



**Master Mind Employee Handbook  
Operational Policy and Procedures**



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## Introduction and Handbook Disclaimer

The purpose of this Manual is to thoroughly explain the responsibility and expectations that are required by each childcare employee. As an employee, you will be representing Master Mind, and it is your duty to represent the company well. Professionalism and respect are always expected of you. You must have respect for yourself, your co-workers, parents, authorities, and most importantly, for the children in our care. Your most important priority is to care for the well-being and sufficient growth of each child. Our motto here at Master Mind is to “encourage each child to develop their brilliant mind”. Children learn best in an environment that is nurturing and secure. Professionalism and respect aid in creating a productive environment for employees and one where children are allowed to flourish.

The contents of this handbook serve only as guidelines and supersede any prior handbook. Neither this handbook, nor any other policy or practice, creates an employment contract, or an implied or express promise of continued employment with the Company. Employment with Master Mind is "AT-WILL." This means employees or Master Mind may terminate the employment relationship at any time, for any reason, with or without cause or advance notice. As an at-will employee, it is not guaranteed, in any manner, that you will be employed with Master Mind for any set period of time. The Company reserves the right to amend, interpret, modify or terminate any of its employee benefit programs without prior notice to the extent allowed by law.

The Company also has the right, with or without notice, in an individual case or generally, to change any of the policies in this handbook, or any of its guidelines, policies, practices, working conditions or benefits at any time. No one is authorized to provide any employee with an employment contract or special arrangement concerning terms or conditions of employment unless the contract or arrangement is in writing and signed by the owner and the employee.

## Welcome Message

Dear Valued Employee,

Welcome to Master Mind! We are pleased with your decision to join our team. Master Mind is committed to providing superior quality in childcare and unparalleled customer service in all aspects of our business. We believe each employee contributes to our success and growth. This employee handbook contains general information on our policies, practices, and benefits. Please read it carefully. If you have questions regarding the handbook, please discuss them with your supervisor or the director.

Welcome aboard. We look forward to working with you!

Sincerely,

April Ryans – Owner / Director

## Changes in Policy

Change at Master Mind is inevitable. Therefore, we expressly reserve the right to interpret, modify, suspend, cancel, or dispute, with or without notice, all or any part of our policies, procedures, and benefits at any time with or without prior notice. Changes will be effective on the dates determined by Master Mind, and after those dates all superseded policies will be null and void.

No individual supervisor or manager has the authority to alter the foregoing. Any employee who is unclear on any policy or procedure should consult a supervisor or the director.

## At-Will Employment

Employment with Master Mind "at-will." This means employees are free to resign at any time, with or without cause, and Master Mind may terminate the employment relationship at any time, with or without cause or advance notice. As an at-will employee, it is not guaranteed, in any manner, that you will be employed with Master Mind for any set period of time.

The policies set forth in this employee handbook are the policies that are in effect at the time of publication. They may be amended, modified, or terminated at any time by Master Mind, except for the policy on at-will employment, which may be modified only by a signed, written agreement between the Director and the employee at issue. Nothing in this handbook may be construed as creating a promise of future benefits or a binding contract between Master Mind and any of its employees.

## Our Mission

Our mission here at Master Mind is to empower the minds of young children so that they can grow and develop positively while exploring the world around them. This exploration is encouraged through the lessons taught in Science, Technology, Engineering, Art, and Math (S.T.E.A.M.). S.T.E.A.M. Curriculum is geared towards each particular age group allowing your child to learn at their own pace. The young minds of children are like sponges, and they are easily able to absorb this information which ultimately prepares them for a well-rounded future.

All Staff are expected to memorize the Master Mind Mission Statement.

## Our Vision:

Our vision is for your child to further develop their Brilliant Mind. Early childhood development will enable us to become your trusted leader in the childcare industry. Children are creative human beings, and we encourage this creativity in a fun learning environment. Through education and interaction with other students, your child will become an acute learner who is ready to embrace the world one step at a time.

All Staff are expected to memorize the Master Mind Vision Statement

## Our Values:

We encourage the growth of every child that enters Master Mind. We instill our ethics and integrity in our staff as well as in our children. Children learn positive socialization skills as well as how to effectively and efficiently solve problems. These enrichment skills are learning tools that instill character in our little ones and can be used inside and outside the classroom.

All Staff are expected to memorize the Master Mind Value Statement

## Inclusion Policy and Transition Plan

Our desire is to provide a safe and secure environment which encourages all children to develop to their full potential. There will be no discriminatory practice or attitude on the grounds of race, ethnic and national origin, sex, marital status, domestic circumstances, disability, sexual orientation, class, religion, or political beliefs. We welcome any child as far as our staffing and physical setting allows. This includes children with special needs as well as children with special healthcare needs. We also welcome specialist such as OT and PT to work with children while they are in our care. If providing care is not within our means (care would require a burden of cost that is not within Master Mind's best interest or ability), we may decline service. We welcome all children and are committed to providing a fully inclusive setting.

We will work with children who have Individualized Education Plans or Individualized Family Service Plans. We ask that families provide us with a copy of this plan so that we can work together for the benefit of the child. We communicate every step of the way and ask that families do the same to ensure that each child is able to progress in their own way.

We will work with each family to encourage children to transition from home into our daycare in the most positive way. We will also aid in supporting families to carefully transition from an outside daycare program to Master Mind. Finally our program aids each child in transitioning from Master Mind to school. A program pre-visit allows for each child to become acquainted with our staff and our classroom environment. Exposure to fun, stimulating, and educational



environments is something that we encourage here at Master Mind. We also know how important it is for our little ones to socialize with one another and make lifelong friends. We welcome scheduled appointments where each child can meet our staff members, tour our classroom, and even play to ensure that they feel comfortable on their first day.

### Qualifications for Substitute Role / Lead Teacher Position Role

1. At least 18 years of age
2. High School diploma, GED or equivalent
3. Meet the requirements of the State of Maryland regulations regarding Criminal Records checks.
4. Provide a physician's statement that one is physically able and obtains a balanced immune system to work with children
5. Has no current pending litigation pertaining to child abuse, exploitation, or neglect.
6. Maintain regular attendance and prompt attendance
7. Maintain a neat, clean, and respectful appearance
8. Must be able to lift 50 lbs. (1 child)
9. Must be able to relate well with children and their families
10. Must be able to function as part of a team and follow the instructions of the Director or lead person
11. Must be able to use acceptable grammar to communicate with the children, staff, and parents. Profanity is not allowed.
12. Must demonstrate social skills such as courtesy, respect, and the appreciation for diverse ethnicities, cultures, ideas, and viewpoints.
13. Must read, understand, and abide by COMAR 13A.15 Family Child Care.
14. All employees must read the Operations Manual and sign the "I have read, understand, and agree to abide by" statement before employment can begin.

## General Job Descriptions

Staff members must always conduct themselves in a professional manner, remembering that every staff member is a direct representative of Master Mind. Specific Job Descriptions are given to staff, and a signed copy is placed in the employee file for future reference.

### Job Duties:

Job Duties will include but are not limited to:

1. Ensuring that the environment is warm, friendly, and inviting for parents, visitors, and children.
2. Greet children and families upon arrival & departure on a first name basis.
3. Developing fun, innovative, and engaging age-appropriate lesson plans and curriculum that reflect the Master Mind Vision statement.
4. Assisting and supervising children during all activities.
5. Conducting and or aiding as needed during family tours.
6. Encouraging positive reinforcement and utilizing positive discipline techniques that allow children to properly identify emotions and promote positive behavior moving forward.
7. Attending staff meetings, trainings, and events as requested.
8. Managing time wisely, limiting unscheduled absences and being a dependable team member.
9. Presenting a positive and professional image always and adhering to uniform requirements.
10. Communicating with Mastermind families, providing updates on each individual child's development and classroom activities.
11. Responding to phone inquiries, emails, and text messages in a timely manner, providing key program information to perspective families.
12. Conducting working interviews with perspective new applicants and mentoring new hires as required.
13. Managing the ProCare application, posting daily pictures of children including their activities, accident/incident reports, and communicating with parents as needed.
14. Observing each child for signs of illness and or signs of physical injury upon arrival & departure.

