- Tour and introductions

Day 2 - Curriculum: What is play based learning? What is the teacher's role in a play based learning center? 9am - 1pm

- Review sample lesson plan
- Review classroom documentation
- Classroom orientation:
 - Review childhood milestones
 - Classroom schedule

Day 3 - Complete TB testing 8am-1pm

- Classroom orientation:
 - Familiarization with daily schedule and activities

Day 4 - Review orientation progress with Director 2:30pm-6pm

- Classroom orientation:
 - Familiarization with daily schedule and activities

Day 5 - Full day in the classroom with Director supervision

(Schedule depends on classroom)

This schedule is subject to change based on the needs and experience of new hire.

Continuing Education

Every teacher must have 12 clock hours of training in Early Childhood Education by December 31st of each calendar year employed. For newly hired teachers, the requirement is one hour of training for each month employed through December 31st of the first year of employment. Willow Woods will schedule all necessary clock hours for staff. The trainings will be based on State Licensure requirements and staff development needs. All trainings will be mandatory. If you miss a training, you will be responsible for fulfilling those hours

through completion of a Director-approved training. If provided on-site, employees can either be paid on the clock for education hours, or earn personal time for the hours completed. If there is a subject you would like to see covered in a training, please let the Director or Co-Director know. Some college classes may be considered eligible for clock hours, dependent on state approval and with submission of your transcript. If you are currently enrolled in school and taking Child Development classes, you may be exempt from attending Willow Woods trainings.

Salary guidelines/benefits

Employee Compensation

Starting May 15, 2013, payday will occur every other Wednesday. Actual time paid will be from Monday – Friday of the two previous weeks. Direct deposit is available for all employees; our bank supplies a free checking account to our employees. Paychecks will be handed only to the employee. An employee may request the paycheck be mailed to the home address we have on file.

Paid Time Off

You must request time off using the school's request form, and submit it to the Directors at least 2 weeks in advance. Requests are approved on a first-come, first-served basis.

Paid time off (PTO) is awarded to employees as follows (year marker is hire date):

0–6 months	Probation period, no time off
6 months	½ week PTO
1 year	1 ½ weeks PTO
2 years	2 weeks PTO
3 + years	3 weeks PTO

*1 week equals the number of hours you would work on an average week, based on your schedule.

Birthday: After 1 year of service, employees are given their birthday off, with pay. Should you choose to not take your birthday off, or if your birthday falls on a day you are not scheduled, you may use the day within one month.

PTO Rollover: Employees with fewer than 5 years of service may roll over 1 week of PTO annually. Employees with more than 5 years of service may roll over 2 weeks of PTO. The year marker is each employee's hire date.

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Should an employee choose to resign from Willow Woods with outstanding PTO, a maximum of 1 week will be paid out. Should an employee be terminated, a maximum of 1 week will be paid out, with final determination of amount to be determined by Directors. Should an employee be terminated because of a walkout/no show, any accumulated PTO will be forfeited.

The state of Missouri recommends that all child care workers take a week of vacation yearly. It's good to take a break, please use your paid time off!

Paid Holidays

Part time and full time employees receive pay for the following Holidays: New Year's Day, Martin Luther King, Jr. Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. If the holiday falls on a weekend, you will be paid for the Friday before, or the Monday following. Failure to show up for your first scheduled work day after a holiday will result in no holiday pay unless you have previously requested time off or are able to provide documentation for an inability to return to work.

Child Care for Employees

All employees are entitled to enroll their children in our school, dependent on availability. This enrollment is available only for children who live at home with you. Employees with less than a year of employment at Willow Woods will receive a 50% discount on tuition, employees with one year or more will receive a 75% discount, and employees with two years or more will receive free tuition. It is assumed that these children meet appropriate age and medical requirements, and have all necessary medical records, needed for registration. If you need child care in special circumstances (i.e. holiday breaks), you must first get approval two weeks in advance from a director to ensure there is availability. You will still receive your employee discount for whatever time your child is able to attend Willow Woods.

Workman's Comp Insurance

We maintain Workman's Comp Insurance for all employees. If you are injured at work this insurance will cover a portion of the medical expenses.

Attendance/time off/calling in sick/overtime

Attend to personal matters during non-working hours, except in the case of an emergency. All requests for time off need to be submitted at least two weeks in advance, using the time off request form. Only written forms will be considered; any other manner of time off requests will not be accepted. The form is available in the Directors' office. Employees

must report unplanned or unscheduled absences to a Director's personal phone number, not the school phone, at least two hours prior to your scheduled arrival time. Please report the fact that you will be late to a Director's personal phone number, not the school phone, as soon as possible before your scheduled arrival time.

Staff is expected to be reliable, punctual, and regular in attendance. Teachers are expected to be in the building and in their classrooms, ready to work at the beginning of their shift.

