



HAPPY HORIZONS CHILDCARE

Employee Handbook

P.O. Box 8662, 1428 S. Blaine Street
Eastside Marketplace
Moscow, ID 83843

(208)301-1035
happyhorizonscc@gmail.com
www.happyhorizons.cc

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MISSION STATEMENT

Happy Horizons Childcare is a non-profit organization whose goal is to provide high-quality, accessible childcare in a safe and nurturing environment, enabling families to continue or obtain employment or to further their education.

Dear Happy Horizons Staff and Volunteers,

Welcome to the Happy Horizons Childcare family. We are grateful that you have chosen to be a part of an organization that assists many parents and their children. Our desire is to provide excellent care for your children and to help enable their parent(s) to pursue employment or possibly achieve further education.

Thank you for loving children and having a passion to help them learn, grow, and flourish in the Happy Horizons Childcare environment. We want to provide warm interaction with others, exploring through our curriculum, directed playtime (indoors and out), learning new skills, sensory activities, music, and arts and crafts. Our age-appropriate activities for each class will try to provide and meet the needs of the whole child; socially, emotionally, physically, developmentally, and intellectually. These children are our priority, but our purpose is to help enable every parent to pursue their goals of education and/or employment.

Please be sure to take the time to read this *Employee Handbook*, which contains our policies and procedures. These are for the benefit of our children, our parents, and you, our childcare providers. Please read them carefully as you will be asked to sign an acknowledgement stating that you have, indeed, read this handbook in its entirety, and agree to abide by the policies and procedures within.

If you have any questions or concerns, please do not hesitate to ask. I am always open to improvements and suggestions.

Connie Kimmell
Executive Director

HAPPY HORIZONS CHILDCARE EMPLOYEE HANDBOOK

Happy Horizons Childcare is an equal opportunity employer and makes employment decisions regardless of one's protected class.

LICENSE AND PROFESSIONAL DEVELOPMENT REQUIREMENTS

Happy Horizons is licensed by the City of Moscow and inspected annually. Therefore, all employees and volunteers must uphold a current Day Care Provider License. To receive the license all staff will be required to have pediatric first aid and pediatric CRP certification, as well as fingerprinting/a background check through the Moscow Police Department, which is required by the State of Idaho. We will schedule the course for first and CPR, as well as background check and finger printing at the police department.

The City of Moscow, as well as ICCP requires 12 hours of training within 30 days of hire, as well as Pediatric CPR and First Aid. Happy Horizons and Idaho STARS requires all employees to put in 20 Idaho STARS approved training hours per year, or educational equivalents. Each employee is required to be enrolled in Idaho STARS/RISE and to join the Professional Development System if working 15 hours or more per week. Staff will also be responsible to monitor that all requirements are current. It will be part of your job to make sure your license is kept up to date, as well as pediatric first aid and pediatric CPR certification, along with the 20 hours of Idaho STARS training annually. With these training hours, the following are training is required, annually:

- *ERS: A tool for Quality Improvement* (1 hour in RISE)
- *ET1: Preventing Children from Getting Hurt & Responding to Suspected Child Abuse or Neglect*
- *Care Enough to Call*, 10-minute YouTube Video, then must sign the log stating you've watched the video

If an employee does not follow these policies and does not meet all stated requirements in the required time frame, then pay may be suspended or termination may be required.

Happy Horizons will pay for the CPR training and background/fingerprinting, however, if an employee leaves our employ within 12 months of their hire date, all those fees will need to be reimbursed. They will be taken out of the last paycheck, if not paid back by another method.

WORKDAY HOURS

Happy Horizons work hours will begin at 6:45 a.m. and end no later than 5:50 p.m., Monday through Friday. Exceptions to these times may be paid time for staff training, professional development days, etc.

HOLIDAY AND CHILDCARE CLOSINGS

We will be closed on the following days: New Year's Day; Martin Luther King, Jr. Day; President's Day; Memorial Day; July 4th; Labor Day; a half-day before Thanksgiving, Thanksgiving Day, and the day after Thanksgiving; Christmas Eve Day, Christmas Day, and the week between Christmas Day and New Year's Day. If the holiday falls on a weekend, we will be closed the following Monday or the previous Friday. We will also be closed two days per year for Professional Development Training days. Those days will be announced with advance notice.