15. Effectively plan and prepare for each school day. This will include but is not limited to lesson plans, A.M. and P.M. snacks, lunches, and tracking school supplies and orders
16. Maintaining a child safe, clean, and sanitized environment at all times.
17. Staff members are responsible for following the direct instructions of the Director or supervisor in charge without fail.

## Responsibilities Related to Core Concepts

### 1. Child Development/Learning Environment and Curriculum

- a. Provide appropriate early childhood education experiences for children:
- b. Demonstrate that all people are diverse in many ways and incorporate this into your interactions with children and their families.
- c. Use appropriate verbal and non-verbal communication techniques to encourage children to engage in meaningful conversation.
- d. Support and maintain the use of recommended activities and materials.
- e. Support and maintain an environment which assists children in developing respect for self and others, self-control, and self-direction.
- f. Support and maintain an environment that engages children in play that encourages curiosity, exploration and problem solving.
- g. Support and maintain an environment that foster children's sense of security, builds children's self-esteem, and avoids verbal or physical corporal punishment.
- h. Support and maintain the planning, preparing and maintaining the learning environment.

The Master Mind curriculum is geared to encourage children to further develop their inner Master Mind. Learning and growth occur through play, exploration, and discovery. The Master Mind program caters to the physical, cognitive, and social and emotional development of our little ones. Confidence and a sense of self is key in life and we ensure that our children engage in activities and lessons that promote high self-esteem and emotional awareness. Every day is filled with both child directed, and teacher directed activities which promote leadership

skills, teamwork, and individuality. These concepts allow children to flourish in their lives and future careers. Discovery and exploration provide the foundation for a fun learning experience. We know that learning starts at a young age and the concepts that we grasp early in life have the ability to impact our development in a positive way and stay with us for a lifetime. Our goal is to nurture each child and encourage them to discover their hidden potential and talents.

The children at Master Mind enjoy a curriculum based on developmental appropriateness. This means:

- As your child grows and changes, we use curriculum guidelines for what activities are appropriate for each age and stage of development.
- Children are observed during one-on-one interactions, small group activities, along with child directed and teacher directed learning and or play. Observations based on developmental checklists aligned with Master Mind curriculum are recorded for each student. Ongoing assessments including observations and anecdotal records are filed in each child's individual portfolio.
- Children will experience multiple modes of exploration and learning that are reflective of their interests and engage their curiosities in a fun yet stimulating way.
- Knowledge of typical development of children within each age span provides a framework from which Master Mind selects and prepares the learning materials, the classroom environment and specific experiences.
- Children's play is a primary vehicle for and an indicator of their development. Therefore, child initiated, child directed, and teacher supported play is an essential component of our program.
- Academics are presented in a relaxed and enriching manner. From math to language arts, wide ranges of subjects are presented. Learning activities and materials are rotated on a daily basis.
- Multi-cultural/anti-bias awareness is part of our curriculum and instilled in each child.
- A child's primary language is also incorporated into our curriculum.
- Curriculum is geared toward each individual child and is supportive of children with all abilities.

The curriculum at Master Mind addresses the needs of the "whole child".

## 2. Health Safety and Nutrition

Follow regulations regarding health, safety and sanitation across multiple settings

- a. Be familiar with procedures for emergencies, including fire, tornadoes, and earthquakes and know evacuation procedures.
- b. Demonstrate proper techniques of preventing the spread of communicable diseases including hand washing, sanitation and morning health checks.
- c. Be prepared to follow all policies regarding Accidents/Injuries and Incidents including reports.
- d. Follow written procedures for the administration of medicine
- e. Demonstrate the procedures for supervising children's activities and environment to prevent illness and injury.
- f. Follow program procedures for mealtimes.

## 3. Professionalism

- a. Maintain Confidentiality
- b. Participate in professional development as required to improve performance, and expand personal knowledge of child development and recommended practices
- c. View self as a learner
- d. Understand and comply with COMAR 13.A.15 Family Child Care Regulations and Licensing Standards.

## 4. Child Assessment

- a. Assist with the collection of information about each child's development.
- b. Participate as a team member in planning, coordinating, and implementing assessment procedure.

## 5. Family and Community Partnerships

- a. Demonstrate confidentiality relative to all children and their families

- b. Follow the center's policy for maintaining written and verbal daily communications with families.
- c. Show a warm welcoming attitude towards families and community resources as pertaining to their involvement with Master Mind.

## Priority Responsibilities

Our #1 priority here at Master Mind is to provide a safe, healthy, happy, and nurturing environment for our children so that they can develop to their optimal potential. Staff members who put anything above this priority or who's interactions with and attitudes toward the children, their families and other staff members interfere with this priority will be terminated.

## Dress Code

It is important to be both professional in appearance and functionally comfortable for working with children. The following guidelines must be followed:

All Staff:

All staff will wear the designated Master Mind short sleeve shirt. If wearing a sweater during cold or inclement weather, a sweater with the Master Mind logo should be worn. Only shirts and sweaters with Master Mind logos are to be worn by staff members.

Jeans: Blue, black, or brown jeans free of tears, holes, or strings. Jean shorts must be no shorter than right above the knee.

Pants/Capri's: Blue, black, or Brown slacks or Khakis.

Skirts/Shorts: Blue, black, or Brown skirts or shorts. Skirts and shorts must be no shorter than right above the knee.

White or black comfortable sneakers must be worn in the classroom. Black or brown boots are allowed.

Failure to comply with Master Mind Dress Code can and will be result in the disciplinary action. Management reserves the right to enforce the Dress Code at all times. The Director has the final authority to determine what is appropriate.

### Health and Safety:

In an effort to keep all children and staff safe and healthy any sick child or staff member must stay home. A child or staff member with a temperature of 100 Fahrenheit or above must stay home. Children and staff should be allowed to recover fully from an illness in the comfort of their own home. Parents are responsible for making alternate childcare arrangements when a child is sick. Minimizing exposure and providing good hygienic practices keep all children and staff members healthy and safe. Accordingly, for the benefit of all involved, the following policies will be strictly enforced:

Children and staff who have exhibited ANY symptoms of infectious illness within the proceeding 24-hour period are likely to be contagious and should remain at home. If a child is sick throughout the night, the child CANNOT attend daycare the following day. Master Mind reserves the right to determine whether a child should remain in the home when illness is a consideration. Parents of children who become ill during the day will be promptly notified and are expected to arrange to pick up their child within 1 hour. The sick child will, if possible, be isolated from the other children to minimize exposure. If the parent cannot be reached, the person designated as the emergency contact will be notified. Emergency contacts will be called for ill staff members as well.

### Employee Grievances

It is the policy of Master Mind to maintain a harmonious workplace environment. Master Mind encourages its employees to express concerns about work-related issues, including workplace communication, interpersonal conflict, and other working conditions. Employees are encouraged to raise concerns with their supervisors. If not resolved at this level, an employee may submit, in writing, a signed grievance to the Director. After receiving a written grievance, Master Mind may hold a meeting with the employee, the immediate supervisor, and any

other individuals who may assist in the investigation or resolution of the issue. All discussions related to the grievance will be limited to those involved with, and who can assist with, resolving the issue.

Complaints involving alleged discriminatory practices shall be processed in accordance with Master Mind's Sexual and other Unlawful Harassment Policy. Master Mind assures that all employees filing a grievance or complaint can do so without fear of retaliation or reprisal.

## Internal Communication

Effective and ongoing communication within Master Mind is essential. As such, the Company maintains systems through which important information can be shared among employees and management. White boards are posted in designated areas of the workplace to display important information and announcements. Employees should consult their supervisor with any questions or concerns on information disseminated.

## Outside Employment

Employees may hold outside jobs as long as the employee meets the performance standards of their position with Master Mind. Unless an alternative work schedule has been approved by Master Mind, employees will be subject to the Company's scheduling demands, regardless of any existing outside work assignments; this includes availability for overtime when necessary.

Master Mind's property, office space, equipment, materials, trade secrets, and any other confidential information may not be used for any purposes relating to outside employment.