All employees should clock in no earlier than 6 minutes before, or six minutes after their scheduled starting/leaving times. If your clock in/out time is different than your scheduled time, you must have approval from a Director.

Overtime will only be granted with approval from a Director. If an employee stays late to maintain ratios in the classroom, he or she must have the time initialed by a Director. Overtime begins to accrue once you have reached your number of regularly scheduled hours for the week.

Time cards

It is the responsibility of each employee to maintain correct information on his/her time card. Check your time card carefully. You will be paid in accordance with the information on the time card. Time cards should be checked by the employee daily as they clock in and out. Once the time cards have been pulled to calculate payroll, cards will not be available to the employee until after the payroll checks have been issued. If there are errors regarding time, corrections will be made on the next pay period. In case of bad weather (such as snow days) time cards may be pulled early in order to meet the deadline for payroll processing.

You must request time off using the school's request form, and submit it to the Directors at least 2 weeks in advance. Time off may only be taken in 15-minute increments. It is your responsibility to make sure that this request is recorded on your time card correctly.

Inclement Weather

In the case of inclement weather, Willow Woods will make every attempt to remain open. However, the safety of our families and staff is our primary concern and there may be times that we must close or have a late start/early close due to weather. Should Willow Woods be closed or start late, notice will be given by email, on the Willow Woods Facebook page, and on Channel 4 news by 6:30am. Should Willow Woods need to close early, parents will be given at least one hour's notice.

Performance review

Our goal is to maintain the highest levels of professionalism and education we can. To achieve this, we will conduct employee evaluations. All staff will be subject to this process.

All new hires will be evaluated after their first three months of employment. The next evaluation will take place one year from the date of hire. All employees will be evaluated annually, based on their date of hire.

Employees will be evaluated using one or more of the following criteria, depending on the job description.

- 1) performance in relation to job description
- 2) cooperativeness
- 3) timely behavior in regards to attendance
- 4) turning in proper forms, daily paperwork, and compliance with assessments as mandated by Willow Woods
- 5) respectful behavior to students and fellow workers
- 6) maintaining continuing education as required by the State of Missouri
- 7) observation in the classroom
- 8) dedication to the mission of Willow Woods
- 9) efforts made by employee to promote Willow Woods

Evaluations will be conducted by the Director and Co-Director. The evaluation process will include, but is not limited to the following methods.

1. Observation in the classroom
2. Use of creative teaching methods
3. Use of artistic activities
4. The ability to control your classroom with the use of positive reinforcement
5. Parents comments
6. Following Willow Woods Policies

A written report will be shared with the employee on an individual basis. The employee will be given a copy and a second copy will be placed in the personnel file. These evaluations will also be used for granting hourly pay raises.

Staff meetings/ongoing teacher training

Professional development will be scheduled as needed by the Directors. Staff meetings are held quarterly. Team meetings are held every other month. These meetings and trainings

may be held during or after hours, and employees will be given at least two weeks' notice of their occurrence.

Parent communication

We will always maintain a professional demeanor in discussions with parents. Discussions with parents should focus on their child: issues regarding their child's health and well-being, pick-up and drop-off times, and the child's educational progress as well as any fun and personal anecdotes that occurred during the day. Questions or issues outside of their child should be directed to the Directors. Do not discuss coworkers or other children with parents.

Confidentiality

It is important that all staff members be discreet in sharing information regarding the children and their parents in public areas. Names and identifying characteristics of children and families should not be shared with anyone other than staff members working in the classroom and the Directors. Confidentiality is expected and required when grievances arise; staff members who discuss issues with individuals not directly related to the situation may be subject to the Disciplinary Procedure.

Staff should also be careful in discussing details of the center operation, particularly problem areas, with others in public. Staff members may not distribute or post children's last names, address, phone numbers, etc. with the exception of distribution to Willow Woods employees. Family/children's personal information should never be used by employees for personal purposes.

Grievance procedures

Our primary goal is a safe, professional, protected, and inclusive environment for our employees and children.

Should a grievance occur, we have established a guideline regarding how to work toward a resolution.

Begin by using the ARM method to ASSESS the problem, REGULATE emotions and reactions, and MOTIVATE towards a respectful and positive solution. Once you've ASSESSED and understand your grievance, we ask that you communicate/share your feelings directly with the person with whom you have the conflict. Try to avoid triangulating or bringing an unrelated person into the disagreement. Remember to REGULATE your emotions/reactions in an effort to remain calm when confronting someone about a problem. Your MOTIVATION is to find a resolution.

If, after addressing the issue with the person(s) involved, the problem remains unresolved you may take your issue to a Director. The Director may decide to act as a mediator in order to continue to work towards a resolution.