Snow Days will be taken when the Moscow School District closes due to weather conditions or there is a National Weather Advisory, or for the loss of power for more than two hours. Please check the local radio station or your email/text messages. You will also be notified using our HiMama app, either by text or email.

PAYROLL AND COMPENSATION

All staff are non-exempt employees. All timesheet records will be recorded through the HiMama program in the office of the childcare center. Staff are compensated according to position, education/experience, and longevity.

All paperwork for payroll, including direct deposit information, W-4, I-9, a copy of your driver's license or passport, and a copy of your social security card, need to be completed immediately upon hiring. Paydays are every two weeks and are through direct deposit. Please see the *Steps to Employment* checkoff sheet and *Employee Information* at the end of this handbook for more information including payroll dates and how to access paystubs.

All time off, including childcare closures due to holidays, health issues, etc. are considered unpaid. However, staff meetings and professional development days will be times paid.

At this time, we are unable to offer any health or other employee benefits.

STAFF APPEARANCE AND HYGIENE

Employees should note that their appearance matters when representing Happy Horizons in front of our children and families. An employee's appearance can create a positive or negative impression that reflects on the center and culture.

Please adhere to the following:

1. All employees must be clean and well-groomed. Grooming styles dictated by religion and ethnicity are not restricted.
2. Standards of clothing and dress require modesty, cleanliness, and safety. No short shorts or short skirts or dresses; no low cut or strapless tops or blouses.
3. Employees must avoid clothes with stamps that are offensive or inappropriate.

WELLNESS POLICY

For the welfare of the children and other staff, any employee who is sick is required to stay at home. We follow the guidelines of the American Academy of Pediatrics, CDC, and the National Center on Early Childhood Health & Wellness for wellness. These guidelines will be strictly enforced. We follow all emergency and basic sanitary procedures, and no child or employee shall be admitted into the childcare with any of the following:

- A temperature above 99.7 (without medication). They must be fever free, without medication, for a minimum of 48 hours.
- If any vomiting 24 hours previously, the child should remain home.
- Chills or muscle pain
- Headache
- Sore throat
- Cough and/or congestion
- Shortness of breath or rapid breathing
- Fatigue
- Flushed cheeks
- Fussiness
- New loss of taste or smell
- Diarrhea
- Symptoms of a communicable disease
- Unexplained rash
- Has had head lice or ringworm (must have a physician's clearance to return)

EMPLOYEE LATE/TARDINESS POLICY

Reporting late for your scheduled shift is not only unacceptable but is cause for disciplinary action or dismissal. If an employee consistently arrives late, pay will be suspended. (For every minute late, up to 30 minutes, you will lose 30 minutes of pay). If tardiness continues, termination may be required. (Refer to the Discipline Process on page 6.)

It is very crucial that you be present in the classroom and prepared to greet the children assigned to your care, which typically requires arriving at least five minutes before your shift. Other employees are relying on your timeliness and our parents also have a schedule to keep. We ask our staff to present calmness and not appear rushed when they arrive and greet the children.

EMPLOYEE ABSENCE AND ILLNESS POLICIES

In order to have adequate staff and familiar faces in each classroom daily, we expect you to be present during your scheduled working hours. Unscheduled absences need to observe the following:

- If you face an emergency that prevents you from coming to work one day, contact the Executive Director as soon as possible, with a minimum of two hours' notice before your shift) Contact should be made by phone call or text, but you must verify that your message was received. We will excuse unreported absences in cases of serious accidents or acute medical emergencies.
- You must check in each day of your unscheduled absence until you return to work.
- Planned absences, such as appointments or vacation, must be made with a request in writing to the Executive Director as soon as possible. A minimum of two weeks is required. (There is a *Request for Leave* form in the childcare office that will need to be filled out and turned into the Executive Director for approval.)

EMPLOYEE TERMINATION AND RESIGNATION POLICIES

- Employment at Happy Horizons is "at-will", meaning that you or Happy Horizons may terminate the employment relationship at any time and for any non-discriminatory reason.
- You resign when you voluntarily inform the Executive Director that you will stop working for Happy Horizons. We also consider you resigned if you don't come to work for [three] consecutive days without notice.
- You are to give at least two weeks' notice when resigning, with four weeks being preferable.
- You must submit a written and signed notice of resignation for our records.