## Anti-Retaliation and Whistle Blower Policy

This policy is designed to protect employees and address Master Mind's commitment to integrity and ethical behavior. In accordance with anti-retaliation and whistleblower protection regulations, Master Mind will not tolerate any retaliation against an employee who:



- Makes a good faith complaint, or threatens to make a good faith complaint, regarding the suspected Company or employee violations of the law, including discriminatory or other unfair employment practices;
- Makes a good faith complaint, or threatens to make a good faith complaint, regarding accounting, internal accounting controls, or auditing matters that may lead to incorrect, or misrepresentations in, financial accounting.
- Makes a good faith report, or threatens to make a good faith report, of a violation that endangers the health or safety of an employee, patient, client or customer, environment or general public;
- Objects to, or refuses to participate in, any activity, policy or practice, which the employee reasonably believes is a violation of the law;
- Provides information to assist in an investigation regarding violations of the law; or
- Files, testifies, participates or assists in a proceeding, action or hearing in relation to alleged violations of the law.

Retaliation is defined as any adverse employment action against an employee, including, but not limited to, refusal to hire, failure to promote, demotion, suspension, harassment, denial of training opportunities, termination, or discrimination in any manner in the terms and conditions of employment.

Anyone found to have engaged in retaliation or in violation of law, policy or practice will be subject to discipline, up to and including termination of employment. Employees who knowingly make a false report of a violation will be subject to disciplinary action, up to and including termination.

Employees who wish to report a violation should contact their supervisor or April Ryans directly. Employees should also review their state and local requirements for any additional reporting guidelines.

Master Mind will promptly and thoroughly investigate and, if necessary, address any reported violation. Employees who have any questions or concerns regarding this policy and related reporting requirements should contact their supervisor, the CEO or any state or local agency responsible for investigating alleged violations.

## 90 Day Onboarding and Probationary Period

The first three months of employment is a probationary period. During this introductory time, new employees will be required to abide by all of Master Mind's policies, procedures, and services and the roles and responsibilities of all guidelines. After the first ninety days employment, the Director will prepare a written evaluation of the performance and discuss the same with the employee. If this evaluation is satisfactory, the new employee will go into full employee status. Unsatisfactory evaluation may result in retraining or termination. Failure to abide by all of the following guidelines will result in immediate termination.

### 90- Day Probation Guidelines:

- Refrain from mismanagement of business funds and assets
- Refrain from mismanagement or undermining of daily job guidelines
- Refrain from mismanagement of supplies to be used for Master Mind
- To arrive to work at the beginning of shift and NOT leave until shift ends without given prior notification and consent
- To give 60 minutes minimum notification if you are going to be absent from work or unable to arrive on time
- No drinking alcohol beverages during work hours or prior to arriving to work
- No use of prescription drugs that were not provided by a physician
- No use of prescription or non-prescription drugs that impair the ability to successfully perform job requirements (i.e. pain relievers, allergy meds, etc.)
- No misrepresenting Master Mind or improper conduct in public
- No mishandling of the children
- No profanity and/or disrespect

No false or misleading advertising of Master Mind (The Director has the final say in regards to all advertisement; as such, no advertising should be solicited on social media networks, internet websites, flyers or any other outlet used for advertisement without prior consent)

## Employment Status and Record Keeping

### Employment Classifications

For purposes of salary administration and eligibility for overtime payments and employee benefits, Master Mind classifies employees as either exempt or non-exempt. Non-exempt employees are entitled to overtime pay in accordance with federal and state overtime provisions. Exempt employees are exempt from federal and state overtime laws and, but for a few narrow exceptions, are generally paid a fixed amount of pay for each workweek in which work is performed. If you change positions during your employment with Master Mind or if your job responsibilities change, you will be informed by the Director or HR of any change in your exempt status. In addition to your designation of either exempt or non-exempt, you also belong to one of the following employment categories:

#### Full-Time:

Full-time employees are regularly scheduled to work greater or equal to 35 hours per week. Generally, regular full-time employees are eligible for Master Mind's benefits, subject to the terms, conditions, and limitations of each benefit program.

#### Part-Time:

Part-time employees are regularly scheduled to work less than 35 hours per week. Regular part-time employees may be eligible for some benefit programs, subject to the terms, conditions, and limitations of each benefit program

#### Temporary:

Temporary employees include those hired for a limited time to assist in a specific function or in the completion of a specific project. Temporary employees generally are not entitled to Master Mind benefits, but are eligible for statutory benefits to the extent required by law. Employment beyond any initially

stated period does not in any way imply a change in employment status or classification. Temporary employees retain temporary status unless and until they are notified, by Master Mind Management, of a change.

## Personnel Data Changes

It is the responsibility of each employee to promptly notify their supervisor or the Director or the HR representative of any changes in personnel data. Such changes may affect your eligibility for benefits, and your receipt of important company information. If any of the following have changed or will change in the coming future, contact your supervisor, the Director or the HR representative as soon as possible:

- Legal name
- Mailing address
- Telephone number(s)
- Change of beneficiary
- Exemptions on your tax forms
- Emergency contact(s)
- Training certificates
- Professional licenses

## Expense Reimbursement

Master Mind reimburses employees for necessary expenditures and reasonable costs incurred in the course of doing their jobs. Expenses incurred by an employee must be approved in advance by the Director

Some expenses that may warrant reimbursement include, but are not limited, to the following: mileage costs, air or ground transportation costs, lodging, meals for the purpose of carrying out company business, and any other reimbursable expenses as required by law. Employees are expected to make a reasonable effort to limit business expenses to economical options. To be reimbursed, employees must submit expense reports to the CEO for approval. The report must be accompanied by receipts or other documentation substantiating the expenses. Questions regarding this

policy should be directed to your supervisor or the Director.

## Termination of Employment

Termination of employment is an inevitable part of personnel activity within any organization.

## Notice of Voluntary Separation

Employees who intend to terminate employment with Master Mind shall provide Master Mind with at least two weeks written notice. Such notice is intended to allow the Company time to adjust to the employee's departure without placing undue burden on those employees who may be required to fill in before a replacement can be found.

## Return of Company Property

Upon termination of employment with Master Mind employees shall return all files, records, keys, clothing and any other materials that are the property of Master Mind prior to their last date of employment.

## Final Pay

Master Mind will provide employees with their final pay in accordance with applicable federal, state and local laws. The item cost for any company property not returned prior to the employee's last day will be deducted from the final paycheck. If the final check does not cover the full cost, the employee will be billed for the remaining amount. Employees are made aware of the cost of any loaned company property in writing, which is signed by the employee.

## Layoff Shift Changes

Due to the nature of this business, as in many other businesses, you may experience a decrease in work hours or a lay off. This may be for an

undisclosed amount of time or indefinitely. This can occur if child enrollment declines below the need for additional assistance or if Master Mind closes for business for a period of time or permanently. Staff compensation comes directly from tuition payments for childcare services only. If this action becomes necessary, any staff member affected will be made aware as soon as possible.

## Working Conditions and Hours

Master Mind is open from 7:30am to 5:30pm Monday through Friday. This excludes holidays recognized by Master Mind. Employees will be advised of their scheduled shift, including starting and ending times. Business needs may necessitate a variation in your starting and ending times as well as in the total hours you may be scheduled to work each day and each week.

## Inclement Weather and Emergency Closings

At times, emergencies such as severe weather, fires, pandemics, or power failures can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. The decision to close or delay regular operations will be made by Master Mind management. When a decision is made to close, employees will receive official notification from their supervisor or the Director.

If the governor declares a state of emergency Master Mind will be closed. If a state of emergency is declared during normal operations families will be called to pick up their children as soon as possible to ensure that children, parents, and staff can make it home safely. When other types of inclement weather occur, it is always up to Master Mind's discretion if Master Mind will remain open, have an early dismissal, or close for the day. We always make decisions considering the safety of our children, parents, and staff.

## Parking

Parking is available on the street. Employees who choose to park on the street should observe all parking signs. Always be sure to park in the direction of the traffic flow on each side of the street. Master Mind is not responsible for any

traffic violations incurred by any employee.

If waiting for a ride after work employees should wait in the proper area which is directly in front of the garage of the home.

## Workplace Safety

Master Mind is committed to providing a clean, safe, and healthful work environment for all employees. Maintaining a safe work environment, however, requires the continuous cooperation of all employees. Master Mind and all employees must comply with all state and local safety regulations. In addition, all employees are expected to obey safety rules and exercise caution and common sense in all work activities.