If a solution cannot be found, the Co-Director or Director may take the issue to the Board of Directors. The decision of the Board of Directors regarding the enforcement of policy will be final.

Parents are never to be contacted regarding employment issues. It is inappropriate for you to discuss employment issues with parents, just as it is inappropriate for the management to discuss your employee issues with the parents, and/or other staff.

Failure to follow this policy will result in one or more consequences. Any and/or all of the following may be used depending on the seriousness of the violation: verbal and/or written warning, suspension without pay (one to three days), and/or termination of employment.

Disciplinary procedures

Willow Woods uses progressive discipline as a positive way to correct unacceptable job performance. This is not a contractual obligation because all Willow Woods employees are “at will” which means an employee can be terminated at the will of Willow Woods for any reason or no reason. The following are the steps, which are taken using progressive discipline.

STEP 1 Verbal Warning

If a staff member’s job performance is not meeting Willow Woods’ standards, or if a staff member is in violation of any policy stated in this handbook, he/she will be informed of the problem and the possible penalties if performance does not improve. Suggestions on ways to improve job performance will be discussed at this time. Verbal warnings may be given for violation of Willow Woods policies, failure to follow procedures, unsatisfactory performance, absenteeism or tardiness.

Verbal warnings will be recorded, discussed, and signed by both the staff member and Director. After three (3) verbal warnings have been issued for any reason within a period of six (6) months, a written warning will be issued.

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STEP 2 Written Warning

A written warning is given if a problem/s, identified by multiple verbal warnings, has not been corrected. Written warnings will be recorded, discussed, and signed by both the staff member and Director.

A staff member may receive only one (1) written warning during a six (6) month period. After one (1) written warning has been issued, any further issues or actions subject to the Disciplinary Procedure may result in suspension or termination.

Written warnings will be issued immediately for refusal to follow lawful instructions or any other serious policy violation, which endangers the safety or integrity of a child or staff member.

STEP 3 Termination

Termination may result when using progressive discipline if steps have not produced satisfactory and acceptable performance, and/or modified behavior. Termination may be immediate without using progressive discipline. Reasons for immediate termination may include, but are not limited to:

- Commitment of child abuse under Missouri law
- Abuse of a parent/guardian of a child or another staff member
- Harassment
- Being under the influence of drugs or alcohol while at work
- Theft
- Possession of a weapon
- Violation of any policy which states that violation of such policy may result in termination

The above violations are only examples and are not meant to be all-inclusive. Disciplinary action up to and including termination may be taken immediately at the discretion of the Directors.

Security

Our utmost priority is the safety of our students. The state of Missouri has very strict regulations regarding security issues for the building and the children. We will remain in compliance with these regulations at all times. These regulations can often be changed and the changes will be covered in staff meetings and also during on-going teacher training. We will work together as a team to stay up to date with the policies and procedures. If you have any questions regarding these, please see the Director or Co-Director. Failure to comply with any of these regulations is grounds for immediate dismissal.

Safety alerts

The State of Missouri requires that we have several safety plans in effect. All of these plans require calm, quick, and safe reactions from the entire staff. In an obvious state of emergency our job is to keep the children and all co-workers as calm as possible to effectively deal with the situation. The following lists three obvious states of emergency and the words that we have chosen to use when communicating the emergency.

1. Fire or emergency/evacuation:
If a child or the school is in immediate danger you should notify everyone as quickly as possible and proceed with the designated evacuation procedure. The agreed alert is: for an emergency: Evacuate! For a Fire: Fire!
2. Help Teacher: In a situation that requires action, and you need assistance right away. For example: you may find a child hurt and you need further assistance, but you cannot leave the child. The agreed upon call should be: Help! Please, or Teacher assistance Please.
3. Code Pink: The phrase "code pink" requires immediate lock-down of every room. When using this phrase it is assumed that there is a dangerous and unknown intruder in the building. You are to take your children to your room and lock the door. Stay in the room until you receive further instructions. The instructions will come from the director, co-director, fellow staff, or a clearly identified officer of the law. The agreed upon alert is: Code Pink!

Abusive behavior

Abusive behavior (whether physical, verbal, mental, sexual, harassing, or neglectful) by any employee toward a child or parent will not be tolerated and will be prosecuted to the full extent of Missouri Law and grounds for immediate termination.

Any employee who witnesses or suspects possible abuse of children must report this immediately to the Director. Any employee who fails to report suspected abuse of a child to the Director will be terminated. This information is highly confidential and needs to be treated as legal information. Discussing this outside the workplace or even with other staff members who were not involved is grounds for termination.