EMPLOYEE REVIEW AND EVALUATION

- Every employee will be given a 30 to 90-day trial /review period. After such time, said employee will be notified as to the outcome of that review and as to whether or not their employment will be maintained at the daycare. Adherence to all of the above policies will be part of the review process.
- An annual evaluation will also be given to each employee.

SMOKING POLICY

Real Life Ministries and Happy Horizons, as a lessee of Real Life Ministries, have declared all areas of our facility, including near the entrances, to be NON-SMOKING.

REASONABLE SUSPICION DRUG TESTING

Happy Horizons has the responsibility to implement Reasonable Suspicion Testing, also known as For Cause Drug Testing. This testing will be performed when supervisors have evidence or reasonable cause to suspect an employee of drug use. Evidence is based upon direct observation, either by a supervisor or another employee. Specific reasons for reasonable suspicion testing include physical evidence of illicit substances, patterns of erratic or abnormal behavior, disorientation or confusion, and/or an inability to complete routine tasks.

ETHICAL CONDUCT

Staff members and volunteers of Happy Horizon Childcare:

- Must at all times be ethical, conscientious, courteous, trustworthy, diligent, and compassionate.
- Need to have a positive and pleasant attitude, as well as a love for children.
- Will need to discuss with the Executive Director any conflict that arises between staff members with a particular policy, if other measures to resolve have failed.
- Will keep all cell phones outside of the classroom. At NO time while in the classroom with children is it acceptable to use a cell phone for calling or texting.
- Will not take pictures of children without the Executive Director's permission.
- Will follow our social media policies regarding any posts made on private/personal social media sites.
- Will are not allowed to babysit for children/families of Happy Horizons Childcare. This could become a legal issue if perceived as a relationship with Happy Horizons Childcare, so it is not permitted.

CONFIDENTIALITY POLICY

Confidentiality is required in childcare programs to protect the rights of children and families. Staff may not discuss or share written information, pictures, or any other identifying information about a child, family, or staff without the written permission. When information is shared it is based on a need-to-know and is done with the written permission of the family to support decision-making and planning or provided to legal or licensing authorities when required.

No private information can be shared with families/parents regarding another child. For example, if Jimmy bites Tommy and the Tommy's parents inquire as to who bit their child, you are not allowed to give that information, stating it is confidential information. If they press for a name, please refer them to the Executive Director. This policy also encompasses all *Social Media Policies* as well (see below).

SOCIAL MEDIA POLICIES

Though we cannot restrict what you post on your own social media profiles, we are providing you with guidelines about what you shouldn't post and provide you with which could require disciplinary actions if your posts affect Happy Horizons' image or go against our privacy and/or confidentiality policies. For these, we are entitled to set the rules of posting as follows:

- As a Happy Horizons employee, you are expected to be mindful of the image you may be portraying on your social media profiles. The families we serve expect professionalism and confidentiality from those of us that care for their children. Any negative or "trashing" posts of our childcare center, staff, children, or families can be cause for dismissal.
- Staff may not "friend" parents of Happy Horizons as maintaining a professional attitude towards parents is required.
- We expect you to adhere to our confidentiality policies at all times. We also caution you to avoid violating our anti-harassment policies or posting something that might make your collaboration with your colleagues more difficult. Any such postings are likely to have disregarded our policy on cell phone usage while at the childcare center, which can also result in disciplinary action.
- It's imperative to be mindful that any "private" post is easily made public and cannot only impact you personally but can also impact our childcare center. It's also essential to ensure that others know that your personal account or statements don't represent our childcare. You shouldn't state or imply that your personal opinions and content are authorized or endorsed by Happy Horizons. We advise using a disclaimer such as "opinions are my own" to avoid misunderstandings.
- Disciplinary actions will be taken if any post discloses confidential or personal information (which includes pictures of other staff, children in our care, Happy Horizons families, etc.) or any offensive, derogative, discriminatory, offensive, or libelous comments towards other members of the online community.
- The disciplinary actions (listed in the "Employee Discipline Process") will be followed for any non-adherence to these social media policies. We may have to take disciplinary action leading up to and including termination if employees do not follow this policy's guidelines.