## Complaint and Reporting Procedure

Employees should immediately report any unsafe conditions to their supervisor without fear of reprisal. In the case of an accident that results in injury, regardless of how seemingly insignificant the injury may appear, employees must notify their supervisor or the Director.

Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report or, where appropriate, remedy such situations may be subject to disciplinary action, up to and including termination of employment.

## Retaliation Prohibited

Master Mind expressly prohibits retaliation against anyone who reports unsafe working conditions or work-related accidents, injuries or illnesses. Any form of retaliation will be subject to disciplinary action, up to and including termination of employment.

## Security

The purpose of Master Mind's security policy is to protect Company assets and to maintain a safe working environment for all employees.

## Facility Access

Select Master Mind employees who open and/or close, will be issued a digital key to gain access to Master Mind. Employees who are issued digital key codes are responsible for their safekeeping. If you are provided with a physical key and it is lost or stolen it must be reported to the Director as soon as possible. Making copies of keys is prohibited and is grounds for termination.

Upon separation from Master Mind, and at any other time upon Master Mind's request, all physical keys must be returned to the Director.

## Closing Procedures

The last employee, or a designated employee, who leaves Master Mind at the end of the business day assumes the responsibility to ensure that: all doors are securely locked; and all appliances and lights are turned off. Employees are not permitted on company property after hours without prior written authorization from the Director.

## Employee Benefits

After the 90-day probationary period employees are offered benefits that are based on employee performance. Employee Benefits include the following holidays, and leaves including bereavement leave, military leave, jury duty leave, workers' compensation, crime victims leave, election duty leave, sick leave, personal wellness days, and employee bonuses. Employee bonuses are dependent on the business' current financial status and will not be provided if Master Mind needs to restrain the budget at any time.



## Holiday Closings

- New Year Day
- Martin Luther King Day
- Presidents Day
- Easter
- Memorial Day
- Juneteenth
- Yom Kippur
- Independence Day
- Labor Day
- Rosh Hashanah
- Indigenous People's Day
- Election Day
- Veterans Day
- Thanksgiving Holiday (Day Before and After)
- Winter Break

Holiday Calendar (with actual dates) is handed out annually. Master Mind reserves the right to hold employee meetings and workshops on any given holiday. All Holidays listed above are paid days off.

## Bereavement Leave

Bereavement leave provides paid time off for eligible employees in the event of a death in their immediate family. Employees in the following employment classification(s) are eligible for bereavement leave: Full-time employees only  
An immediate family member for purposes of Master Mind's bereavement leave policy includes the following:

- Spouse
- Child (including foster children and step-children)
- Parent (including legal guardian and step-parent)
- In-laws (including mother and father-in-laws and brother and sister-inlaws)

- Grandparent
- Grandchild
- Sibling

Eligible employees are entitled to 3 days paid time off for a death in the immediate family. Because of the deep impact that death can have on an individual or a family, additional unpaid time off may be granted on a discretionary basis. Such arrangements must be approved by the Director. To be eligible for paid time off for bereavement, employees are expected to notify their supervisors or the Director at the earliest opportunity so that Master Mind can try to arrange coverage for the employee's absence. In addition, Master Mind will require verification of the need for the leave.

### Military Leave

An employee who is a member of the Maryland National Guard, Maryland State Defense Force or naval militia may be eligible to take reasonable leave when he or she is ordered to active duty or military duty under applicable state and federal law. Employees must be prepared to provide Master Mind with certification from the proper military authority to verify the employee's eligibility for military leave. Upon honorable release from active duty, an employee must apply for reemployment in writing within:

- 14 days of his or her release from duty or from hospitalization if the length of the employee's absence does not exceed 180 days; or
- 90 days of his or her release from duty or from hospitalization if the length of the employee's absence exceeds 180 days.

When possible, Master Mind will restore the employee to the position held by the employee when he or she was ordered to active duty. If the position no longer exists, the employee will be reinstated to a position of like seniority, status and pay or to a comparable vacant position for which the employee is qualified, unless to do so would be unreasonable. Military leave is unpaid; however, employees may opt to use accrued paid time off for this purpose.

## Jury Duty Leave

Master Mind encourages employees to fulfill their civic responsibilities when called upon to serve as a juror. Employees must provide the Director with a copy of their jury summons as soon as possible so that arrangements can be made to accommodate their absence. Either Master Mind or the employee may request an excuse from jury duty if it is determined that the employee's absence would create serious operational difficulties. Jury duty leave is unpaid; however, employees may opt to use accrued paid time off for this purpose.

## Workers' Compensation

Employees who are injured on the job at Master Mind are eligible for Workers' Compensation benefits. Such benefits are provided at no cost to employees and cover any injury or illness sustained in the course of employment that requires medical treatment. Lost time or medical expenses incurred as a result of an accident or injury which occurred while an employee was on the job will be compensated for in accordance with workers' compensation laws. This protection is paid for in full by Master Mind. No premium is charged for this coverage and no individual enrollment is required.

All job-related accidents or illnesses must be reported to the Director immediately upon occurrence. The Director will then immediately contact Next Insurance to obtain the required claim forms and instructions.

## Crime Victims Leave

An employee may be entitled to a reasonable amount of leave if the employee is a victim of a crime. Such leave may be taken to attend all criminal proceedings related to the crime. Except in cases of imminent danger to the health or safety of the employee, or unless impractical, an employee requesting crime victims leave must provide notice to his or her supervisor regarding the need for leave as soon as practical. Employees must be prepared to provide Master Mind with certification to verify the employee's eligibility for the leave requested such as a police report, a court order or evidence that they appeared in court. Crime victims leave is unpaid; however, employees may use accrued paid time

off for this purpose.

## Election Duty Leave

An employee who serves as an officer of election will be granted leave in order to perform the duties of the position to which they have been appointed. The leave is unpaid; however, employees may opt to use accrued time off for this purpose. An employee, who serves for four or more hours including travel time, will not be required to start any work shift that begins on or after 5:00 p.m. on his or her day of service, or before 3:00 a.m. on the day following service.

To the extent possible, employees must provide reasonable advance notice of their need for leave under this policy. Requests must be submitted to the employee's supervisor or to the Director. Employees must be prepared to provide Master Mind with certification to verify the employee's eligibility for the leave requested.

## Paid Sick Leave

Master Mind provides its employees with 1 hour of paid sick leave for every 30 hours worked. Sick leave is accrued upon the employee's initial start date and cannot be used until after the first 90 days of continuous employment. Annual sick time is capped at 40 hours. At the end of the calendar year, unused sick time will be forfeited. In order for sick leave to be paid, you must provide written documentation from a doctor that you are able to resume normal work duties before you will be allowed to return to work. This policy is not intended to diminish or replace any entitlement employees have to paid sick leave under applicable law. Questions regarding this policy should be directed toward your supervisor or the Director.

## Personal Wellness Days

After 6 months of continuous service at Master Mind all employees are entitled to one paid personal wellness day per month. 2 weeks' notice must be given before

taking a personal wellness day. If 2 weeks' notice is not provided the personal wellness day can either be forfeited or accrued to be used in the future.

Employees are allowed to accrue personal wellness days however no more than 5 personal wellness days can be taken consecutively at one time. All personal wellness days must be approved by the director before they are granted and the employee must be in good standing. At the end of the calendar year, unused personal wellness days will be forfeited.

### Unpaid Time Off (UTO)

In an effort to recognize the need of employees who require time off in addition to other types of leave, Master Mind may consider an unpaid personal leave of absence without pay for up to a maximum of 2 days per quarter. All regular employees employed by Master Mind for a minimum of 90 days are eligible to apply for an unpaid personal leave of absence. Job performance, absenteeism and departmental requirements will all be taken into consideration before a request is approved. Approvals from the Director is required. Requests for unpaid personal leave may be denied or granted by Master Mind for any reason or no reason and are within the sole discretion of Master Mind. Master Mind reserves the right to terminate employment for any reason or no reason during the leave of absence. The request must be one week in advance at a minimum.