Dress code

Employees will maintain a neat, clean, well-groomed appearance. Staff members are expected to observe the 3 C's for appropriate attire at work as follows:

- **COMFORTABLE** – Staff is expected to play with the children and be down at their level whenever it is appropriate. To do this, staff must be dressed in comfortable clothes that allow free movement and activity. Staff members should wear clothing they feel comfortable getting dirty or stained, as staff members are expected to participate alongside the children during all daily activities. Flip-flops and sneakers are

appropriate footwear. All employees should be able to get on the floor and/or bend over without exposing skin.

- CLEAN - All clothing should be clean with no stains, rips or tears, and must smell appropriate. This also applies to personal hygiene.
- COURTEOUS - Staff members interact with children and parents on a daily basis and should dress professionally. Clothing may not contain alcohol, drug, or cigarette references. Vulgar sayings or suggestions are forbidden. Certain articles of clothing are never appropriate for the work environment, including: halter tops, strapless "tube" tops, tops that expose the midriff, short skirts/shorts, sweatpants, excessively torn jeans/shorts, and low-rise jeans/shorts which expose undergarments.

When aprons, hairnets and/or gloves are required for certain jobs, failure to wear required items will result in discipline.

It is expected that all staff members will present themselves in a professional, respectable manner. Any staff member not adhering to the dress code, or if your supervisor finds that your personal appearance is inappropriate, you will be asked to leave work and return properly dressed and groomed. When you are asked to leave, you will clock out when you leave, and clock back in when you return. See your supervisor if you are not sure about the correct clothing standards for your job.

Phone Use

Use of your personal cell phone is prohibited in the classroom.

If a parent needs to be called about a child for any reason, please report the concern immediately to the Director or Co-Director. They will handle these types of phone calls. This protects you as well as the school. In the case of an emergency when both directors are off premises, we trust staff to use their best judgment. If necessary, first call 911. The next step is to notify parents, then one of the directors as soon as possible after tending to the child's wellbeing.

Failure to follow this policy will have several consequences, any and/or all of the following may be used depending on the seriousness of the violation: written warning, suspension without pay (one to three days), or dismissal.

Breaks

All employees are allowed a 30 minute break when working more than five hours. You must clock out and in for your 30 minute break, whether you leave the building or not. If you fail to clock out, 30 minutes will be automatically deducted from any hours over five, so

please take your break. A float will cover breaks, and arrive to your classroom at your scheduled break time; please wait for the float to arrive before leaving on break. If the float arrives late, you will still be given a full 30 minutes. If you work through your break, it must be approved by a Director to receive pay. If, for whatever reason, you need an emergency break, please notify a Director to cover your classroom while you step out.

Family Emergencies

Emergencies happen without warning; because of that fact, Willow Woods has developed a procedure allowing employees personal time off to attend to an outside family emergency as quickly as possible. The procedure for leaving in the case of a personal emergency is as follows:

- Contact the Director/ Co-Director as soon as possible. You may have an alternate staff member do so for you if you are unable to make the call yourself.
- If there is staff available at Willow Woods to cover your classroom, you may leave immediately if the emergency is pertaining to a member of your immediate family. If there is no alternate staff present, the Director/ Co-Director will find a replacement staff for your classroom, allowing you to attend to the emergency as quickly as possible.
- If the emergency pertains to more than one staff member, two staff members can leave if the Director and Co-Director are both available to provide classroom coverage. If more than two staff members are impacted by the emergency, the Director/ Co-Director will call in additional staff for support. More staff may leave as soon as their replacements arrive, or as soon as their classrooms are in ratio, as legally mandated by the State of Missouri.

We have a legal obligation to maintain teacher/student ratios under any and all circumstances. Leaving work without first assuring that your classroom is in ratio is considered by the State of Missouri leaving children unattended, and places children, teachers and Willow Woods as a whole at risk. Failure to follow this procedure will result in termination.

Meals

You are welcome to eat lunch or snack with the children at any time, as long as you are eating the food that the school provides for the children. If you bring food from home, please do not eat your personal meals or snacks in front of the children. Willow Woods is required to keep food for the children and food for the staff in separate refrigerators. The

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staff has a refrigerator in the kitchen that is designated for their food, so please make sure that you use the right refrigerator.

Parking

When parking your car, please leave the first four spaces nearest the playground for the parents to use for dropping off and picking up children.

Smoking

This is a smoke-free building. The parking lot and the playground area are also smoke-free. Smoking may only occur on a break. You must exit the parking lot and be out of sight from Willow Woods premises. You must wear a different shirt/jacket for smoke breaks that is removed before returning to the classroom, and you must wash your hands before returning to the classroom. Failure to comply with this smoke free policy will result in termination.

I, _____,

Acknowledge that I have received a copy the Employee Handbook. I also acknowledge that I have reviewed the handbook with my supervisor. I have been given an opportunity to ask questions, and know that I can ask questions as I go forward in my employment with Willow Woods.

Signed _____/date _____