EMPLOYEE DISCIPLINE PROCESS

Our disciplinary process has six steps of increasing strictness. These steps are:

1. Verbal warning
2. Informal meeting with the Executive Director
3. Formal reprimand
4. Formal disciplinary meeting
5. Suspension (without pay)
6. Termination

Disciplinary action may be made for performance issues (i.e. absenteeism, tardiness, etc.); minor offenses (one-time), such as breach of dress code, smoking policy, etc.; serious misconduct/repeated offense as in rudeness to parents, students, or staff; unwillingness to follow health and safety policies, etc.; serious violations, which immediately go to step 5, such as substance abuse, offensive behavior, or retaliation against another employee; illegal behavior which requires immediate step 6, as in corruption/bribery, sexual harassment, workplace violence, embezzlement/fraud, etc.

EMPLOYEE/PARENTAL RELATIONSHIPS

The relationship between staff and parents/families should be congenial, yet professional, not as a friendship. We need to maintain a professional attitude with our families at all times.

Please greet the parents (when applicable) and child each morning with a warm smile and kind greeting, addressing the child by name. Help make the child feel as they belong and become at ease by offering encouragement and a distraction to the child. It is our policy that all staff members and volunteers shall treat parents and children with respect, honoring confidentiality and being truly honest.

Please refer to the *Ethical Conduct* policy as well on other guidelines for employee/parental guidelines.

For everyone's safety, the release of a child is only to those persons authorized on the enrollment form, with no exceptions. Often only the Executive Director or her assistant knows who the authorized persons are, so it is usually those two individuals who release a child. They may, however, at times, ask another staff person to release the children, if said staff person is familiar with those who are allowed to pick-up.

CHILD ABUSE AND NEGLECT POLICY

Our staff, employees, and volunteers are mandatory reporters for the state of Idaho, which means that we are REQUIRED by law to report suspected cases of child abuse or neglect to the appropriate local agency. Abuse may be physical, emotional, or sexual. Neglect is the failure, refusal, or inability, for reasons other than poverty, to provide necessary care, food, clothing, shelter, or medical care. Staff who report in good faith are immune from civil or criminal liability. Staff who intentionally fail to report suspicions are subject to fines under the law.

TRANSPORTATION POLICY

Our first responsibility is to protect the safety of the children at Happy Horizons, and because we are mandated reporters, if we deem that is unsafe for a parent (or other authorized pick-up individual) to transport a child for any reason, we must ask them to:

- Allow us to call an alternate pickup person to pick up
- Call them a cab (and they will be responsible to pay)
- If they do not have a car seat for your child, we will ask them to go get it and come back. (Late fees will apply if it ends up being past our operating hours.)
- Staff are under no circumstances allowed to put a car seat in an individual's car or buckle the child into the car seat. You can simply state that you are not allowed to do so. (It could be grounds for a lawsuit if they end up in an accident, etc.)

If they insist and take the child even after we believe it is unsafe for you to do so, we are required to call 911. It is also helpful to get a picture of their license plate at that time.

GUIDANCE AND DISCIPLINE POLICY

Our goal is to help children regulate their own behavior with positive guidance from teachers by redirecting and negotiation. We will maintain realistic expectations of the child's behavior while assisting them with problem solving. Good classroom management and positive reinforcement will be provided. If the child's behavior remains out of control, removal of a child from the group is a last resort. No physical punishment or threats are allowed at Happy Horizons, either by parents or staff.

Suggestions for re-direction:

1. Children's good behavior should be recognized and encouraged.
2. Children should be taught by example through fair and consistent rules, in a relaxed atmosphere.
3. Staff should show understanding and firmness, while giving clear direction and guidance at the child's level of understanding.
4. Children should be removed to a safe area if their behavior will harm themselves or others.
5. When behavior is unacceptable, state positive alternatives such as, "Blocks are for building, but we can throw the ball." Help the child understand why the behavior is not permissible.

CLASSROOM MANAGEMENT POLICY AND PROCEDURES

Staff and volunteers are responsible to see that the classroom space is kept clean and safe. (See *Naps and Cleaning Procedures*). Please model good organizational skills for the children by returning items where they belong when not in use. Maintain constant eyesight on each child at all times while in the classroom and the playground.

It is a major responsibility as a staff member to work with the children at their level, interact and play with them, help encourage new ideas, thoughts, and learning. Playing with the children helps to create a calm and nurturing environment that is so valuable in eliminating chaos.