An eligible employee should submit a completed Unpaid Time Off request in writing to his or her immediate supervisor or to the Director. The requesting employee will be asked to acknowledge in writing his or her understanding that all requests for personal leaves are not granted.

The immediate supervisor or the Director will:

- Review the request taking workload scheduling and departmental requirements into consideration.
- Consult with other managers or a higher level.
- Return a decision to the employee as soon as feasible after receipt of the written request.

Whether the request is approved or denied, the employee will receive written communication with the decision.

An employee is required to return from the unpaid personal leave on the

originally scheduled return date. If the employee is unable to return, he or she must request an extension of the leave in writing. If Master Mind declines to extend the leave, the employee must then return to work on the originally scheduled return date or be considered to have voluntarily resigned from his or her employment. Extensions of leave will be considered on a case-by-case basis.

## Enrolling Own Children

Depending on space and availability employees may be able to enroll their own children into Master Mind. Employees will get a waiver on the registration fee as well as a 10% discount on their tuition. Tuition must be paid in accordance with the signed Payment Contract. Staff with enrolled children must abide by the policies outlined in the Master Mind Parent Handbook. If employment is terminated any monies owed by the staff member/employee for childcare tuition or other fees will be deducted from final paycheck. If the final check does not cover the amount owed for tuition or other fees the remaining amount will be billed and payment is expected immediately.

## Training and Professional Development

Master Mind is committed to the personal and developmental growth of all its employees. To this end, Master Mind not only prepares their new hires to succeed, Master Mind also continually teaches, develops, and improves current employees' skills in order to attain excellence in childcare. In order to provide maximum opportunity for professional development for its employees, Master Mind shall provide opportunities for training at conferences, institutes, and workshops, within budgetary limits. ALL employees who work directly with children are currently required by Master Mind to obtain training each year from the date of employment. The annual training shall cover areas such as, but not limited to:

- Physical, intellectual, social, and emotional child development;
- Behavior management and discipline techniques;
- Health and safety in the daycare environment;
- Art and music activities for children;

- Child nutrition;
- Recognition and prevention of child abuse and neglect;
- Emergency preparedness
- Recognition and prevention of the spread of communicable diseases.

Training is mandatory and all employees are to attain required training in order to qualify for continued employment. All employees working within the Center or providing transportation will be required to have current First Aid/CPR training. Master Mind encourages all Employees to seek further education regardless of their current level of education or status. This is an expectation. Employees will be responsible for receiving proof about their participation in workshops/training classes and turning in the documentation to the Director for their personnel file where they remain even after employment ends. Employees are encouraged to make copies of their certifications. In addition, Master Mind encourages employees interested in job-specific training and continuing educational opportunities to research such programs and consult the Director as there are often many opportunities and grants or child care education. Management approval must be obtained, in writing, prior to registering for the seminars or courses.

### Lunch and Break Periods

The state of Maryland does not require businesses to provide meal and break periods. Lunch and breaks at Master Mind generally occur during nap time which occurs daily from 1pm to 3pm. Employees are not allowed to leave the premises unless relieved by another employee or by the Director. A break will last no longer than 15 minutes. A lunch break will last no longer than 60 minutes. All employees are required to return promptly following a meal or break period.

### Break Time for Nursing Mothers

Master Mind accommodates employees who wish to express breast milk during the workday by providing reasonable break times to do so. Master Mind will provide a designated room, other than a bathroom, that is shielded from view, free from intrusion from coworkers and the public and is in compliance with all

other applicable laws for this purpose. Employees who use regularly scheduled rest breaks to express breast milk will be paid for the break time. If the lactation break does not run concurrently with the employee's regularly scheduled compensated break, the lactation break time will be unpaid.

## Employee Conduct

Master Mind's rules and standards of conduct are essential to a productive work environment. As such, employees must familiarize themselves with, and be prepared to follow, the Master Mind's rules and standards.

While not intended to be an all-inclusive list, the examples below represent behavior that is considered unacceptable in the workplace. Behaviors such as these, as well as other forms of misconduct, may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal/possession of property
- Falsification of timekeeping records
- Possession, distribution, sale, transfer, manufacture or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Making maliciously false statements about co-workers
- Threatening, intimidating, coercing, or otherwise interfering with the job performance of fellow employees or visitors
- Negligence or improper conduct leading to damage of company-owned or customer-owned property
- Violation of safety or health rules
- Smoking in the workplace
- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism
- Unauthorized use of telephones, computers, or company-owned equipment on working time. Working time does not include break periods, meal times, or other specified periods during the workday when employees are not on the clock



## Disciplinary Action

Disciplinary action at Master Mind is intended to fairly and impartially correct behavior and performance problems early on and to prevent reoccurrence. Disciplinary action may involve any of the following: verbal warning, written warning, suspension with or without pay, and termination of employment, depending on the severity of the problem and the frequency of occurrence. Master Mind reserves the right to administer disciplinary action at its discretion and based upon the circumstances.

Master Mind recognizes that certain types of employee behavior are serious enough to justify termination of employment, without observing other disciplinary action first. These violations include but are not limited to:

- Workplace violence
- Harassment
- Theft of any kind
- Insubordinate behavior
- Vandalism or destruction of company property
- Presence on company property during non-business hours
- Use of company equipment and/or company vehicles without prior authorization
- Indiscretion regarding personal work history, skills, or training
- Divulging Master Mind business practices or any other confidential information
- Any misrepresentation of Master Mind to a customer, a prospective customer, the general public, or an employee
- Inefficient or incompetent performance of duties
- Negligence
- Careless or improper use of Master Mind equipment
- Discourteous treatment of staff members or parents
- Absence without approved leave
- Habitual tardiness
- Violation of any written regulations regarding performance of duties
- Conviction of a felony or crime involving immorality
- Misuse of Center funds

- Falsification of information on application or other documents
- Participation in any action that seriously disrupts any operation of the Center
- Willful damage or destruction of Master Mind property
- Willful acts that endanger the lives or property of others
- Possession of firearms or other lethal weapons on the job
- Giving or accepting gifts in exchange for favors or influence
- Spreading of information that is confidential by law
- Failure to examine children for signs of abuse or neglect
- Abuse or neglect of children, use of corporal punishment, verbal abuse, mental abuse, sexual abuse, supplying of intoxicants, drugs or dangerous weapons
- Failure to report any suspicion of child abuse or neglect to the Director or to governmental authorities as required by law
- Leaving children unattended for any length of time
- Inappropriate conduct and failure to serve as a model for children in matters of courtesy, respect, and behavior toward others
- Removing a child from the Center or transporting a child in a personal vehicle without written consent of the parent.
- Obtaining or providing medical treatment without express written parental consent
- Sleeping during assigned working hours

### Alternative Disciplinary Actions:

The listing of alternative disciplinary actions found below does not imply that these actions must be taken in some specific order; depending on the severity of the problem, any of the listed actions may be taken. In applying any of the actions listed below, the Director will keep a record of the problem, of discussions with the staff member, and of any agreements reached or plans developed for dealing with the problem. The record will be signed by the staff member to acknowledge that it has been read. The staff member's signature is not to be taken as evidence of agreement with what the record states.

### 1. Verbal Warning:

The Director will talk with the staff member concerning the problem and will discuss what is expected and why. Reasons for unsatisfactory job performance, the staff member's rationale for their behavior, and specific actions that need to be taken to remedy the situation will be detailed. The Director should record the date of the interview and other relevant information for future use.

### 2. Written Warning:

The Director will prepare a written summary of the performance problem and will present it to the staff member for discussion. The written summary should contain dates, a description of specific performance problems, actions required for improvement, a time frame for the implementation of change, and a notice that continuation of the problem may result in more severe disciplinary action up to and including dismissal. Previous actions, if any, relating to the problem should also be noted. Written warnings should be placed in the staff member's personnel file and a copy should be given to the staff member.

### 3. Suspension/Dismissal (Termination):

The Director has the authority to suspend or dismiss any Employee for breach of employment terms with owner approval. An Employee may be suspended without pay for a period not to exceed 15 working days, pending investigation of the charges. If the Employee is exonerated by the investigation, the Employee will be paid for the period of the suspension. The Owner must document suspension without pay. The documentation will include the beginning date of suspension, reasons for suspension, and date for return to pay status. If continuing employment at Master Mind is not an option upon investigation, the Employee will be dismissed.