Milk or formula that is in a cup or bottle upon arrival should be discarded. Wash and sanitize all bottles after each use.

If a child is bitten by another child, give the offender a chew toy and/or other distraction to help avoid future incidents. The offender should be removed from being near the bitten child and closely monitored after such an incident to ensure no further biting happens. Parents of both children should be given a written notice at the end of the day (without the offender's name). If such incidences continue between specific children, those children should be separated into different classrooms for a period of time deemed necessary by the Executive Director.

We are also required to have walking children have their shoes and socks on throughout the day. This is required in case of emergency where we would have to evacuate the building.

SAFE SLEEP POLICY

We will observe at all times the guidelines provided by the Idaho Department of Health and Welfare. We believe that a safe sleep environment for infants helps lower the chances of an infant dying from SIDS, prevents suffocation and overheating. Please read the Infant Safe Sleep Practices page included at the end of this handbook. A copy is also provided in the Parents Handbook.

MEDICATIONS

In rare cases, if a child **must** take a prescription medication while at Happy Horizons, a parent and physician must sign a release form and provide detailed instructions to the Executive Director (or her assistant) who will administer the dose; no prescription medication will be given without the written consent of the parent and the child's physician. In special circumstances, non-prescription medication (i.e., Tylenol) will be made on an individual basis by the Executive Director. Again, a parent must sign a release form and provide detailed instructions to the Executive Director on administering the dosage.

EMERGENCY PREPAREDNESS PLAN

Each classroom contains a fire escape map and an in-class emergency area, along with a YIKES booklet with all the emergency plan information. Please read and study each carefully.

In the event that we need to evacuate our building, we will relocate to the fenced-in outdoor playground in the parking lot. Our onsite safe place is located in the Real Life conference room by the interior play space. Our longer-term off-site location is Taco Bell. In the event of relocating, parents will be contacted for notifications of the situation.

GENERAL WORK INFORMATION

Breakfast, Lunch and Snacks

We will provide the children breakfast, served at 8:30; a mid-morning snack; lunch, served at 11:30; and snacks served at 3:00. No foods are allowed from home other than those needed for infants and toddlers needing special baby food, or children with specific allergies. We will adhere to all necessary precautions for any children with allergies.

At mealtime, the teacher or volunteer will need to move around the room, assisting and focusing on the children, helping as needed with use of utensils, drinks, etc. Staff will need to wear gloves and can offer food items and encourage them to at least try each item, but not force a child to eat. When feeding the infants/walkers, place child secured in a highchair. Please stay with the child while eating.

Staff lunches will be taken following the children's lunch time or on the staff's break. A substitute teacher or volunteer may need to be in place in the classroom while another staff member goes on break, depending on staff/children ratios.

Thirty minutes is our standard lunch break during an eight-hour shift or 15 minutes for less than an eight-hour shift. Breaks are not scheduled, so please check with the Executive Director or her assistant to make sure a break time is suitable at your requested time. Again, we have to ensure that our staff/children ratios are adhered to.

CLEANING PROCEDURES

Each employee will need to follow the guidelines for cleaning and closing as per the Cleaning Checklists that are in each individual classroom. Each employee needs to assist in the cleaning and closing process if on shift during the closing of the day.



Infant Safe Sleep Practices Tip Sheet for Idaho Child Care Providers

Federal law, and ICCP program rules, focus on promoting safe sleep practices for infants (0-12 months old) that reduce the risk of SIDS/SUID (Sudden Infant Death Syndrome/Sudden Unexplained Infant Death). These practices should be observed at all times, and will be required to successfully complete required health and safety inspections for all **ICCP** participating providers.

- **Follow current American Academy of Pediatrics recommendations concerning safe sleep practices including SIDS/SUIDS risk reduction.**
- **Supervise napping or sleeping children.**
 - Child care providers must be within sight or hearing of the children at all times, including nap time, and must be available and able to immediately assist a child in an emergency.
 - *Supervision by sight and hearing is always recommended.*
 - Napping children who are not within sight of a staff member, must always be within easy hearing distance.
 - All children (including the provider's children), asleep or awake, count towards ratio requirements.
 - Video equipment or baby monitors are not a substitute for supervision or monitoring.
- **All cribs, bassinets, "play pens," and "pack-n-plays" must be in good repair and approved by the Consumer Product Safety Commission (CPSC) as infant/toddler sleep devices.**
 - Bouncers, swings, car seats, hammocks, boxes, Boppy's, Bumbos, and Dock-a-Tots are NOT acceptable sleep devices.
 - If a child falls asleep in a device or location that is not acceptable for sleep, the child must be moved to CPSC approved sleep device.
 - Mattresses must fit snugly and be made specifically for the size crib in which they are placed.
 - Bed linens used under children on cots, cribs, and playpens must be tight-fitting.
- **Place an infant to sleep on their back, on a flat sleep surface.**
 - If an infant turns over while sleeping, the child care provider must return the infant to his or her back until the infant is able to independently roll from back to front and front to back.
 - *This developmental skill should be easily observed when an infant is awake or asleep.*
 - If there is a medical requirement for a child to be in *any* other sleep position, a physician's note (on professional letterhead with contact information for the medical doctor) must be on file at the facility, and made available to the inspector.
 - *A note from a physician is not an exclusion of liability for a child care provider.*

- **Sufficiently light the room to be able to observe skin color in case of changes.**
 - Monitor children’s breathing patterns through visual observation, and note any changes.

- **Allow infants to follow their own sleep patterns.**
 - Infants need to sleep when they are tired and not according to a schedule determined by the early learning provider.

- **Do not allow loose blankets, stuffed toys, pillows, crib bumpers, or similar items inside a crib.**
 - Infant sleep clothing, such as sleep sacks or pajamas, may be used to keep infants warm.
 - After an infant first exhibits signs of attempting to roll (around 3 months old), swaddling must not be used.
 - *The use of sleep sacks is recommended if swaddling is practiced.*
 - *Swaddling should be snug around the chest but allow ample room at the hips and knees to avoid hip dislocation or hip dysplasia.*

- **Items that pose a strangulation, fall, or entrapment hazard must be kept well out of an infant’s reach while in the crib, bassinet, or other approved sleep equipment.**
 - Carefully consider the placement of electrical cords, cords for blinds and shades, lamps, baby monitors, blankets, televisions, toys, blankets, towels, wall hangings, pictures, etc. to ensure that there is no way a child could reach them from their sleep location.
 - Do not use strings to hang any object (mobile, toy, diaper bag, etc.), on or near the crib.
 - Pacifiers may be used. However, pacifiers should not be clipped, pinned, or tied to an infant’s clothing, and they should not be tied around an infant’s neck, wrist, or other body part.

- **Do not allow a blanket or any other item to cover or drape over an occupied crib, bassinet, or other equipment where infants commonly sleep.**
 - Items draped over a crib impair an early learning provider’s ability to see and hear the infant.
 - Draped items could fall on top of infant creating a risk of suffocation or entanglement.

- **Do not allow clothing to cover any portion of an infant’s head or face while sleeping, and readjust these items when necessary.**
 - Clothing covering an infant’s head could impact their ability to breathe.

- **Prevent infants from getting too warm while sleeping. It is a good practice to dress an infant in one more layer of clothing than you are wearing to be comfortable in the same environment.**
 - Signs that an infant is too warm or in distress include, but are not limited to:
 - *Sweating*
 - *A sudden rise in temperature*
 - *Flushed, pale, or hot and dry skin, warm to the touch*
 - *Vomiting*
 - *Refusing to drink*
 - *Depressed fontanelle (“soft spot”)*
 - *Irritability*

HAPPY HORIZONS CHILDCARE
Employee Handbook Agreement

I, _____ have read and agree to comply with the all policies and procedures contained in the *Happy Horizons Employee Handbook*. I also confirm that I have read and understood my program's policies related to confidentiality. I agree to comply with these policies to protect the confidentiality of the children, families, staff and volunteers I work with.

Employee Signature

Date

Happy Horizons Executive Director

Date

Your signature will be kept on file for the duration of your employment or volunteer service.

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Confidentiality is required in child care programs to protect the rights of children and families. Staff may not discuss or share written information, pictures, or any other identifying information about a child, family, or staff without the written permission. When information is shared it is based on a need-to-know and is done with the written permission of the family to support decision-making and planning or provided to legal or licensing authorities when required.

No private information can be shared with families/parents regarding another child or staff member. This agreement also encompasses all *Social Media Policies* as well.

Employee Signature

Date

Happy Horizons Executive Director

Date