## Confidentiality

Master Mind takes the protection of Confidential Information very seriously. “Confidential Information” includes, but is not limited to, computer processes, computer programs and codes, customer lists, customer preferences, customers’ personal information, company financial data, marketing strategies, proprietary production processes, research and development strategies, pricing information, business and marketing plans, vendor information, software, databases, and information concerning the creation, acquisition or disposition of products and services.

Confidential Information also includes the Master Mind’s intellectual property and information that is not otherwise public. Intellectual property includes, but is not limited to, trade secrets, ideas, discoveries, writings, trademarks, and inventions developed through the course of your employment with Master Mind and as a direct result of your job responsibilities with Master Mind. Wages and other conditions of employment are not considered to be Confidential Information.

- To protect such information, employees may not disclose any confidential or non-public proprietary information about Master Mind to any unauthorized individual. If you receive a request for Confidential Information, you should immediately refer the request to your supervisor.
- The unauthorized disclosure of Confidential Information belonging to Master Mind, and not otherwise available to persons or companies outside of Master Mind, may result in disciplinary action, up to and including termination of employment. If you leave Master Mind, you may not disclose or misuse any Confidential Information. Each employee is required to read and sign a Non-Disclosure Agreement and a Non-Compete Agreement for continued employment.
- This policy is not intended to restrict an employee’s right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees’ rights under the National Labor Relations Act.
- Questions regarding this policy should be directed to the Director.

## Workplace Violence

Master Mind strictly prohibits workplace violence, including any act of intimidation, threat, harassment, physical violence, verbal abuse, aggression or coercion against a coworker, vendor, customer, or visitor. Prohibited actions, include, but are not limited to the following examples:

- Physically injuring another person
- Threatening to injure another person
- Engaging in behavior that subjects another person to emotional distress
- Using obscene, abusive or threatening language or gestures
- Bringing an unauthorized firearm or other weapon onto company property
- Threatening to use or using a weapon while on company premises, on company-related business, or during job-related functions
- Intentionally damaging property

All threats or acts of violence should be reported immediately to your supervisor or to the Director. Employees should warn their supervisors or the Director of any suspicious workplace activity that they observe or that appears problematic. Employee reports made pursuant to this policy will be investigated promptly and will be kept confidential to the maximum extent possible. Master Mind will not tolerate any form of retaliation against any employee for making a report under this policy. Master Mind will take prompt remedial action, up to and including immediate termination, against any employee found to have engaged in threatening behavior or acts of violence.

## Drug and Alcohol Use

Master Mind is committed to maintaining a workplace free of substance abuse. No employee or individual who performs work for Master Mind is allowed to consume, possess, sell, purchase, or be impaired by alcohol or illegal drugs, as defined under federal and/or state law, on any property owned by or leased on behalf of April Ryans, or on behalf of Master Mind, or in any vehicle owned or leased on behalf of April Ryans, or on behalf of Master Mind. The use of over-the-counter drugs and legally prescribed drugs is permitted as long as they are used in the manner for which they were prescribed and provided that such use does not

hinder an employee's ability to safely perform their job. Employees should inform their supervisor if they believe their medication will impair their job performance, safety or the safety of others, or if they believe they need a reasonable accommodation when using such medication.

Master Mind will not tolerate employees who report for duty while impaired by the use of alcohol or drugs. All employees should report evidence of alcohol or drug abuse to their supervisor or to the Director immediately. In cases in which the use of alcohol or drugs creates an imminent threat to the safety of persons or property, employees are required to report the violation. Failure to do so may result in disciplinary action, up to and including termination of employment. As a part of our effort to maintain a workplace free of substance abuse, Master Mind employees may be asked to submit to a medical examination and/or clinical testing for the presence of alcohol and/or drugs. Within the limits of federal, state, and local laws, Master Mind reserves the right to examine and test for drugs and alcohol at our discretion. As a condition of your employment with Master Mind employees must comply with this Drug & Alcohol Use Policy. Be advised that no part of the Drug & Alcohol Use Policy shall be construed to alter or amend the at-will employment relationship between Master Mind and its employees. Employees found in violation of this policy may be subject to disciplinary action, up to and including termination of employment.

## Sexual and Unlawful Harassment

Master Mind is committed to a work environment in which all individuals are treated with respect. Master Mind expressly prohibits discrimination and all forms of employee harassment based on race, color, religion, sex, pregnancy, national origin, age, disability, military or veteran status, or status in any group protected by state or local law. Sexual harassment is a form of discrimination and is prohibited by law. For purposes of this policy sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment. Unwelcome sexual advances (either verbal or

physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

Sexual and unlawful harassment may include a range of behaviors and may involve individuals of the same or different gender. These behaviors include, but are not limited to:

- Unwanted sexual advances or requests for sexual favors.
- Sexual or derogatory jokes, comments, or innuendo
- Unwelcomed physical interaction
- Insulting or obscene comments or gestures
- Offensive email, voicemail, or text messages
- Suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters
- Verbal sexual advances or propositions
- Physical conduct that includes touching, assaulting, or impeding or blocking movements
- Abusive or malicious conduct that a reasonable person would find hostile, offensive, and unrelated to Master Mind's legitimate business interests
- Any other visual, verbal, or physical conduct or behavior deemed inappropriate by Master Mind
- Harassment on the basis of any other protected characteristic is also strictly prohibited.

## Complaint Procedure:

Master Mind strongly encourages the reporting of all instances of discrimination, harassment, or retaliation. If you believe you have experienced or witnessed harassment or discrimination based on sex, race, national origin, disability, or another factor, promptly report the incident to your supervisor. If you believe it would be inappropriate to discuss the matter with your supervisor, you may bypass your supervisor and report it directly to the Director. Any reported allegations of harassment or discrimination will be investigated promptly, thoroughly, and impartially. Any employee found to be engaged in any form of sexual or other unlawful harassment may be subject to disciplinary action, up to and including termination of employment.

## Retaliation Prohibited

Master Mind expressly prohibits retaliation against any individual who reports discrimination or harassment or assists in investigating such charges. Any form of retaliation is considered a direct violation of this policy and, like discrimination or harassment itself, will be subject to disciplinary action, up to and including termination of employment.

## Telephone Usage

Master Mind telephones are intended for the sole use of conducting business. Personal use of the Business' telephones and individually owned cell phones during business hours should be kept to a minimum or for emergency purposes only. We ask that personal calls only be made or received outside of working hours, including during lunch or break time. Long distance phone calls which are not strictly business-related are expressly prohibited. Each employee will be required to review and sign the Phone Etiquette policy. Any employee found in violation of this policy will be subject to disciplinary action, up to and including termination of employment.



## Personal Property

Employees should use their discretion when bringing personal property into the workplace. Master Mind assumes no risk for any loss or damage to personal property. Additionally, employees may not possess or display any property that may be viewed as inappropriate or offensive on Master Mind premises. Personal property should be kept with you or in your classroom storage area and out of the reach of children. All employees will have access to an area to store personal belongings.

## Use of Master Mind Property

Master Mind property refers to anything owned by Master Mind: physical, electronic, intellectual, or otherwise. The use of Master Mind property is for business necessity only. When materials or equipment are assigned to an employee for business, it is the employee's responsibility to see that the equipment is used properly and cared for properly. However, at all times, equipment assigned to the employee remains the property of Master Mind, and is subject to reassignment and/or use by Master Mind without prior notice or approval of the employee. This includes, but is not limited to, computer equipment and data stored thereon, voicemail, records, and employee files. Master Mind has created specific guidelines regarding the use of Master Mind equipment. Below is a list of employee responsibilities and limitations with regards to Master Mind property.

## Personal Use of Master Mind Property

Company property is not permitted to be taken from the premises without proper written authority from company management

## Company Tools

All necessary tools are furnished to employees in order to assist them in their required duties. Each employee is, in turn, responsible for these tools.

Tools damaged or stolen as a result of an employee's negligence will, to the extent permitted by federal, state and local law, be charged to the employee.

### Care of Master Mind Property

Office areas, storage areas, and classroom areas should be kept neat and orderly, and all equipment should be well-maintained. The theft, misappropriation, or unauthorized removal, possession, or use of Master Mind property or equipment is expressly prohibited. Any action in contradiction to the guidelines set herein may result in disciplinary action, up to and including termination of employment.

### Smoking

Master Mind provides a smoke-free environment for its employees, clients, and visitors. Smoking, including the use of e-cigarettes and vaporizers, is prohibited throughout the workplace. We have adopted this policy because we have a sincere interest in the health of our employees and in maintaining pleasant working conditions. Employees who will be smoking right before coming into work are expected to air out to reduce possible odors prior to entering Master Mind.

### Visitors in the Workplace

To ensure the safety and security of Master Mind and its employees, only authorized visitors are permitted on Master Mind premises.

### Computer, Email & Internet Usage

Computers, email, and the Internet allow Master Mind employees to be more productive. However, it is important that all employees use good business judgment when using Master Mind's Electronic Communications Systems (ECS).

## Standards of Conduct and ECS

Master Mind strives to maintain a workplace free of discrimination and harassment. Therefore, Master Mind prohibits the use of the Company's ECS for Participating in the viewing or exchange of pornography or obscene Pictures and materials, bullying, harassing, discriminating, or engaging in other unlawful misconduct, in violation of the Company's policy against discrimination and harassment.

## Copyright and other Intellectual Property

Respect all copyright and other intellectual property laws. For the Company's protection as well as your own, it is critical that you show proper respect for the laws governing copyright, fair use of copyrighted material owned by others, trademarks and other intellectual property, including Master Mind's own copyrights, trademarks and brands.

Employees are also responsible for ensuring that, when sending any material over the Internet, they have the appropriate distribution rights. Master Mind purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, Master Mind does not have the right to reproduce such software for use on more than one computer. Employees may only use software according to the software license agreement. Master Mind prohibits the illegal duplication of software and its related documentation.

## ECS Guidelines

The following behaviors are examples of previously stated or additional actions and activities under this policy that are prohibited:

- Sending or posting discriminatory, harassing, or threatening messages or images about coworkers, supervisors or the Company that violate the Company's policy against discrimination and harassment.

- Stealing, using, or disclosing someone else's code or password without authorization.
- Pirating or downloading Company-owned software without permission.
- Sending or posting Master Mind's confidential material, trade secrets, or non-public proprietary information outside of Master Mind. Wages and other conditions of employment are not considered confidential material.
- Violating copyright laws and failing to observe licensing agreements.
- Participating in the viewing or exchange of pornography or obscene Pictures and materials.
- Sending or posting messages that threaten, intimidate, coerce, or otherwise interfere with the job performance of fellow employees.
- Attempting to break into the computer system of another organization or person.
- Refusing to cooperate with a security investigation
- Using the Internet for gambling or any illegal activities.
- Sending or posting messages that disparage another organization's products or services.
- Passing off personal views as representing those of Master Mind.

## Privacy and Monitoring

Computer hardware, software, email, Internet connections, and all other computer, data storage or ECS provided by Master Mind are the property of Master Mind. Employees have no right of personal privacy when using Master Mind ECS. To ensure productivity of employees, compliance with this policy and with all applicable laws, including harassment and anti-discrimination laws, computer, email and Internet usage may be monitored. This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with coworkers or in any way restrict employees' rights under the National Labor Relations Act. Violations of this policy may result in disciplinary action, up to and including termination of employment. Questions or concerns related this policy should be directed to your supervisor or the Director.

## Company Supplies

Only authorized persons may purchase supplies in the name of Master Mind. No employee whose regular duties do not include purchasing shall incur any expense on behalf of Master Mind or bind Master Mind by any promise or representation without express written approval.

## Performance Evaluations

Employees are evaluated on a continuous basis in order to provide a high level of childcare. A written evaluation will be given at the end of the 90-day Onboarding period, mid-year, annually or as often as needed. The evaluation process shall include three written observations that must include one full class activity. Observations shall be followed by a post conference within two working days. The conference will focus on identified strengths as well as areas for improvement. Observations also may include footage from security cameras/other video recordings and recorded business phone calls to Master Mind and are used for training purposes only.

Employees will be required to complete an Evaluation Form. The Evaluation Form allows the teacher/staff member to rate herself/himself on personal qualities, teaching style and strategies, environment/climate design, relationship to the other teachers, relationship to children, relationship to parents, and professional responsibilities.

The Director and the employee shall develop an Individual Development Plan (IDP) which will assist the staff member with meeting goals. It is the Director's responsibility to ensure that the staff member is working toward goal completion.

## Unsatisfactory Evaluation Review

If the evaluation rating is less than satisfactory, the employee and the

Director will set goals to raise the rating within a two week, 30 day or 90 day period. During that time the Director will observe weekly, document those observations, and progress toward attaining established goals. At any time, the employee may choose not to work toward the goals established, thus ending employment voluntarily.

### Behavior Management Policy- Positive Guidance

Our discipline policy is encouraged through positive guidance. We are dedicated to cultivating the Mind, Body, and Playful Spirit of each child through enriching experiences. Positive behavior is encouraged through redirection in order to quickly change focus and garner a young child's attention. Rewards are provided daily to praise and reinforce positive behavior. Rewards that are used can include coin systems, sticker charts and selecting an item out of our treasure box in order to encourage and reinforce positive behavior. We work together with our little ones to develop clear rules and to set guidelines and expectations ensuring that our children's input is always included.

Our curriculum instills social and emotional skills which assist children in identifying and expressing their feelings in a positive way. Children want to feel independent and in control. We cater to this need by providing our little ones with choices. A simple choice like "would like to play with the blocks or with the Legos", "would you like to play with friends or play alone", "would you like milk or water" allows children to feel both in charge and in control. If undesirable behavior occurs redirection is always key. Modeling is also taught in an effort to consistently show children the desirable behavior. If the undesirable behavior continues, we provide 3 positive prompts and then encourage reflection time in a calm soothing area where children can identify the emotion that they are feeling, practice taking deep breaths, and take the necessary time to calm down by sitting quietly, meditating, playing with play dough, blocks or blowing bubbles. Children receive rewards when they are successfully able to practice positive mindfulness techniques during challenging emotional times which ultimately reinforces behavioral management along with a positive self-concept.

When the child is calm we problem solve by talking about the behavior and the emotions that caused it. We also discuss healthy techniques that we can use

moving forward to manage our emotions and bring about a more desirable behavior. Communication and positive interactions are empowering and aid in building social and emotional lifelong skills while managing positive behavior.

In the case of continued discipline challenges, staff will communicate with the parents to discuss possible solutions and/or recommendations. Written confirmations of these discussions will be available to the parents and kept on file.

Our goal is to be proactive as opposed to reactive regarding challenging behaviors. Our program's Behavior Management System provides our staff with best practice tools and techniques to maintain an environment that is conducive to learning for all children. In many cases, negative behavior is a cry for attention and should be handled with care. When challenging behaviors escalate beyond our control, the child(ren) involved may be suspended and the parent will be called for Emergency Pickup. Parents will be expected to follow the suspension guidelines.

In a case where a child's behavior or actions have resulted in the destruction of Master Mind's property, the parents/guardian will be responsible for the repair or replacement of the property.

In extreme cases it may be in the best interest of the child and the program for the parents to seek alternative care. Aggressive behavior, biting, hitting, etc. that causes ongoing disruptions and/or confusion in a classroom may result in the child being terminated from the program. Termination is always a last option and a rare occurrence at Master Mind Daycare.

It is the policy of Master Mind and licensing regulations for Maryland to neither spank nor physically punish a child. Constructive techniques for managing behavior and maintaining a child's self-worth should be applied. The Owner will provide guidance in this area. The goal of behavior management is to teach the child self-control and self-correcting techniques. The following guidelines are used for a child:

- Children will not be denied food, sleep, or bathroom use due to negative behavior. If uncontrollable behavior arises, a caring hold may be required. Master Mind's behavior management policy does not

allow threats or physical punishment by Employees. Physical and/or verbal abuse from children and/or parents will not be tolerated.

## Timekeeping & Payroll

### **Attendance & Punctuality**

Absenteeism and tardiness place an undue burden on Master Mind therefore Master Mind expects regular attendance and punctuality from all employees. This means being in the workplace, ready to work, at your scheduled start time each day and completing your entire shift. Employees are also expected to return from scheduled meal and break periods on time. All time off must be requested in writing, in advance, as outlined in the Company's Paid Time Off (PTO) policy. If an employee is unexpectedly unable to report for work for any reason, he or she must directly notify their supervisor or the Director as early as possible, and preferably prior to their scheduled starting time. It is not acceptable to leave a voicemail message with a supervisor or the Director, except in extreme emergencies. In cases that warrant leaving a voicemail message or when an employee's direct supervisor is unavailable, a follow-up call must be made later that day. If an illness or emergency occurs during work hours, employees should notify their supervisor or the Director as soon as possible.

Employees, who are going to be absent for more than one day, should contact their supervisor or the Director on each day of their absence. Master Mind reserves the right to ask for a physician's statement in the event of a long-term illness (three consecutive days), or multiple illnesses or injuries. If an employee fails to notify their supervisor or the Director after three consecutive days of absence, Master Mind will presume that the employee has voluntarily resigned. Master Mind will review any extenuating circumstances that may have prevented him or her from calling in before the employee is removed from payroll. Should undue or recurrent absence and tardiness become apparent, the employee will be subject to disciplinary action, up to and including termination of employment.

This policy is not intended to restrict an employee's right to discuss, or act



together to improve, wages, benefits and working conditions with coworkers or in any way restrict employees' rights under the National Labor Relations Act.

## Timekeeping

It is Master Mind's policy to comply with applicable laws that require records to be maintained of the hours worked by our employees. Every employee is responsible for accurately recording time worked.

In addition to recording arrival and departure time, non-exempt employees are required to accurately record the start and end of each meal period as well as any departure for non-work related reasons. Any errors in time records, must be immediately reported to your supervisor or the Director.

Absent prior authorization, non-exempt employees are not permitted to start work until their scheduled starting time or work past their scheduled ending time. Master Mind strictly prohibits non-exempt employees from working off the clock for any reason. All time spent working must be logged and accounted for; this includes time spent using electronic devices for work-related purposes. Vacation days, sick days, holidays, and absences for jury duty, funeral leave or military training must be specifically recorded by all employees.

It is the responsibility of all employees to submit and approve their time records daily and review at the end of each week. Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action up to and including termination of employment.

## Paydays

Master Mind employees are paid on a biweekly basis. Paychecks are deposited via ACH in the bank account designated by the employee at the time of hire. Employees will receive a pay stub providing all payment details. In the event of employee termination, the employee will receive their pay in accordance with applicable federal, state and local laws.

## Payroll Deductions

Master Mind makes deductions from employee pay only in circumstances permitted by applicable law. This includes, but is not limited to, mandatory deductions for income tax withholding and Social Security and Medicare contributions as well as voluntary deductions and contributions.

If you believe that an improper deduction has been made from your pay, raise the issue with the Director immediately. Master Mind will promptly investigate. If the investigation reveals that you were subjected to an improper deduction from pay, you will be reimbursed promptly.

## Master Mind Job Wage Scale

Position	Minimum Qualifications	Salary Range		
		Low	Mid	High
Substitute / Lead Teacher	<ul style="list-style-type: none"><li>•At least 18 yrs of age</li><li>•Bachelor’s degree in a child-related field <b>OR</b></li><li>•One year of experience working with children</li></ul>	\$26,000.00	\$27,040.00	\$28,080.00

## Attendance & Punctuality

Absenteeism and tardiness place an undue burden on other employees and on Master Mind. Master Mind expects regular attendance and punctuality from all employees. This means being in the workplace, ready to work, at your scheduled start time each day and completing your entire shift. Employees are also expected to return from scheduled meal and break periods on time. All time off must be requested in writing, in advance, as outlined in the Company’s Time Off (TO) policy. If an employee is unexpectedly unable to report for work for any reason, he or she must directly notify their supervisor or the Director as early as possible, and preferably prior to their scheduled starting time. It is not acceptable to leave a voicemail message with a supervisor or the Director, except in extreme emergencies. In cases that warrant leaving a voicemail message or when the Director or an employee’s direct supervisor is unavailable, a follow-up call must be made later that day. If an illness or emergency occurs during work hours, employees should notify their supervisor or the Director as soon as possible.

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## Suspected Child Abuse/Neglect

### Mandated Reports

Paid caregivers are required to report suspected child abuse or neglect to Child Protective Services (CPS) according to the state of Maryland and are considered mandated reporters. If you suspect child abuse or neglect as a mandated reporter you must inform the Director. You must also report your suspicions to either the local department of social services (DSS) or call the toll free number of the Child Abuse and Neglect Hotline (1-800-552-7096). Be sure to record the name of the individual assisting you. The employee initiating the report must document what caused the suspicion, when the report was made, and which agency was called. Reports of this nature will be kept in a special file. If another employee of Master Mind is named as a perpetrator of child abuse or neglect, the employee must report such accusations to the Director immediately. The employee named as the perpetrator will immediately cease working directly with children. An investigation will be conducted by the Director. If investigations by the Owner, DSS, and CPS find the staff member is innocent, the employee will be reinstated and will be paid for all days missed. If the employee is found guilty, they will be terminated immediately. If the state investigations are inconclusive, the status of the staff member will be

determined by the Owner along with insight and feedback from the staff.

Under no circumstances will Master Mind tolerate negligent behavior on the part of any employee. Master Mind shall provide staff development opportunities related to protection from child abuse and neglect claims. Master Mind requires its employees to sign a “ZERO Tolerance” Policy statement regarding child abuse and neglect.

## Relationships Expectations

### **Staff-Parent Relationships**

We believe parents are the most significant adults in a child’s life. We strive to create mutual respect between parents and Master Mind staff, a partnership for the benefit of the child. Our doors are open to parents at all times and employees are expected to conduct themselves in a professional manner on all occasions.

During the year, Master Mind will sponsor events that parents will be encouraged to participate; employees will be required to participate in and /or attend. Muffins with Mom, Doughnuts with Dad, Composting Initiatives, Story Time with Parents and Cooking with Kids are a few of the ways we encourage communication and purpose to establish relationships with client families. The Director or designated staff member creates a weekly newsletter. The newsletter works to establish a link between Master Mind and parents. The purpose of the newsletter is to serve as a network for employees and parents to exchange ideas, experiences and needs. It highlights both children’s activities and Master Mind’s activities.

### Staff Relationships & Staff Meetings

A cooperative team effort is encouraged among employees. Employees are expected to always conduct themselves in a professional manner and to adhere to a professional code of ethics. Good communication between coworkers is essential in order for positive working relationships to flourish.

Should an employee have a concern or question about the actions of a coworker, he/she is encouraged, if possible, to get together with that coworker and discuss the issue(s). If the concern or question cannot be adequately settled among the staff members, then it is important for the staff members to get together with the Director or Owner to discuss the issue(s).

The Director will call staff meetings for organization of work and in-service training. The Director will observe and work in the classroom with teachers in order to help ensure quality programming and act as a resource for the staff. These meetings may take place outside of Master Mind's normal operating hours. Advance notice will be given for all meetings and attendance is required.

### Marketing Master Mind

It is the responsibility of all employees to promote Master Mind, its philosophy, goals and objectives. Employees must display professional behavior at all times when representing Master Mind. However, it is primarily the responsibility of the Director to promote Master Mind and its services through various forms of literature, its website, and by speaking to interest groups or individuals. It is equally important to promote a positive image and rapport with the local neighborhood and community residents (The Director has the final say in regards to all advertisement; as such, no advertising should be solicited on social media networks, internet websites, flyers or any other outlet used for advertisement without prior consent).



## Master Mind Employee Handbook Signature and Agreement

By signing below, I agree that I have received a copy, carefully read, and agree to all terms and conditions set forth in the Master Mind Employee Handbook.

I hereby express agreement with all information stated in the Master Mind Employee Handbook. I fully understand, will uphold, and agree with the content of the Master Mind Employee Handbook.

Employee Signature \_\_\_\_\_ Signature Date \_\_\_\_\_

Director/Manager Signature \_\_\_\_\_ Signature Date \_\_\_\_\_